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All prices are subject to change without notice

ABSENCE MINDED: MANAGING ABSENTEEISM

(VIDEO ARTS) 23 minute DVD

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

DVD purchase only, \$999. Weekly digital rental only.

ACCEPTING CHANGE

(7-DIMENSIONS) 5 minute DVD with ancillary materials

One of the 7 videos that make up their "Managing Change, Standards & Culture Series, this video shows how to solve the frustration and the resistance, people experience when having to deal with change.

Purchase only, \$275

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

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

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

Purchase only, \$695

ACHIEVING SUPERVISORY EXCELLENCE

(MONAD) 22 minute DVD

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

Purchase only, \$395

ACT ON IT! THE ART OF DECISION-MAKING

(MONAD/MIINDLINK) 17 minute DVD

Through a keynote speech and animated parable, viewers learn easy-to-follow, simple to implement tools for making well thought-out, thorough and productive decisions.

Purchase only, \$495

A.C.T. WITH INTEGRITY: REAL SITUATIONS FOR DISCUSSION

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

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

Purchase only, \$895

ADA CUSTOMER SERVICE COURSE

(ENTERPRISE MEDIA) 34 minute DVD with ancillary materials

Designed to help viewers by offering 5 modules dealing with the most common ADA issues; and how they can properly provide superior service to customers with disabilities. Available in Spanish & French.

Purchase only, \$995

ADA MADE SIMPLE, THE

(TRAINING ABC) 8 minute DVD with ancillary materials

Modeled after The Civil Rights Act of 1964, the ADA is the "Equal Opportunity" law for people with disabilities. This program updates the original law.

Purchase only, \$295

ADA, THE, SERIES

(AUDIO GRAPHICS TRAINING) 2 program DVD totaling 47 minutes

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

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

Purchase only, \$379

ADVENTURES IN SALES, SERVICE & SELF-ESTEEM

(ENTERPRISE MEDIA) 25 minute DVD Peter Glen hosts and presents 7 key points for inspired sales and service. Animation, music, other effects, and 5 minutes of angry customer scenarios, reinforce them.

Purchase only, \$195

ADVENTURES IN SERVICE

(ENTERPRISE MEDIA) CD time open-self paced

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

Purchase only, \$249

AFTER THE HIRE: RETAINING GOOD EMPLOYEES

(VIVID EDGE PRODUCTIONS) 24 minutes Viewers see the need, the cost, and what must be done for organizations to retain their best employees.

Purchase \$695

AGE OF LEADERSHIP, THE

(GROH) 22 minute DVD with ancillary materials

Focusing on global change, this video presents 10 key points that require extensive skills and radically new leadership in a way that promotes innovation, accelerates performance, motivation and productivity.

Purchase only, \$1,095

ALL PRO: CONVERSATIONS WITH CHAMPIONS ((MONAD)

(MONAD) 30 minute DVD

Merlin Olsen a former, star football player, interviews and presents video segments of elite sport champions. Featuring such famous personalities as: Tom Seaver (baseball pitcher), Virginia Wade (tennis player), Bill Shoemaker (jockey), and Bill Russell (basketball player).

Purchase only, \$395

AMERICANS WITH DISABILITY ACT: COMMONSENSE COMPLIANCE

(AGTS) 25 minute DVD

This program for managers and supervisors clearly defined the intent of the ADA and how to comply with disabled job applicants in pre-employment interviews, post job offer discussions, and daily workplace relationships.

Purchase only, \$379

AN INSIDE JOB: MEETING INTERNAL CUSTOMER NEEDS

(VIDEO ARTS) 30 minute DVD

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

Purchase only, \$895

ANGRY EYE, THE

(ADMIRE) 30 minutes Jane Elliott's famous "blue eyed" exercise is sprung upon college students, in exploring the nature of prejudice.

Purchase only, \$295

ANOTHER MEETING?

(ENTERPRISE MEDIA) 5 minute DVD

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

Purchase only, \$295

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

(PROPOSITIONS) 30 minute DVD/USB with ancillary materials

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

Purchase only, \$595

ARE YOU WITH ME?

(STAR THROWER) 22 minutes

Subtitled, "common courtesy on the phone," the video focuses on it being an extension of one's pleasantness. Correlating the phone usage with face-to-face as: Technology and Talent; assembled and empowered by

successful businessman Bill Koch.

Purchase only \$745

ARE WE REALLY SO DIFFERENT, YOU AND I?

(TRAINING ABC) two, 2 minute videos with male and female narrators versions on the same DVD

This inspirational video file of the circle of life, highlighting the common values and motivations that we share as human beings, focusing on the reality of what we have in common rather than what makes us different.

Purchase only, \$295

ART OF CRITICISM...GIVING & TAKING

(KANTOLA) 2 video program, averaging 21 minutes

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

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

Purchase only, \$169

ART OF CUSTOMER SERVICE, THE

(KANTOLA) 10 minute DVD with ancillary materials

Newly revised, this video uses humorous scenes with first-person responses in presenting 3 basic ideas: give customers the attention they want, the respect they deserve, and the time to answer questions and resolve needs.

Purchase only, \$275

ART OF RESOLVING CONFLICTS IN THE WORKPLACE

(KANTOLA) 30 minutes 6 techniques for managing and resolving conflicts successfully; plus a section for viewers to test the techniques presented.

Purchase only, \$95

ART OF SELLING, THE

(VIDEO ARTS) 28 minute DVD only with ancillary materials

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

DVD purchase only, \$999. Weekly digital rental only.

AS OLD AS YOU FEEL

(VIDEO ARTS) 10 minute DVD with ancillary materials This animated program demonstrates manager's/supervisor's role in promoting a positive, inclusive approach to age and diversity.

Purchase only, \$395

AS OTHERS SEE US

(PROPOSITIONS) 10 minute DVD This animated video of the JoHari Window, explores all types of conflicts, why they occur, their effects on interpersonal relationships, and handling them.

Purchase only, \$295

AS SIMPLE AS RESPECT

(ATS) 24 minute DVD, with ancillary materials Using vignettes of health-care, manufacturing, retail, and office settings, this video offers "7 common sense guidelines" that are broken down into simple steps for correcting disrespectful behavior.

Purchase only, \$795

ASSERT YOURSELF: LEARNING TO BE ASSERTIVE

(VIDEO ARTS) 28 minute DVD only with ancillary materials

Shows viewers what assertive behavior is, when and how to use it; and especially saying what is wanted, needed, but are direct, honest, and appropriate, while respecting the rights of those being addressed.

DVD purchase only, \$999. Weekly digital rental only.

ASSIGNMENTS INTO WOW PROJECTS (Re-imagine! Series)

(ENTERPRISE MEDIA) 17 minute DVD

Tom Peters shows how one organization revolutionized the job of teaching kids about health. Presented are people coming up with innovative ideas, testing and bringing them to reality.

Purchase only, \$345

ASK FOR THE ORDER

(PROPOSITIONS) 26 minute DVD/USB, CD of Ancillary Materials, & a Meeting Kit For selling strategies and levels of salespeople, this program shows how to succeed in getting their orders, rather than losing them to the competition.

Purchase only, \$595.

ATTITUDE: RADIATING POSSIBILITY!

(GROH PRODUCTIONS) 17 minutes,

Ben Zander, the world-renowned conductor of the Boston Philharmonic Orchestra, as he delivers an engaging, high-impact approach; transforming negativity and doubt to attitudes of courage and possibility.

Purchase only, \$895

AVOIDING LITIGATION LANDMINES: A SURVIVAL GUIDE FOR MANAGERS

(COASTAL/DUPONT) 30 minute DVD with ancillary materials

Presents 9 situations open to costly litigation, how to defuse them, and create positive tools for developing productive employees.

Purchase only, \$595, DVD has Spanish

AVOIDING SEXUAL HARASSMENT: A SHADOW OF A DOUBT

(COASTAL/DUPONT) 25 minute DVD with ancillary materials An unusual plot focuses on 2 types of sexual harassment, inappropriate behaviors, how to change them, and create a respectful workplace.

Purchase only, \$395, DVD has Spanish

AWESOME!

(QMR) 2 part program, 10 minutes each with ancillary materials Enlightening and entertaining, it helps viewers prepare for the task of engaging, inspiring and productively channeling Gen Y's energies.

Part 1. A New Generation @ Work shows 24 Gen Y employees from a wide range of occupations, sharing what makes them tick.

Part 2. Engaging Gen Y presents 5 managers and their views on how to help Millennials succeed.

Purchase only, \$625 for link or for DVD \$725

BALANCE SHEET BARRIER, THE

(VIDEO ARTS) 30 minute DVD with ancillary materials

This light-hearted, animated remake with John Cleese, takes the fear out of financial documents and complex concepts; making them easily understood.

Purchase only, \$999. Weekly digital rental only.

BALANCING THE STRESS OF LIFE

(STRESS STOP+) 20 minutes

12 stressful scenarios shows 3 different characters 4 mental techniques, for coping with each situation they encounter.

Purchase only, \$149

BARKLES BUSINESS SERIES

(ENTERPRISE MEDIA) 3 DVD series averaging 3 minutes each

Using puppet dogs in live action scenarios, humorously, they focus on critical business issues.

Having A Paws-O-Tive Attitude. Focuses on having a positive attitude, why it matters, and its effect in the workplace.

Sales 101: Finding The Itch. Shows how to overcome objections, connect with the customer, and close the sale.

Truly Furr-ific Customer Service. Shows how to do with a difficult customer, reversing their attitude, and delivering terrific customer service.

Purchase only, \$395, series \$795

BASIC FACILITATION

(WORKPLACE PUBLISHING) 29 minute DVD video program A total program

for productive meetings, offering skills and techniques for successful openings, interactions, and closings.

Purchase only, \$695

BASICS OF BUSINESS ETIQUETTE

(ENTERPRISE MEDIA) 45 minute video, audio, book & CD

When meeting with supervisors, peers, clients, or customers, this program offers the right things to do and say, for being a success in a business or social environment.

Purchase only, \$129.95

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

(ENTERPRISE MEDIA) 30 minute DVD with post-test and book*

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

Purchase only, \$129.95

BASICS OF PROFITABLE CUSTOMER SERVICE, THE

(ENTERPRISE MEDIA) 35 minutes

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

Purchase only, \$129.95

BE PREPARED FOR MEETINGS

(KANTOLA) 24 minutes How to maximize the benefits, while minimizing time and money costs.

Purchase only, \$95

BE PREPARED TO SELL

(KANTOLA) 24 minutes How to do group sales presentations, plus their design and preparation.

Purchase only, \$95

BE PREPARED TO SPEAK

(KANTOLA) 30 minutes An excellent video on the basic skills of giving a presentation.

Purchase only, \$89

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

(VISIONPOINT/MONAD) 17 minute, VHS/DVD with ancillary materials Using the acronym S.A.F.E., it shows viewers the actions to take in being aware of how to head off workplace threats and keep themselves safe.

Purchase only, \$695

BEAR ESSENTIALS OF BUSINESS, THE

(ENTERPRISE MEDIA) 19 minute video, DVD, and ancillary materials A case study of the Vermont Teddy Bear Company showing its unique philosophy of happy customers and employees, and a successful organization.

Purchase only, \$595

BEHAVIORAL INTERVIEWING: TAKING THE GUESSWORK OUT OF RECRUITING

(VIDEO ARTS) 26 minute DVD only Shows viewers how to conduct effective interviews, developing the skills for assessing past behavior, taking guesswork out of recruitment and for predicting future behavior.

DVD purchase only, \$999. Weekly digital rental only. .

BEING EMPOWERED: MAKING A DIFFERENCE

(VIDEO ARTS) 22 minute DVD

Team members taking responsibility and substituting for one another.

DVD purchase only, \$795. Weekly digital rental only.

BERFUNKLE

(MONAD) 10 minute DVD

This humorous animation demonstrates the problems of verbal communica-

tion; and how a single word (or phrase) can mean different things to different people. Especially when the word's meaning can be altered by personal action, voice inflection, and facial expression.

Purchase only, \$395

BEST IN THE FIELD: THE 5 STARS OF SERVICE SUCCESS

(MONAD) 22 minute DVD Focusing on people skills, 3 people involved in field servicing, review 5 key points of maintaining their customer's equipment, as well as their good graces.

Purchase only, \$249

BEST OF MOTIVES, THE, Series

(VIDEO ARTS) 2 DVDs, 30 minutes each Deals with problems for team leaders when trying to motivate the team.

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

Purchase only, \$999

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

Purchase \$695; Weekly digital rental only.

BEST OF SHOW: ESSENTIAL DOT POINTS TO SUCCESSFUL EXHIBITING

(VIDEOMEDIA) 10 minute DVD with ancillary materials

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

Purchase only, \$695

BETTER MEETING MANAGEMENT FOR BETTER COMMUNICATION

(ENTERPRISE MEDIA) 22 minute video, audio and guide

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

Purchase only, DVD \$129.95

BEYOND IMPOSSIBLE

(LIGHTWORKS MEDIA) 9 minutes

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

Purchase \$295

BEYOND WORDS: CUSTOMER SERVICE & SALES Series

(EMPLOYEE UNIVERSITY) 2 DVD program with ancillary materials

Covers basic and intermediate skills for understanding and applying body language effectively in sales or customer service situations.

Part 1. (11") How to successfully approach customers; read their body language; and use nonverbal communications.

Part 2. (21") Focuses on such specifics as: eye contact; eyebrow; genuine smile; handshake; tilted head; etc. Actions Speak Louder Than Words (29"). Jan Hargrave's video on body language, free with a series purchase. Plus a FREE copy of this series..

Each. Purchase \$495; series, \$695

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

(ENTERPRISE MEDIA) 24 minute DVD, with ancillary materials This video focuses on learning body language cues to help viewers diagnose patients more accurately, enabling the viewer to strike a balance between business efficiency and providing needed bedside manners.

Purchase only, \$695

BEYOND WORDS: HIRING & INTERVIEWING Series

(EMPLOYEE UNIVERSITY) 3 DVD program with ancillary materials This program covers basic, intermediate, and advanced skills for understanding how to read individual, nonverbal nuances, that help reveal deeper subconscious messages. For sales or customer service situations.

Negative (14")*. Focuses on negative nonverbal/body language cues.

Positive (22")*. Focuses on positive nonverbal/body language cues.

Body Language Clusters: Putting It All Together (24")*. Focuses on reading an applicant's level of adaptability, initiative, and job knowledge.

Actions Speak Louder Than Words (29"). Jan Hargrave's video on body language, free with a series purchase. An additional copy of this series free.

**Each. Purchase only, \$495. Series., Purchase \$795*

BEYOND WORDS FOR MANAGERS

(EMPLOYEE UNIVERSITY) 15 minute DVD with ancillary materials

Shows how to manage employees through successful, effective communication, and interpersonal skills.

Actions Speak Louder Than Words (29"). Jan Hargrave's presentation on all aspects of body language. Included free with series purchase. Plus a second copy of this program free.

Purchase only, \$495

BLUE MOVIE, THE: GENERATING GREAT IDEAS

(VIDEO ARTS) 12 minute DVD

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

DVD purchase only, \$695. Weekly digital rental only.

BODY LANGUAGE AT WORK

(MONAD) 11 minute DVD

This program, featuring Peter Clayton, offers 8 key points for successfully dealing with this unspoken form of communication that everyone experiences daily.

Purchase only, \$495

BRAIN POWER II

(KARL ALBRECHT) 18 minute DVD ancillary materials

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

Purchase only, \$495

BREAKTHROUGH LISTENING

(MONAD) 20 minute DVD Offers 3 key points in developing the skills to counter the issues that block effective communication and undermine productive listening.

Purchase only, \$395

BRIDGING THE DISTANCE: VIRTUAL TEAMS ON THE ROAD TO RESULTS

(MONAD/MIINDLINK) program with a 17 minute DVD Based on Deborah Dininocenzo's book, "101 Tips for Telecommuters," the video offers 7 key points for developing virtual team success.

Purchase only, \$495

BRILLIANT, SIMPLY BRILLIANT! Series

(PRO-MEDIA) 4 DVDs averaging 6-7 minutes each

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

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

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

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

Thinking Inside The Box. A problem that forced one of Kodak's multi-divisional teams to create a solution that satisfied informational, environ-

mental, financial and productivity needs; but required a 180 degree turn, in their approach to find the answer.

Each: Purchase only, \$295; all -\$895

BUCK STOPS HERE, THE

(MONAD) 6 minute DVD Hosted by Chuck Connors, and based on president Harry S. Truman's famous saying, this historical, Western drama, focuses on the critical skills of leadership, decision-making, responsibility, risk-taking, and accepting challenge.

Purchase only, \$395

BUDGETING

(VIDEO ARTS) 30 minute DVD Shows how to design, develop and implement a budget for the purpose of creating a path to accomplishing an organization's financial goals.

DVD purchase only, \$695. Weekly digital rental only.

BUILDING A DIVERSE WORKFORCE FOR THE GLOBAL MILLENNIUM Series

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

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

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

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

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

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

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

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

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

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

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

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

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

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

13. Worlds Apart. Building of effective teams globally.

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

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

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

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

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

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

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

Each. Purchase only, \$395, Series, \$3,450.

BUILDING EMPLOYEE MORALE: MISSED OPPORTUNITIES

(EMPLOYEE UNIVERSITY) 13 minute DVD, with ancillary materials Individually available, this segment from "One on One" offers a solution for the problem of employees feeling rated poorly, although assessed as meeting performance standards.

Purchase only, plus 1 free; DVD \$295

BUILDING THE PERFECT TEAM

(VIDEO ARTS) 29 minute DVD

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

DVD purchase only, \$695. Weekly digital rental only.

BULLY & RESPECT IN THE WORKPLACE

(KANTOLA) 19 minute DVD with ancillary materials

In 5 dramatizations victims and witnesses show how to speak up and challenge mean-spirited behavior in ways that maintain their respect; as well as how to approach HR/senior management

Purchase only, \$199. (1) Combo price of \$349

BURY MY HEART AT CONFERENCE ROOM B

(VISIONPOINT/MONAD) 24 minute DVD with ancillary materials

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

Purchase only, \$495

BUSINESS ETHICS IN THE NEW ECONOMY by DR. MARIANNE JENNINGS

(COASTAL/DUPONT/DUPONT) 22 minute DVD with ancillary materials

Her presentation of the "gray areas" that make it imperative for employees at all organizational levels to conduct themselves ethically and in compliance with applicable laws. Focusing on 5 key points, viewers gain an awareness of what is, or is not, ethical in today's new global marketplace.

Purchase only, \$595

BUSINESS TO BUSINESS PROSPECTING

(COASTAL/DUPONT) 3 DVD program, averaging 15 minutes each

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

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

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

Purchase only, \$995

BUSINESS WRITING: GETTING STARTED

(COASTAL/DUPONT) 19 minutes Whether you're writing memos, letters, reports or proposals, this program shows business people four simple effective steps, to getting started.

Purchase only, \$425

BUT I DON'T HAVE CUSTOMERS

(COASTAL/DUPONT) 21 minute DVD Shows viewers the steps and techniques for defining internal customers, appropriately serving them while creating positive environments effecting external customers too.

Government version \$395. Purchase \$595, DVD has Spanish

C & THE BOX

(MONAD) 6 minute DVD program

A humorous, animated video, illustrating the need for you to break free of old assumptions, limitations, negativity, etc., so as to grow, develop, and innovate.

Purchase only, \$395

CALL TO ORDER: CONVERTING TELEPHONE INQUIRIES INTO SALES

(VIDEO ARTS) 22 minute DVD How to effectively handle telephone inquiries and turn them into sales.

DVD purchase only, \$999. Weekly digital rental only.

CAN YOU SPARE A MOMENT?

(VIDEO ARTS) 2 DVDS, 25 & 3 minutes A remake of a 4 stage structured approach for managers to spot impending problems, creating opportunities to talk confidentially, remain neutral and friendly, and not imposing their solutions, when counseling staff.

DVD purchase only, \$999. Weekly digital rental only.

CAN'T BE DENIED: THE IMPACT OF CUSTOMER DISCRIMINATION

(EDGE TRAINING) 19 minute DVD with Leader Guide

Real-life vignettes show various examples of customer discrimination; resulting in lost customers, lost business, and millions of dollars in litigation/settlements.

Purchase only \$795. Add \$200 for unlimited reproduction rights.

CARE & CANDOR: MAKING PERFORMANCE APPRAISALS WORK

(COASTAL/DUPONT) 18 minute DVD with ancillary materials

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

Rental \$195; Purchase \$595,

CARE & CONTROL: A BETTER APPROACH TO TERMINATION

(COASTAL/DUPONT) 21 minute DVD Offers 6 steps for conducting a systematic, sensitive and legal termination.

Purchase only, \$95

CASE OF THE VANISHING CUSTOMER, THE

(VIDEO ARTS) 28 minute DVD Viewers see how suppressing unwanted emotions (anger or boredom) and actively promoting positive emotions (enthusiasm and cheerfulness) allows them to deal with even the most difficult customers; leaving them satisfied.

DVD purchase only, \$870. Weekly digital rental only.

CASINO: A CUSTOMER SERVICE STORY

(VIDEO MEDIA) 17 minutes

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

Purchase only, \$795

CELEBRATE! CHANGE YOUR LENS, CHANGE YOUR LIFE

(STAR THROWER) 19 minute DVD with ancillary materials

DeWitt Jones filming of the beautiful island of Molokai, Hawaii proposes change reminding us that we have the power to choose how we see the world and how we want to live in it.

Purchase only, \$845

CELEBRATE WHAT'S RIGHT WITH THE WORLD

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

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

Purchase only, \$845

CHANGE, IT'S YOUR CHOICE

(MONAD/MINDLINK) 5 minute DVD This fast-moving video uses a myriad of quotes and limited images that pop up vigorously. Viewers experience an instant and overwhelming sense of what is change.

Purchase only, \$395

CHANGING THE RULES

(HEIM) 25 minutes DVD with ancillary materials

This program helps humans resolve gender related communication problems by providing effective strategies to be able to successfully communicate between them.

Purchase only, \$495

CHARACTER IN ACTION

(ADVANCED KNOWLEDGE) 23 minutes, DVD or VHS, and leader's guide Bestselling author, Donald T. Phillips (Lincoln On Leadership) uses the example of the US Coast Guard in demonstrating 3 major strategies for leadership that maximizes productivity and creates successful organizations.

Purchase only, \$695

CHARACTER IS DESTINY

(STAR THROWER) 16 minutes DVD

Ethics expert, Russell W. Gough, focuses on developing strong character and its affect on the success of the individuals and organizations.

Purchase only, \$445

CHASE, THE

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

Purchase only, \$295

CHILEAN MINE RESCUE: THE UNSTOPPABLE TEAM

(ADVANCED KNOWLEDGE) 20 minute DVD with ancillary materials This program shows the miraculous life-saving rescue of 33 miners in 2010, while sharply focusing on 3 key elements teams need to implement for success. Plus reviewing the interactions that all team leaders and members must be aware of, so as not to undermine the team's ability to function.

Purchase only, \$695

CLASS DIVIDED, A

(ADMIRE) 60 minutes

Filmed 15 years after "Eye Of The Storm", this sequel explores the after effects on the children in Jane Elliott's classroom experiment.

Purchase only, \$295

CLOSING THE GAP: GENDER COMMUNICATION

(PROPOSITIONS) 2 video DVD

Part 1. Dianna Booher focuses on gender differences in developing techniques that result in fruitful and constructive communication (26").

Part 2. Have vignettes for practicing the first video's techniques (6").

Purchase only, \$595

CLOWN

(MONAD) 12 minute DVD

Originally viewed on HBO, this unique, entertaining and thought-provoking program deals with all aspects of diversity and discrimination; applicable to everyone.

Purchase only, \$595

COACHING & COUNSELING: MAXIMIZING OPPORTUNITIES

(EDGE TRAINING) 24 minute DVD with Leader Guide

Shows viewers how and when to use coaching and/or counseling with peers and subordinates. Increasing productivity and a positive working climate.

Purchase only, \$795. Add \$200 for unlimited reproduction rights.

COME BACK, THE

(STAR THROWER) a 7 minute DVD program with ancillary materials

This program discusses the topic of grief and loss; and how unsure co-workers can interact with the suffering individual. Bonus DVD, "Understanding Grief" is a 30 minute interview with grief expert Paul Johnson offering additional insights and analysis of grief and coping with loss.

Purchase \$625 for link or for DVD \$725

COMMUNICATION SKILLS THAT BUILD WINNING RELATIONSHIPS

(ENTERPRISE MEDIA) 22 minute DVD, audio and guide Offers 2 key categories of communication in helping viewers understand how to create effective and successful communication.

Purchase only, \$129.95

COMMUNICATION SKILLS...WHAT EVERYONE NEEDS TO KNOW

(ENTERPRISE MEDIA) 30 minute DVD with post-test and book*

This program offers practical techniques for improving all communication skills; written, oral, electronic, and face-to-face. *Everyday Communication Techniques for the Workplace.

Purchase only, \$129.95

COMPLAINT IS A GIFT, A: USING CUSTOMER FEEDBACK AS A STRATEGIC TOOL

(ENTERPRISE MEDIA) 12 minute DVD with ancillary materials A humorous, animated parable, illustrating why and how being open to customer complaints can be gifts in disguise.

Purchase only, \$595

COMPLAINTS: FIVE TACTICS FOR HANDLING COMPLAINTS EFFECTIVELY

(VIDEO ARTS) 25 minute DVD with ancillary materials

Enables customer service staffs to effectively and successfully manage customer complaints.

DVD purchase only, \$999. Weekly digital rental only.

COMPLETE BLUE-EYED, THE Series

(CALIFORNIA NEWSREEL) DVD or 3 video program, and Trainer's Guide Jane Elliott made headlines in the '70s, with the video,

The Eye Of The Storm. It's was a filming of her 3rd grade class exercise about the impact of discrimination. Over the years while conducting diversity workshops, she had the original video revised, edited and shortened into the following versions.

Blue-Eyed/Brown-Eyed. The original 90 minute version.

Essential Blue-Eyed, The. A 2 segment video, totaling 87 minutes Trainer's Edition. Is a powerful, dramatic 50 minutes of the original exercise.

Debriefing. Is a 36 minute adult experience and reorientation.

30 Minute Blue-Eyed. The. Edited to the 30 most dramatic minutes.

Purchase only, \$295

CONDUCTING EXTRAORDINARY PERFORMANCE APPRAISALS

(TRAINING ABC) 16 minute DVD ancillary materials

This program shows managers/supervisors the skills and tools needed to conduct extraordinary performance appraisals. Resulting in employees receiving constructive feedback, coaching, recognition and inspiration, while creating a productive workplace.

Purchase only, \$495. Online licenses available,

CONDUCTING LEGAL PERFORMANCE APPRAISALS

(TRAINING ABC) 14 minute DVD ancillary materials This program guides managers/supervisors in the requirements, methods, skills and tools needed to conduct legal performance appraisals. A necessity to protect an organization against unnecessary and costly litigation.

Purchase only, \$495. Online licenses available,

CONFLICT RESOLUTION: THE SKILL THAT MAKES A DIFFERENCE

(EDGE TRAINING) 16 minute DVD with Leader Guide Offers 5 key points to help viewers better manage conflict and build productive relationships by learning and practicing conflict resolution skills.

Purchase only, \$795. Add \$200 for unlimited reproduction rights.

CONFLICT: THE RULES OF ENGAGEMENT.

(HEIM) 44 minute DVD with ancillary materials Dr. Heim takes viewers through proven strategies to immediately neutralize and turn complex conflicts into manageable ones; resulting in a respectful **and productive** and organization.

Purchase only, \$495

CONFLICTS IN THE WORKPLACE: SOURCES & SOLUTIONS

(KANTOLA) 17 minute DVD with a study guide

Offers easy to learn skills to keep disagreements constructive, resolve conflicts, solve problems, and maintain positive relationships.

Purchase only, \$275

CONSCIOUSLY OVERCOMING UNCONSCIOUS BIAS

(ATS MEDIA) 5 minute DVD with ancillary materials

This program helps viewers recognize their unconscious biases, micro-iniquities, and micro-affirmations. Plus offering 4 actions to counter and

control these attitudes.
Purchase only, \$395

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

(ENTERPRISE MEDIA) 18 minute DVD and workbook
One of Fortune Magazine's "Top 100 Best Companies To Work For" for 5 consecutive years. Its philosophy created the reputation of offering the best customer service and most enthusiastic, positive employees available.
Purchase only, \$795. Quantity discounts.

CONTROL OF WORKING CAPITAL

(VIDEO ARTS) 26 minute DVD
John Cleese sets up a business; and learns about all the problems (and how to solve them) that put him into a cash flow bind.
DVD purchase only, \$695. Weekly digital rental only.

CORNERSTONES OF QUALITY

(KANTOLA) 24 minutes
Establishes how to use the 4 cornerstone principles for making an organization more flexible, more responsive, and more profitable.
Purchase only, \$89.95; instructor's manual \$17.95

CORPORATE CULTURE & PERFORMANCE

(ENTERPRISE MEDIA) 62 minute DVD with ancillary materials
John Kotter establishes a clear connection between a company's culture and its long-term financial success; emphasizing the leadership that creates the culture to meet the needs of customers, employees, shareholders, and implement change when needed.
Purchase only, \$695

COST, PROFIT AND BREAK-EVEN

(VIDEO ARTS) 23 minute DVD John Cleese learns about 3 factors; cost, price and volume, whose relationship effect the success of a business.
DVD purchase only, \$695. Weekly digital rental only.

COURAGE TO COACH RETAIL, THE

(VISIONPOINT/MONAD) 19 minute DVD with ancillary materials Showing several workplaces, 5 key steps of coaching are illustrated using, "What would you do?" style vignettes.
Purchase only, \$495

COURTESY OR CONSEQUENCES

(MONAD) 27 minutes A humorous video for salespeople (and other persons) reviewing many aspects of business etiquette, common courtesy and concern for others.
Purchase only, \$395

CREATING THE REPEAT CUSTOMER

(KANTOLA) 17 minute DVD
Ross Shafer shares his experience while taking a camera crew on a fast-paced tour of businesses that both keep and scare away customers.
Purchase only, \$139

CREATING THE RESPECT EFFECT: PREVENTING HARASSMENT, DISCRIMINATION & RETALIATION

(PROPOSITIONS) 2 part DVD/USB program for Managers and Employees The program is a cost-effective, results-oriented, vignette-based training program for employers seeking to improve work environments and reduce the risk of legal issues.
Purchase only, \$995

CROSS-CULTURAL UNDERSTANDING

(BIG WORLD) 45 minute DVD with ancillary materials This program presents all the key components of culture and communication, including values and beliefs, social structure, perceptions of time, communication

styles, proper etiquette and much more.
Purchase only, \$695

CROSS-CULTURAL UNDERSTANDING

(BIG WORLD) 45 minute DVD with ancillary materials
This program presents all the key components of culture and communication, including values and beliefs, social structure, perceptions of time, communication styles, proper etiquette and much more.
Purchase only, \$695

CROSSING THE LINE

(LIGHTWORKS MEDIA) 24 minute DVD with ancillary materials
Viewers see the experiences of 4 different aged of people who decided to steal; and the resulting consequences that permanently changed their lives.
Purchase only, \$625

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

(ADVANCED KNOWLEDGE) 23 minutes This is an examination of 5 essential elements of leadership; and the work processes used to create the decision that neutralized the threat of nuclear attack.
Purchase only, \$795

CUSTOMER IS ALWAYS DWIGHT

(VIDEO ARTS) 21 minute DVD Dwight is a person "on the front line" whose philosophy is to maintain quality control by doing the job right the first time, and to be allowed to successfully service an internal or external customer.
DVD purchase only, \$870. Weekly digital rental only.

CUSTOMER SERVICE CENTRAL: THE ESSENTIALS OF GREAT SERVICE

(MONAD) 18 minutes
Darell Hammond (in a retail setting) offers key skills for initiating strategies and guidelines that creates exceptional customer service.
Purchase only, \$395

CUSTOMER SERVICE: COUNTS

(KANTOLA) 18 minute DVD with ancillary materials Uses humor to show viewers that good customer service and taking pride in one's work is not only a job requirement, is personally satisfying too.
Purchase only, \$350

CUSTOMER SERVICE GONE VIRAL

(VIDEO VISIONS) 16 minute DVD with ancillary materials
Shows how to avoid customer service problems causing negative feedback. It guides viewers, using a variety of problems, presented as viral videos, recorded phone conversations, music videos, rants and blogs. Each problem is followed by a practical, real-world solution.
Purchase only, \$795

CUSTOMER SERVICE: MAKE IT EASY!

(ACCESS TRAINING) 18 minute DVD with ancillary materials Reinforces 4 essential customer service concepts: Acknowledge, Observe, Listen and Act. It causes viewers to review their actions, while showing how frustrating customers can get when these concepts are forgotten.
Purchase only, \$795. Special online licenses..

CUSTOMER SERVICE: THE TELEPHONE CONNECTION

(KANTOLA) 17 minute DVD with ancillary materials Shows how dedication, skill, enthusiasm responsiveness, problem solving and product knowledge are the tools needed to convey the right impression for building customer loyalty over the telephone.
Purchase only, \$350

CUSTOMER SERVICE TO THE RESCUE!

(ENTERPRISE MEDIA) 5 minute DVD A meeting opener that goes to ex-

treme lengths (or heights) to make points about the importance of good customer service.

Purchase only, \$295

CUSTOMER SERVICE ZONE

(ENGAGING TRAINING) 18 minute DVD with ancillary materials Based on the TV Program, "Twilight Zone," this program offers viewers 4 key learning points for how to create and maintain exceptional customer service.

Purchase only, \$795

DARE TO DREAM

(LIGHTWORKS MEDIA) 7 minutes

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

Purchase only, \$295

DARIUS GOES WEST (Spirit Clips Series)

(SPIRIT EMX) 4 minute DVD

Uses raising money for muscular dystrophy research to demonstrate teamwork, collaboration, perseverance that despite individual obstacles make sacrifices for a greater cause.

Purchase only, \$295. Quantity discounts.

DAYS OF CHANGE

(VIDEO ARTS) 6 minute DVD

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

DVD purchase only, \$870. Weekly digital rental only.

DEALING WITH ANGRY CUSTOMERS

(PROPOSITIONS) 18 minute DVD

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

Purchase only, \$295

DEALING WITH THE IRATE CUSTOMER II

(KANTOLA) 21 minute DVDs

How to resolve disputes and calm angry customers quickly and professionally.

Purchase only, \$275. Includes 1 workbook, additional \$10.95 each

DECISIONS, DECISIONS

(VIDEO ARTS) 30 minute DVD

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

DVD purchase only, \$870. Weekly digital rental only.

DEMANDING CUSTOMERS: CUSTOMERS CARE MADE PERFECT

(VIDEO ARTS) 26 minute DVD

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

DVD purchase only, \$999. Weekly digital rental only.

DIFFERENCES

(STAR THROWER) 4 minute DVD with ancillary materials

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

Purchase only, \$445

DIFFERENT LIKE YOU: APPRECIATING DIVERSITY IN THE 21st CENTURY

(EDGE TRAINING) 20 minute DVD with ancillary materials

This video focuses on the uniqueness of individuals, and how this diverse group is essential for an organization success.

Purchase only \$795. Add \$200 for unlimited reproduction rights.

DIMENSIONS OF COACHING

(WORKPLACE PUBLISHING) 27 minutes DVD with ancillary materials Today's business climate ordains coaches by their knowledge, willingness, and availability to help. This video shows various styles for any situation.

Purchase only, \$695

DISCOVERING THE FUTURE: THE POWER OF VISION

(STAR THROWER) 30 minutes

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

Purchase only, \$745

DISCOVERING THE FUTURE: THE BUSINESS OF PARADIGMS

(STAR THROWER) 35 minute DVD

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

Purchase only, \$445

DIVERSE TEAMS AT WORK SERIES

(TRAINERS TOOLCHEST) 2 DVD program

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

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

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

Purchase only, \$595

DIVERSITY & INCLUSION: A STEP-BY-STEP GUIDE FOR MANAGERS

(KANTOLA) 20 minute DVD with ancillary materials

Shows 5 specific points to be taken as a manager or supervisor to improve communication, minimize friction, and reduce unconscious biases that could lead to unfairness and resistance. Also Employee Version.

Purchase either version only, \$299. Purchase both for \$399.

DIVERSITY CHALLENGES: WHAT WOULD YOU DO?

(PROPOSITIONS) 2 segment, 16 minute DVD with ancillary materials

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

Purchase \$495. Online rentals only.

DIVERSITY: CREATING SUCCESS FOR BUSINESS & PEOPLE

(ENTERPRISE MEDIA) 4 DVD modules, 20 minutes each Each module has 2 videos, and each title is indicative of the content.

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

2. Disabilities: Hiring and Promotion. Deals with the issues of job mobility for employees with disabilities, portraying the conflicts faced by certain protected groups who are poorly represented in the workforce.

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

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

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

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

MODULE 4-1. Sexual Orientation. Examines the issue of sexual orienta-

tion and the impact this has on one's career. Portrays the conflict between personal values and employees' rights to equal treatment.

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

Each module. Purchase only, \$495, all-\$1,595

DIVERSITY: FACE TO FACE

(ATS) 18 minute DVD with ancillary materials

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

Purchase only, \$795

DIVERSITY MADE SIMPLE SERIES

(TRAINING ABC) 4 DVD programs with ancillary materials

These 2016 programs focus on 3 critical questions about accepting and including all of the diverse traits, beliefs, talents, knowledge, styles and experience employees bring to the workplace. Resulting in productivity, efficiency, employee morale and retention. Their titles:

Diversity Made Simple; Diversity Made Simple For Managers (each 11" **Diversity Made Simple: Government Version; Diversity Made Simple For Managers: Government Version** (each 13").

Purchase only, \$295, 2 - \$495. Special online licenses available,

DIVERSITY: MAXIMIZING CUSTOMER SATISFACTION THROUGH VALUING EMPLOYEES

(ENTERPRISE MEDIA) 30 minute DVD with ancillary materials

Containing 3 video vignettes, This program examines diversity issues involving personnel procedures, minority issues, the glass ceiling, and customer service.

Purchase only, \$395

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

(STAR THROWER) 20 minutes Using 3 simple steps,

This video offers a unique process for making successful hiring decisions.

Purchase only, \$545

DO IT RIGHT

(MONAD) 4 minute DVD

A fast-paced, motivational video, dealing with quality, and being committed to completing tasks successfully. Extremely upbeat!

Purchase only, \$395

DO RESPECT

(STAR THROWER) 3 minute DVD with ancillary materials

This short, animated program is a simple way to focus on the issue of respect, in or out of the workplace; having the potential to open, close, or be the program.

Purchase only, \$445

DO YOU BELIEVE IN MIRACLES?

(MONAD) 24 minute DVD

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

Purchase only, \$395

DOES THE TEAM WORK?

(VIDEO ARTS) 25 minute DVD Based on the work of Dr. Meredith Belbin, this video orients the viewer to all aspects of creating and implementing effective teams.

DVD purchase only, \$870. Weekly digital rental only.

DOING BUSINESS IN ARGENTINA

(DIVERSITY RESOURCES) 48 minute, DVD only

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

Purchase only, \$595. Online rentals only.

DOING BUSINESS IN BRAZIL

(DIVERSITY RESOURCES) 38 minute, DVD only

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

Purchase only, \$595. Online rentals only.

DOING BUSINESS IN CHILE

(DIVERSITY RESOURCES) 43 minute, DVD only L

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

Purchase only, \$595. Online rentals only.

DOING BUSINESS IN INDONESIA

(DIVERSITY RESOURCES) 44 minute, DVD only

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

Purchase only, \$595. Online rentals only

DOING BUSINESS IN MALAYSIA

(DIVERSITY RESOURCES) 46 minute, DVD only

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

Purchase only, \$595. Online rentals only.

DOING BUSINESS IN MEXICO

(DIVERSITY RESOURCES) 33 minute, DVD only

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

Purchase only, \$595. Online rentals only.

DOING BUSINESS IN SINGAPORE

(DIVERSITY RESOURCES) 44 minute, DVD only

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

Purchase only, \$595. Online rentals only.

DOING OUR PART

(ATS) 4 minute DVD

This program offers ways to understand our and others' verbal and non-verbal signals by using compassion, unity, empathy and sharing to create productive communication, teamwork, and problem solving.

Purchase only, \$295

DON'T FIRE THEM, FIRE THEM UP

(MONAD) 20 minute DVD Shows the success concepts, sales managers, need to instill in their people to induce motivation, positive attitudes and customer concern.

Purchase only, \$395

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

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

DVD purchase only, \$435. Weekly digital rental only.

DREADED APPRAISAL, THE/THE APPRAISAL INTERVIEW

(VIDEO ARTS) 30 minute DVD By using 3 examples,

John Cleese gets managers focused on making appraisals effective, by keeping people happy and motivated.

DVD purchase only, \$999. Weekly digital rental only.

DROP, COVER & HOLD, EARTHQUAKE PREPAREDNESS

(KANTOLA) 10 minute DVD with ancillary materials

Produced by a major corporate insurer, it shows viewers how to prepare, react and stay safe during an earthquake; whether indoors, outdoors, in a stairwell, driving a car, or in a restroom.

Purchase only, \$169

E.ASYWRITER

(VIDEO ARTS) 17 minute DVD with ancillary materials

Using humor, this program offers 4 key learning points in promoting effective, legal, common sense e-mails.

Purchase only, \$795

EEO COMPLIANCE FOR SUPERVISORS & MANAGERS

(MONAD) 23 minute DVD A review of Age Discrimination in Employment, plus the laws that cover everything from religious discrimination to sexual harassment.

Purchase only, \$395

EEO MADE SIMPLE

(TRAINING ABC) 10 minute DVD with ancillary materials This 2015 version of the Equal Employment Opportunity Law provides a thorough, 11 point overview of the US employment laws on discrimination.

Purchase only, \$295

EFCA CARD TRICKS

(AGTS) 9 minute DVD program

The Employee Free Choice Act (EFCA) would take away an employees right to secret ballot elections and voting for union representation. Available in Spanish. Also a second edition called ELCA Card Sharks.

Purchase only, \$499

EFFECTIVE PEOPLE SKILLS VIDEO SERIES

(WORKPLACE PUBLISHING) 8 modules, 6 minutes per

A program of 8 modules, teaching the essential skills for productive performance, interpersonal effectiveness and better relations with coworkers.

1. Determining the Right Response to Conflict.
2. Handling Overt Conflict.
3. Handling Covert Conflict.
4. The Aikido Approach To Conflict.
5. Working Collaboratively.
6. Listening.
7. Asserting.
8. Giving & Receiving Feedback.

Each. Purchase only, \$150, all-\$800

EFFECTIVE PERFORMANCE MANAGEMENT: BUILDING A QUALITY ORGANIZATION

(ENTERPRISE MEDIA) 20 minute video, audio and guide

Provides the necessary tools to develop and implement a performance management system that ensures everyone is working for the same results.

Purchase only, DVD \$129.95

EFFECTIVE TEAMWORK

(ENTERPRISE MEDIA) 39 minute video, audio, & book

Offers 5 points for your workforce to develop and maintain a cooperative, creative, and productive team environment.

Purchase only, \$129.95

EGG, THE

(MONAD) 1 minute

Meeting opener dealing with change, how it occurs, and resistance to it.

Purchase only, \$295

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

(ENTERPRISE MEDIA) 7 minute video and workbook

Shows how a company can respond to new challenges in the mortgage industry, fearlessly using technology and an innovative approach to change.

Purchase only, \$595. Quantity Discounts

EMBRACING CHANGE

(STAR THROWER) 4 minute DVD with ancillary materials Fast-paced and funny, it introduces a cast of characters dealing with change, who are required to put their opinions into action.

Purchase only, \$445

EMBRACING NEW IDEAS

(7-DIMENSIONS) 7 minute DVD with ancillary materials

One of the 7 videos that make up their Building Effective & Motivated Teams Series.

This video shows how to encourage team members to offer and accept new ideas.

Purchase only, \$275

EMMA'S CHOICE

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

Purchase only, \$495

EMOTIONAL INTELLIGENCE SERIES, THE/Daniel Goldman

(STRESS STOP) a 3 part video; 15 minutes each with ancillary materials Hosted by Daniel Goleman, who presents the latest findings on emotional and social intelligence while providing practical instruction on how to use these skills to increase overall well-being, on-the-job performance, decrease stress, and increase productivity.

1. Understanding Emotional Intelligence;
2. Demonstrating Emotional Intelligence;
3. Emotional Intelligence & Optimal Performance.

Purchase only. Each: \$195; Series \$595

EMOTIONAL IQ

(MONAD) 12 minute DVD ABC News's John Stossel and a psychologist, explore the concept, how it affects dealing with anger, anxiousness, reading, nonverbal, and deferring gratification.

Purchase only, \$450

EMPLOYEE 101: RESPECTING THE TEAM

(COASTAL/DUPONT) 20 minute DVD

Offers 4 critical points, that do double duty for training new employees and refreshing the current ones.

Purchase only, \$395

EMPLOYING GENERATION WHY

(ADVANCED KNOWLEDGE) 8 DVD/Module program with ancillary materials Eric Chester hosts the DVDs, acquainting viewers with the 16 to 24 year olds, their values, their attitudes, and why they are different from any other generation.

Purchase only, \$195 per module; all 8, \$995

EMPLOYMENT LAWS: WHAT SUPERVISORS NEED TO KNOW

(KANTOLA) 19 minute DVD with ancillary materials

Narrated by employment law attorney, Nancy Yaffe, this program offers 5 points that illustrate the kinds of legal questions that commonly occur in workplaces. Helping supervisors dealing with fairness, scheduling, em-

ployee requests for leave or accommodations, and social media issues.
Purchase only, \$299

EMPOWERING EMPLOYEES

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

ENCOURAGING MANAGER, THE

(STAR THROWER) 16 minutes Using humorous examples, the video explores what is needed to create productive environments and enthusiastic employees.
Purchase \$445

ENTREPRENEURS: AN AMERICAN ADVENTURE

(ENTERPRISE MEDIA) 50 minutes each VHS. Robert Mitchum hosts 6 videos of fascinating success stories about unlocking creativity, risk-taking, having fun on the job, increasing productivity, sponsoring intrapreneurship and managing risk.

1. *The Entrepreneurs;*
2. *Opportunity: The Land And Its People;*
3. *Expanding America;*
4. *Made In America;*
5. *The Salesman: Giving 'Em What They Want;*
6. *Instant America.*

Series purchase only, \$299

ERRAND RUN, THE

(OLD IRON MEDIA) 20 minute DVD
Viewers see how to think of their jobs as a stream of activities (value stream) by correlating them to going on a series of errands to various stores; and showing how to create value stream maps that maximize value added work, while eliminating non-value added waste by applying continuous improvement principles.
Purchase only, \$199.95

ETHICS IN ACTION 6 PILLARS OF CHARACTER, THE

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

ETHICS MADE SIMPLE

(TRAINING ABC) 8 minute DVD with ancillary materials
This is a comprehensive workplace, ethics training program that covers virtually every major issue to make sure your employees are armed with the facts about what behaviors are unacceptable.
Purchase only, \$295

EVEN EAGLES NEED A PUSH

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

EVERYBODY LOVES A WINNER!

(LIGHT WORKS MEDIA) 3 minute DVD
A fast-paced, upbeat celebration of individual effort; being challenged, doing our best, playing to win, winning, and having a great time doing it.
Purchase only, \$295

EVERYBODY WINS: HOW TO TURN CONFLICT INTO COLLABORATION

(VISIONPOINT/MONAD) 19 minute DVD with ancillary materials
Shows how to deal and recognize 3 common conflict situations in the

workplace: Peer-to-Peer; Work-Team; and Manager-to-Employee.
Purchase only, \$795

EVERYDAY CREATIVITY

(STAR THROWER) 20 minute DVD, CD & ancillary materials
National Geographic photographer Dewitt Jones uses his experiences and inspirational photos, in presenting 4 key points to help viewers be creative and search for new ideas.
Purchase only, \$845

EVERYTHING IS DESIGN

(ENTERPRISE MEDIA) 41 minute DVD/USB
Tom Peters and the necessity of "great design" in creating interest for an emotional tie between an organization and its customers; creating the opportunity to implement the actions that meet their needs and desires.
Purchase only, \$495

EXCELLENCE FILES ACTION AGENDA Series

(ENTERPRISE MEDIA) 3 part, 86 minute DVD

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

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

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

Each. Purchase only, \$595., all-3 \$995

EXPLORING HUMAN NATURE

(KANTOLA) 57 minute DVD

Dr. Philip Zimbardo, Professor Emeritus of Psychology at Stanford University, narrates this video about the underlying forces driving individual and group behavior; as it present in 20 situations that test the boundaries of individual and group mentality. Similar to the type of situations presented in the video, "Abilene Paradox."

Purchase only, \$169

EYE OF THE STORM, THE

(ADMIRE) 25 minutes

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

Purchase only, \$295

FACE TO FACE

(MONAD) 30 minutes

Ferd Fournier's on successfully coaching and counseling of subordinates.
Purchase only, \$395

FACES

(MONAD) 1 minute

Meeting opener for programs on teamwork, diversity and cultures.
Purchase only,, \$295

FACING THE CHALLENGE OF CHANGE

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

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

Purchase only, \$295

FALL SEVEN TIMES, STAND UP EIGHT

(ADVANCED KNOWLEDGE) 4 minute DVD Using quotes, still images, and

video clips of well-known personalities; Winston Churchill, Steve Jobs, Oprah Winfrey, the Beatles, and Michael Jordan. Demonstrate how their perseverance and resiliency achieved success.

Purchase only, \$295

FEEDBACK FOR PERFORMANCE

(VIDEO ARTS) 23 minute DVD, workbook and skills pack
Viewers learn how to give and receive feedback, as a critical team skill.

DVD purchase only, \$870. Weekly digital rental only.

FEEDBACK SKILLS FOR SUPERVISORS

(ENTERPRISE MEDIA) 30 minute DVD, audio, & book
Offers 5 points for enhancing one's ability to effectively use feedback and positive reinforcement.

Purchase only, \$129.95

50 ACTIVITIES FOR DIVERSITY TRAINING

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

Purchase only, \$139.95

50 WAYS TO KEEP YOUR CUSTOMERS Program

(ENTERPRISE MEDIA VIDEO) 60 minute DVD, audio and guide
Offers hands on, do it now techniques, that keep customers happy and ensure they come back

Purchase only, \$129.95

FIRST AMONG EQUALS

(VIDEO ARTS) 25 minute DVD
Focuses on the skills needed by team leaders, offering 3 steps to help them guide their teams successfully.

DVD purchase only, \$999. Weekly digital rental only.

FIRST MILE, THE: THE ESSENTIAL ART OF CUSTOMER SERVICE

(EDGE TRAINING) 15 minute DVD with Leader Guide
Humorous and engaging, it focuses on the basics of customer service by expressing the concept of going the first mile, before going the extra mile. Fee based on number of employees and includes unlimited duplication.

Purchase only \$795. Add \$200 for unlimited reproduction rights.

FIRST TIME AROUND, THE

(MONAD) 25 minute DVD
Ferdinand Fournies' concepts of Work Planning for preventing errors, delays, misorder standings, and nonperformance, assuring that tasks are successfully completed the first time.

Purchase only, \$395

5S GARAGE

(OLD IRON MEDIA) 20 minute DVD with ancillary materials
Using a typical household garage, host Paul Schmid shows and explains the 5S process that helps viewers function efficiently, making their organization lean and productive.

Purchase only, \$199.95

5 STAR TEAMWORK

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

Purchase only, \$725

FIVE (5) TACTICS FOR HANDLING COMPLAINTS EFFECTIVELY

(VIDEO ARTS) 25 minute DVD with ancillary materials
Enables all customer service staffs to effectively and successfully deal

with customer complaints.

DVD purchase only, \$870. Weekly digital rental only.

FLIGHT OF THE BUFFALO

(TRAINING ABC) 30 minute DVD
Based on the book of the same title, authors Jim Belasco and Ralph Stayer correlate the buffalo (a roaming herd solely dependent on one leader) and geese (flying precision formations, with each bird knowing the flock's direction and capable of leading anytime) to "top-down, stifling management that's contrasted by empowered successful organizations.

Purchase only, \$695

FLSA MADE SIMPLE

(TRAINING ABC) 9 minute DVD with ancillary materials
This 10 point, 2016 program details the Fair Labor Standards Act (FLSA). A law that regulates Minimum Wage, Overtime, Equal Pay, Child Labor, and Record Keeping.

Purchase only, \$295. Special online licenses.

FMLA, THE: EVERYTHING YOU NEED TO KNOW

(TRAINING ABC) 20 minute DVD with ancillary materials
This 2015 production covers more than 15 key points about the FMLA; plus updates on same-sex marriage.

Purchase only, \$295

FOCUS YOUR VISION

(STAR THROWER) 20 minutes with ancillary materials
Dewitt Jones encourages viewers to institute energy and passion, in developing and focusing on visions that results in direction and power. Stunning photo-graphy enhances the magnitude of this message.

Purchase only, \$795

FOLLOW THE LEADER

(PROPOSITIONS) 3-20 minute segments with ancillary materials
Bob Allen, formerly of the Disney organization, has created this television-like, reality, leadership, training program. Based on 3 business leaders of different ages, different industries, and possessing similar traits and behaviors. The segments:

1. Vision & Communication;

2. Integrity & Realism;

3. Love & Passion shows them on-the-job interacting with their people offering positive role models. They are Ron Pearson, Chairman of Hy-Vee supermarkets; Carmen Dominguez, President of Homes by Carmen Dominguez; and Ken Hoffman, VP Operations, Hard Rock Café International.

Purchase only, \$595

FOR THE LOVE OF IT

(STAR THROWER) 25 minute DVD, with ancillary materials
Another Dewitt Jones inspirational program focusing on enjoying what you are doing, honoring your passion, contributing to those around us, and expressing gratitude.

Purchase only, \$845

FOREIGN CORRUPT PRACTICES ACT (FCPA) MADE SIMPLE

(TRAINING ABC) 8 minute DVD with ancillary materials
A 4 point program (FCPA), which protects against unethical behavior, providing a level playing field for all businesses interested in foreign trade.

Purchase only, \$295. Special online licenses available.

FORGET FOR SUCCESS

(TRAINERS TOOLCHEST) 22 minute DVD with leader guide
Based on a book by Eric Harvey and Steve Ventura, it focuses on one's acceptance of valid beliefs and practices, that have outlived their usefulness; and how to upgrade, forget, find or create, newer or better approaches.

Purchase only, \$595

FORKLIFT OPERATION & SAFETY

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

Purchase only, \$275

FOUR STYLES OF LEADERSHIP, THE

(PROPOSITIONS) 20 minute DVD/USB with ancillary materials

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

Purchase only, \$995

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

(ENTERPRISE MEDIA) 2 program DVD, with ancillary materials

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

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

2. T.E.A.M.W.O.R.K. (40 minutes). Has 8 training modules focusing on: training, excellence, attitude, motivation, winning, organization, risk/reward, and kinship.

Purchase only, \$895

1440 MINUTES

(TRAINING ABC) 3 minute DVD Using historical footage and HD imagery, This motivational, meeting opener challenges the viewer to use their time to its fullest and most productive way; by inspiring viewers to greet each day with passion, inspiration and urgency.

Purchase only, \$295

FREE RADICALS OF INNOVATION

(STAR THROWER) 9 segments, 4 to 15 minutes each; ancillary materials This program presents viewers with tools and techniques, limiting risk and fear, but enhancing one's creativity and innovation when dealing with workplace and personal challenges.

The segments are: **Innovate Or Die** (4 minutes); **Understanding 6P Innovation** (8 minutes); **Overcoming Fear & Managing Risk** (5 minutes) **Preparing Your Mind** (11 minutes); **Building The Innovation Toolbox** (15 minutes); **Inventing The Future** (7 minutes); **Creating A Culture Of Innovation** (9 minutes wrote); **Collaborating: Leveraging Diversity** (7 minutes); and **What's Your Problem?** (5 minutes).

Not available individually. Purchase only, \$645

FROM DELEGATION TO EMPOWERMENT: GETTING THINGS DONE THROUGH PEOPLE

(MONAD) 21 minute DVD

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

Purchase only, \$395

FROM NO TO YES

(VIDEO ARTS) 27 minute DVD Points out the key steps to get the commitment of subordinates and peers when instituting new concepts or changing procedures.

DVD purchase only, \$695 Weekly digital rental only.

GAINING THE COMPETITIVE EDGE WITH BUSINESS ETIQUETTE

(AT EASE) 2 videos, averaging 28 minutes each

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

Avoiding The 10 Most Commonly Made Business Etiquette Faux Pas.

How To Conduct Yourself More Professionally During A Business Meal.

Each. Purchase only, \$99

GENDER-DRIVEN SELLING STRATEGIES

(HEIM GROUP) 30 minute DVD

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

Purchase only, \$545

GENERATIONS AND WORK SERIES

(HEIM/CLAIRE RAINES) 4 DVDs, 8 to 10" each with ancillary materials

This comprehensive program deals with all the issues that occur when integrating multi-generations.

Engaging All The Generations (8:30 minutes). This program offers 4 key objectives, as Claire Raines introduces it with an overview of 4 generations. Using person-on-the-street interviews, employees talk about how they felt engaged and what were the contributing factors.

Connecting across Differences (9:00 minutes). Also offering 4 key objectives, this program presents 3 vignettes illustrating typical intergenerational work challenges; while offering the Titanium Rule and Principles For Connecting Concepts.

Working With Millennials (8:00 minutes). Offering 5 key objectives, this program focuses on Generation Y/Millennials explaining how those forces impacted their work ethic. One scenario shows a young female customer interacting with an older server, and how she perceives him.

Succeeding With Younger Workers (10:00 minutes). Again offering 4 key objectives, younger workers and their managers speak openly about challenges and successes. In lively on-the-street interviews younger workers describe practices that help and hinder their productivity

Series purchase only, \$200

GENERATIONS IN THE WORKPLACE

(HEIM/CLAIRE RAINES) 30 minutes

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

Purchase only, \$495

GET TO THE POINT & KEEP TO THE POINT

(MONAD) 28 minute DVD

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

Purchase only, \$395

GETTING AHEAD BY GETTING ALONG: PEOPLE SKILLS FOR THE WORKPLACE

(KANTOLA) 15 minute DVD

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

Purchase only, \$169

GIFT FROM MRS. TIMM, A

(MONAD) 15 minute DVD

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

Purchase only, \$299

GIFTS FROM THE MOUNTAIN

(STAR THROWER) 14 minute DVD with ancillary materials.

Based on her book, Eileen McDargh discusses 6 fundamental truths that help us deal with life's complexities showing how to lead more productive, positive, and purposeful lives.

Purchase only, \$645

GIVING FEEDBACK

(VIDEO ARTS) 14 minute DVD with ancillary materials

Based on the Emotional Competence program of the Hay Group, this program provides "good and bad" feedback scenarios; with a simple model for formal and informal feedback that demonstrates an emotionally intelligent approach.

Purchase only, \$795

GIVING LEADERSHIP AWAY

(VIDEO VISIONS) 19 minutes

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

Purchase only, \$695

GLAD I COULD HELP: REAL CUSTOMER SERVICE SITUATIONS FOR DISCUSSION

(VISIONPOINT/MONAD) 21 minute DVD with ancillary materials

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

Purchase only, \$495

GLOBAL ONE: CROSS-CULTURAL UNDERSTANDING

(ENGAGING TRAINING) 45 minute DVD South

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

Purchase only, \$695

GLOBAL ONE: INTERCULTURAL COMMUNICATION

(ENGAGING TRAINING) 45 minute DVD

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

Purchase only, \$695,

GLOBAL ONE: INTERNATIONAL NEGOTIATING

(ENGAGING TRAINING) 45 minute DVD

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

Purchase only, \$695

GLOBAL SCENARIO: BUILDING THE MULTICULTURAL TEAM

(ENGAGING TRAINING) 15 minute DVD

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

Purchase only, \$595

GLOBAL SCENARIO: BUILDING THE VIRTUAL TEAM

(ENGAGING TRAINING) 18 minute DVD

In this video viewers see the effects of traditional cultures on modern communications; as a leader of a virtual team faces challenges in trying to lead managers in Africa, Asia, India and Latin America.

Purchase only, \$595

GLOBAL SCENARIO: CROSS-CULTURAL COMMUNICATION

(ENGAGING TRAINING) 10 minute DVD

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

Purchase only, \$595

GLOBAL SCENARIO: CULTURAL AWARENESS

(ENGAGING TRAINING) 10 minute DVD

Presents a conflict between an American manager and his Muslim counterpart; plus the critical communication skills essential for cross-cultural success.

Purchase only, \$595

GOALS: THE BACKBONE OF DREAMS

(ENTERPRISE MEDIA) 3 minute DVD

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

Purchase only, \$445

GOING INTERNATIONAL Series

(GRIGGS) 7 DVDs, 30 minutes except one* (15); plus ancillary materials

For all individuals having to deal with a culture other than their own.

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

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

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

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

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

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

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

Purchase only, \$595

GOING TO A MEETING Series

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

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

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

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

Each: Purchase only, \$999, both \$1,394. Weekly digital rental only.

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

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

Shows how to analyze, create, develop, and implement a unified, customer service strategy to counter the 68% of customers an organization loses. It's based on Robert Reiss' book of the same title and Peter Belmont's 4 key strategies of winning golf. The videos expand the book's concepts by correlating the strategies to customer service; offering extensive insights and steps for successfully implementing them in any organization.

Each. Purchase: only, Basic, \$495 (10"); Healthcare, \$595 (28"); Generic/Biz, \$695 (28").

GOOD NEWS! IT'S PERFORMANCE APPRAISAL TIME

(MONAD) 20 minute DVD

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

Purchase only, \$395

GOOD PEOPLE, BAD CHOICES

(VIVID EDGE) 24 minute DVD, with ancillary materials

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

Purchase: only, \$795

GREAT MINDS, THE, MEETING OPENER SERIES

(TRAINING ABC) 3-4 minutes each;

Available individually, these 11 titles feature some the greatest motivational,

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

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

Each: Purchase only, \$295, all-\$1495

GREEN MOVIE: EMPOWERMENT WITHIN A FRAMEWORK

(VIDEO ARTS) 15 minute DVD Mark Brown, internationally claimed expert on creativity and innovation, shows how to initiate, apply, at implement creativity, without causing chaos.

DVD purchase only, \$695. Weekly digital rental only.

HABIT OF WINNING

(MONAD) 30 minute DVD Jerry Kramer, former Green Bay Packer who played on Vince Lombardi's championship teams, hosts as he explains Lombardi's philosophy and winning techniques.

Purchase only, \$395

HAPPINESS ADVANTAGE, THE

(ENTERPRISE MEDIA) 39 minute program; 5 implementation modules; and ancillary materials

Based on Shawn Achor's book, it shows how happiness improves performance, satisfaction, productivity, and how it helps people to work faster and smarter.

Purchase only, \$995. Individual module pricing.

HARASSMENT & DIVERSITY: RESPECTING DIFFERENCES

(KANTOLA) a 25 minutes DVD with ancillary materials

This comprehensive program, 1 each for managers and employees, clarify how to recognize, prevent, counter, and what to do if harassment occurs.

Spanish and CA versions available

Each. Purchase only, \$199; both \$349

HARASSMENT HURTS: IT'S PERSONAL

(ATS) 16 and 5 minute program* with ancillary materials

This program, is an excellent, comprehensive production about harassment and its legal details. It covers every conceivable aspect of harassment, while exploring its pain and cost. *Exploring Harassment is available individually.

Purchase only, \$595; *\$295

HARASSMENT-PREVENTION ESSENTIALS SERIES

(ATS) 2 DVD program with ancillary materials This series offers a program for employees and one for managers;

1. Harassment-Prevention Essentials (5"). A short comprehensive program that covers the essential information all employees need for what harassment is and how to prevent it.

2. Harassment-Prevention Essentials For Managers (11"). Covers the essential information managers/supervises need for what harassment is and how to deal with it proactively.

Purchase only. Each title, \$295; both, \$445.

HARASSMENT PREVENTION MADE SIMPLE

(TRAINING ABC) 6 minute DVD with ancillary materials This program delivers a no-nonsense, straightforward, comprehensive review covering at least 24 types of harassment; no matter how subtle.

Purchase only, \$295

HARASSMENT PREVENTION MADE SIMPLE FOR MANAGERS

(TRAINING ABC) 11 minute DVD with ancillary materials

Shows the manager's role in preventing harassment; defining it; and the steps managers should take to combat harassment in their workplace.

Purchase only, \$295

HARASSMENT: SEX, RELIGION, & BEYOND

(KANTOLA) 3 DVDs with ancillary materials

In a series of compelling stories/scenarios, this program explains the law as it provokes the imagination, personalizes inclusiveness, and shows the harm caused by unwelcome conduct; and it offers 3 versions. **Employee Version.** Details the employee's obligations. **Manager Version.** Details the manager's obligations. **California Manager Version.** Same as the Manager Version, but has California law requirements.

Each. Purchase only, \$349; Employee/Manager combo, \$499

HARASSMENT: THE REAL SCENE

(COASTAL/DUPONT) 27 minute DVD, with ancillary materials

Using footage from a wide variety of award-winning programs, the host takes viewers through various scenes, subtly and blatantly sharing his practical insights and cautionary advice.

Purchase only, \$595, DVD has Spanish

HE SAID, SHE SAID (SEE: LET'S GET HONEST SEXUAL HARASSMENT)

HELPING HAND, THE: COACHING SKILLS FOR MANAGERS

(VIDEO ARTS) 38 minute DVD

John Cleese humorously shows managers how to free themselves to focus on profitable business areas, by coaching their staff to develop new skills and embrace new responsibilities.

DVD purchase only, \$999. Weekly digital rental only.

HIPAA PRIVACY COMPLIANCE: IT'S THE LAW

(TRAINING ABC) 18 minute DVD with ancillary materials

This program presents information regarding the privacy of personal medical records, and how the individual controls the use and disclosure of these records.

Purchase only, \$395

HIRE FOR ATTITUDE

(VIDEO VISIONS) 20 minute DVD

Although this video is about interviewing, it focuses on hiring people with the right mindset, since the necessary skills can be taught.

Purchase only, \$695

HIRING THE BEST

(ENTERPRISE MEDIA) 30 minute DVD & book

A step-by-step program with 4 points for finding and hiring good employees.

Purchase only, \$129.95

HOW AM I DOING

(VIDEO ARTS) 26 minute DVD

John Cleese, in his own humorous style, does the dos and don'ts of the appraisal interview.

DVD purchase only, \$999. Weekly digital rental only.

HOW DO YOU PUT A GIRAFFE INTO A REFRIGERATOR?

(ADVANCE KNOWLEDGE) 5 minute video with ancillary materials

An enjoyable animated meeting opener, this video focuses on thinking; how to formulate strategies for problem solving and creativity.

Purchase only, \$295

HOW GREAT COMPANIES GET GREAT PEOPLE

(MONAD) 20 minute DVD

Shows a unique approach for recruiting, so as to develop highly successful

groups/teams of employees.

Purchase only, \$395

HOW SUPERVISORS SHOULD APPRAISE EMPLOYEE PERFORMANCE

(KANTOLA) 23 minute video

How supervisors can develop the skills to conduct successful and productive review meetings; by offering 6 key points.

Purchase only, \$95

HOW TO ASK POSITIVE QUESTIONS

(ADVANCED KNOWLEDGE) 12 minute video or DVD

Viewers will learn 3 key skills to develop their ability of positive, productive questioning of employees and colleagues; plus improving communication with both external and internal customers.

Purchase only, \$495

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

(ENTERPRISE MEDIA) 30 minute DVD with post-test and book*.

Viewers see the skills needed for effective leadership, communicating with clarity, making effective and timely decisions, recruiting, training, motivating and retaining a successful work force! *Developing a High Performance Workforce.

Purchase only, \$129.95

HOW TO CLEAR YOUR DESK: THE PAPER CHASE

(VIDEO ARTS) 25 minute DVD

Applicable to all viewers, this video presents 4 key steps in organizing paperwork to keep from drowning in it.

DVD purchase only, \$999. Weekly digital rental only.

HOW TO DEAL WITH CULTURAL DIVERSITY IN THE WORKPLACE

(ENTERPRISE MEDIA) 30 minute video, audio and book

Offering 6 points, it shows how to effectively implement diversity programs.

Purchase only, \$129.95

HOW TO DEVELOP EFFECTIVE COMMUNICATIONS SKILLS

(ENTERPRISE MEDIA) 30 minute video, audio, & book

Offers 5 points for enhancing one's ability to effectively communicate.

Purchase only, \$129.95

HOW TO GET THINGS DONE

(ENTERPRISE MEDIA) 48 minute video, audio, & book

Loaded with vignettes and graphics, this program offers ideas and techniques on how to master your time.

Purchase only, \$129.95

HOW TO HOLD SUCCESSFUL MEETINGS

(ENTERPRISE MEDIA) 30 minute video, audio, & book

Dr. Paul R. Timm offers 4 points for determining whether to have a meeting, who's to attend, and how to be sure their productive.

Purchase only, \$129.95

HOW TO LOSE CUSTOMERS WITHOUT REALLY TRYING

(VIDEO ARTS) 40 minute DVD

John Cleese and humorous sketches in hotels, stores, offices, homes, etc.; it focuses on using one's eyes and ears to observe a customer, taking the proper steps to meet their needs, control the situation and avoid alienation.

DVD purchase only, \$695. Weekly digital rental only.

HOW TO MAKE WINNING PRESENTATIONS

(ENTERPRISE MEDIA) 30 minute video, audio and book

Developing the skills of successful, comfortable, controlled presentations.

Purchase only, \$129.95

HOW TO SAY IT

(MONAD) 18 minute DVD

Offers skills on communicating effectively in person, over the phone, and in writing, to motivate others and gets results.

Purchase only, \$395

HOW TO SET & REALLY ACHIEVE YOUR GOALS

(ENTERPRISE MEDIA) 38 minutes Offers 7 key steps for developing and accomplishing one's goals.

Purchase only, \$129.95

HOW TO SUPERVISE PEOPLE

(ENTERPRISE MEDIA) 48 minute video, audio and workbook

Presents techniques and skills for successfully getting results through others.

Purchase only, \$129.95

HOW TO WIN CUSTOMERS AND KEEP THEM FOR LIFE

(MONAD) 30 minute DVD

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

Purchase only, \$395

HOW TO WRITE AND DELIVER GREAT SPEECHES

(KANTOLA) 35 minute DVD

Narrated by comedian Ross Shafer, this program covers the skills needed for writing and delivering effective presentations regardless of the size of the audience. The plot covers 3 individuals, and how they learn the skills needed to become poised, confident and eloquent speakers.

Purchase only, \$275

HOW YOU THINK IS EVERYTHING: THE POWER OF NATURAL INTELLIGENCE

(WORKPLACE PUBLISHING) 14 minute DVD with ancillary materials

Terry Anderson (an Iranian captive for 7 years) and Dr. Robert Flower, review the strategies, skills and mindsets that allowed Anderson to cope. Plus offering unique ways of thinking and developing solutions for critical situations.

Purchase only, \$695

HOWLERS, THE, Series

(VIDEO ARTS) 8 DVDs, averaging 10 minutes

Consisting of clips from various programs, each title addresses a key issue and can be used in training sessions. The Howler titles are: Interpersonal, Office, Sales, Body Language, Telephone, Listening, and Meeting.

DVD purchase only, \$870. Weekly digital rental only.

HUBBLE SOLUTION, THE (Spirit Clips Series)

(SPIRIT EMX) 3 minute DVD NASA's biggest mistake became one of its most renowned successes; showing viewers that it's okay to make mistakes if there is a willingness to take responsibility for Juan's actions, learn from one's errors and never give up.

Purchase only, \$295

HUMAN ENERGY AT WORK Series

(GRIGGS) 6 DVD, 30 minutes each, with ancillary materials

This Series focuses on diversity, relationships and cultural patterns that transform human energy into productive, successful organizations.

1. The Bottom Line. Focuses on people issues and their impact on individual, team and customer actions; the effect on organizations.

2. Relating Across Differences. Shows the processes and the needed skills to build effective relationships across differences.

3. Breaking Through Conflict. How to identify and counter the roadblocks created by the way different cultures express conflict.

4. Teams In Action. Shows how to manage the dynamics, when developing teams to deliver their full potential.

5. Global Contrasts. How to achieve common organizational goals, when an organization contains a global workforce.

6. Sexual Dynamics. The concepts that head off sexual harassment.
Each: Purchase only, \$500, series \$1,750

HUMOR, RISK & CHANGE

(PROPOSITIONS) 3 video DVD, 20 minutes each
C. W. Metcalf's series about developing a sense of humor, a positive view of living and reduce the stress for keeping individuals/organizations healthy, sane, productive and competitive in today's convulsively changing world.
Purchase only, \$595

I WISH MY MANAGER WOULD JUST...

(MONAD/VISIONPOINT) 6 minute DVD with ancillary materials
A poll of 1000 employees will astonish managers/supervisors, requiring them to think about their management style; and it's effect on their subordinates.
Purchase only, \$295

I'D LIKE A WORD WITH YOU: THE PERFORMANCE IMPROVEMENT INTERVIEW

(VIDEO ARTS) 27 minute DVD with ancillary materials
Defines the why of the discipline interviews, by agreeing that a problem exists; exploring the reasons for it and creating a satisfactory solution.
DVD purchase only, \$999. Weekly digital rental only. Original version, DVD
Purchase only, \$695

IDEAS INTO ACTION

(VIDEO ARTS) 10 minutes
Reviews barriers to fresh thinking, suggesting simple but powerful ways to overcome them and stimulate innovation and creativity.
DVD purchase only, \$695. Weekly digital rental only.

IF I WERE BRAVE

(WORKPLACE PUBLISHING) 19 minute DVD This powerful video, has amputee golfers who have faced enormous adversity. Yet more than survive, they manage to thrive; and are powerful examples of why one should never, never, give up on their dreams and goals.
Purchase only, \$399.95

IF LOOKS COULD KILL: THE POWER OF BEHAVIOR

(VIDEO ARTS) 28 minute DVD
Update of the Monty Python mystery spoof, is showing how murderous, poor customer servicing can be; emphasizing the critical behavior, emanating from the servicing person to the customer.
DVD purchase only, \$999. Weekly digital rental only.

IMPLODE! BUILDING TRUST, TEAMS & COMMUNICATION WITH 10,000 TONS OF TNT

(ENTERPRISE MEDIA) 15 minutes DVD Stacey Loizeau, a female implosionist, presents her team-based communication and trust strategy for the critical act of imploding buildings.
Purchase only, \$249

IMPROVE PERFORMANCE THROUGH EMPOWERMENT

(COASTAL/DUPONT) 23 minutes
Moves managers from telling to guiding employees in long-term growth and performance; plus developing "human assets" for stretching their skills.
Purchase only, \$395. DVD has Spanish

IN AN INSTANT Series

(ENTERPRISE MEDIA) 4 videos, 20 minutes each
Immediate solutions for managers basic business problems, offering reliable methods for their solutions. Volume
1. Tardiness. Poor hygiene. Substance abuse. Team-player attitude. Discipline effectively.
2. Time management. Sales skills. Hiring effective people. Employee termination. Meeting management.
3. Giving feedback. Getting commitment. Motivate effectively. Managing

Based on Senator McCain's experience as a prisoner of war in Vietnam, it focuses on inner strength in difficult times, demonstrating how honor, loyalty, and perseverance can keep a group together.
Purchase only, \$295. Quantity discounts

INNOVATE! HOW TO STAND OUT IN THE CROWD

(ENTERPRISE MEDIA) 5 minutes
Innovation is alive and well, as Tom Peters gives an overview of how to spark innovation and become an internal entrepreneur.
Purchase only, \$395

INNOVATE OR DIE/Tom Peters

(ENTERPRISE MEDIA) 52 minute DVD
filmed before 3500 people at Training '97, Tom Peters reveals his Circle of Innovation. A roadmap for getting from "static here" to "innovative there."
Purchase only, \$495

INNOVATION AT THE VERGE

(STAR THROWER) 18 minute DVD with ancillary materials
Joel Barker's concept, "the future is something that you as an individual create." A critical belief and need, for creating a tomorrow in today's times.
Purchase only, \$845

INSIDER TRADING: IT'S NOT WORTH THE RISK

(TRAINING ABC) 6 minute DVD with ancillary materials
Illegal Insider Trading is the use of nonpublic confidential information to gain an advantage in securities trading. This program explains the risk, the harsh penalties, and the range of individuals/organizations who could be vulnerable.
Purchase only, \$295

INSIDE INFORMATION

(VIDEO ARTS) 21 minute DVD with ancillary materials
Focuses on organizations needing to view and give internal customers the service, respect and support needs to retain external customers
DVD purchase only, \$999; Weekly digital rental only.

INSIGHTS TO BETTER MENTORING

(QMR) 26 minute DVD
This video presents 4 successful mentors and their mentees, revealing insightful techniques that work best in these complex and essential relationships. The persons presented are a senior executive at Cosco, Chief Information Officer at Lockheed Martin, a Fire Chief and a Superior Court Judge.
Purchase only, \$625 for link or for DVD \$725

INSTANT REPLAY

(MONAD) 30 minute DVD
Jerry Kramer, former Green Bay Packer who played on Vince Lombardi's championship teams, as he presents the technique of reviewing failed sales calls; while hosting Purchasing Agents' interviews who critique the sales' calls.
Purchase only, \$395

INTERNAL CUSTOMER, THE

(MONAD) 25 minute DVD
Case histories of Northern Telecom and FedX, show how implementing internal customer service is critical for internal or external success.
Purchase only, \$395

INTERVIEWING

(MONAD) 30 minute DVD, with ancillary materials Shows 4 stages of an interview. Plus how to prepare job based focused questions, avoid biases, respect legal restrictions, establish rapport, while evaluating the candidate's job abilities.
Purchase only, \$395

INTO THE BOARDROOM Series

(VIDEO ARTS) 2 DVDS, 30 minutes each

This Series gets people to understand how financial results and share values relate to business performance, getting people confidence, and insight into how performance can be improved.

- 1. Profits Of Doom.** Looks at what the financial accounts are really saying.
 - 2. What's Good For The Shareholder.** The importance of comparing equal items, understanding aging, financing methods, and shareholder value.
- Each. Purchase only, \$695. Weekly digital rental only.**

INVISIBLE MEETING, THE

(VIDEO VISIONS) 18 minute DVD with ancillary materials
Offers 6 key techniques for productive conference calls, while revealing the challenges and rules, participants and meeting organizers need to know.
Purchase only, \$795

INVISIBLE RULES REVISED

(HEIM GROUP) 33 minute DVD
Dr. Pat Heim, vibrantly, humorously, peels away mores that hinder communication between the sexes; showing how girls and boys grow up, effects their interpretation of each other's verbal and nonverbal communication.
Purchase only, \$495

IS IT BIAS? MAKING DIVERSITY WORK

(PROPOSITIONS) 17 minute DVD/USB with extensive ancillary materials
Dr. Sondra Thiederman details how to build exceptionally inclusive workplaces, targets subtle forms of bias, and offers key points/skills to counter it.
Purchase only, \$795

IT'S A WONDERFUL LIFE: LEADING THROUGH SERVICE

(ADVANCED KNOWLEDGE) 22 minutes
Using scenes of Jimmy Stewart in the great Christmas classic, Dr. Margaret Wheatley presents and reinforces her concepts of service; its effect on organizational behavior, internally and externally.
Purchase only, \$795

IT'S NOT ENOUGH TO KNOW BETTER Series

(VIVID EDGE) 3 title DVD program with Leader's Guide & Workbooks
Offering 12 work-based scenarios, they present newly defined, legal parameters of sexual harassment.

- 1. Employee's Version:** Presents 4 key points for everyone to comply with all the issues (25 minutes).
- 2. Manager's Version:** Presents 5 key points in defining their responsibilities in countering sexual harassment (25 minutes). *You Need To Know... Sexual Harassment Is Illegal. An overview and meeting opener about the issue (5 minutes).

Each. Purchase only, \$795, all-\$1,500. *\$295

IT'S NOT LIKE I HIT HER!

(KINETICVIDEO) 23 minute DVD Focuses on chronic witticism, verbal degradation, intimidation that women experience. Plus confronting and ending abusive behavior with treatment options for the abusers.
Purchase only, \$179.95

IT'S PERSONAL

(VIDEO ARTS) 24 minute DVD with ancillary materials
Primarily focused on restaurants (but applicable to all customer service situations) Rick Stein and his team demonstrate the skills and attitudes that reflect their reputation for great customer service; whether face-to-face, in restaurants, hotels, shops, on the phone, etc.
DVD purchase only, \$795 Weekly digital rental only.

IT'S UP TO YOU: STOPPING SEXUAL HARASSMENT Series

(ATS) 2 DVD program with ancillary materials
This Series uses real-world situations and a knowledgeable host in aiding viewers to understand and stop sexual-harassment behavior.

Employee version (23 minutes). The law is explained and illustrated with 14 real-world scenarios dealing with the most critical issues.

Manager version (27 minutes). It focuses on issues that confront supervisor/managers, offering tools, techniques, etc., for stopping sexual harassment.

Purchase only, \$795, all-\$1,295

IT'S YOUR CALL

(STAR THROWER) 25 minute DVD
It's about telephone customer service skills: being an active listener: directing phone calls; handing dissatisfied customers, and taking responsibility.
Purchase only, \$545

IT'S YOUR CALL: CONNECTING WITH CUSTOMERS OVER THE PHONE

(KANTOLA) 23 minute DVD
Ross Shafer and warehouse worker Mike stumble through funny, realistic mistakes, showing the skills needed for great telephone customer service.
Purchase only, \$139

IT'S YOUR CHOICE: SELECTION SKILLS

(VIDEO ARTS) 2 DVDs, 30 and 7 minutes
John Cleese in a detective plot, presents a simple 3 step process for assuring the selection of the best candidate in job interviews. The longer video is for manager's or interviewers; while the shorter one is for the interviewee.
DVD purchase only, \$999. Weekly digital rental only.

JACK CADE'S NIGHTMARE 1: A SUPERVISOR'S GUIDE TO LAWS AFFECTING THE WORKPLACE

(PROPOSITIONS/) 2 DVD/USB 23 minutes each with ancillary materials
This program acquaints supervisors with the complexities of today's workplace; how to avoid the problems and legal liabilities that could result in 10 key laws.

Part 1. The Nightmare. Introduces the viewer to newly promoted supervisor Jack Cade and the minefield he's in.

Part 2. Preventing The Nightmare. In this video, viewers revisit Cade's errors and learn 10 simple rules to prevent and manage them.

Purchase only, \$795

JACK CADE'S NIGHTMARE 2: DOUBLE LIABILITY

(PROPOSITIONS) 3 DVD/USB 20, 22, & 11 minutes, with ancillary materials
Supervisor Version: a Guide to Managing Conflict in the Workplace. These 2 videos deal with the personal liability supervisors/managers could face.

Part 1. Shows situations, making Jack Cade liable to lawsuits.

Part 2. Reviews part 1's issues, countering them with a 10 point action plan.

Employee Version: An Employee's Guide To Dealing With Workplace Conflict. Offers several basic, common-sense guidelines to help employees steer clear of possible disciplinary actions and legalities.

Purchase only, \$795

JACK CADE'S NIGHTMARE 3: CAUGHT IN THE CROSSFIRE

(PROPOSITIONS/BNA) DVD/USB 26 & 19 minutes, with ancillary materials
This series focuses on effective Performance Management.

Part 1. The Performance Management Nightmare. The problems of employees wanting specific performance feedback and involvement; while upper management wants productivity and performance improvement.

Part 2: Preventing The Nightmare. Reviews Part 1; offering a 10-point outline for successful performance management and avoiding the problems.

Purchase only, \$795

JOEL BARKER'S LEADERSHIP: 5 LESSONS FOR LEADERS IN THE 21ST CENTURY

(STAR THROWER) 29 minutes
Joel Barker offers 5 concepts for improving leadership performance; and uses the metaphor of bridge building to reinforce them.

Purchase only, \$745

JORDAN'S FURNITURE: RE-IMAGINE THE CUSTOMER EXPERIENCE (Re-imagine! Series)

(ENTERPRISE MEDIA) 6 minute DVD and workbook

A passionate advocate of great customer service, Tom Peters now says that's not enough. You need to give the customer a great experience.

Purchase only, \$595

JOURNEY INTO THE HEROIC ENVIRONMENT, A

(TRAINERS TOOLCHEST) 31 minute DVD with leader guide

A cross country train is the setting for 8 principles of motivating people to greater productivity, quality, job satisfaction, and organizational profits.

Purchase only, \$395

JOURNEY, THE: REFLECTIONS ON CHANGE

(WORKPLACE PUBLISHING) 3 minute video

A camera on the front of a train, shows the speed of change and its impact, with stunning images of changing light, weather and landscapes.

Purchase only, \$395

JUGGLING ELEPHANTS FOR MANAGERS

(JUGGLING ELEPHANTS) 20 minute DVD with ancillary materials With the circus as an example, in animation and live *action, it tells a* simple, profound story of an individual with the problems of too much to do, too many priorities, too much stress, and too little time.

Purchase only, \$995. Available in Spanish.

JUICE

(STAR THROWER) 3 minute DVD with ancillary materials

DeWitt Jones offers 3 points in his new, short, beautiful and sincere program that encourages viewers to find their passion, their joy, and their juice in all that they do.

Purchase only, \$295

JURY FRIENDLY TERMINATION

(AGTS) 25 minutes

Diagrams a termination, showing both a traditional and the preferred approach, which helps protects organizations that fire an employee.

Purchase only, \$379

JUST BE F.A.I.R./F.A.I.R. IN ACTION Series

(VISIONPOINT/MONAD) 2 DVDs, averaging 18 minutes with ancillary materials This program presents the F.A.I.R. approach for creating culturally competent organizations.

1. Just Be F.A.I.R. Shows all employees what it means to be culturally competent and why it is important.

2. F.A.I.R. In Action. Shows how to apply the F.A.I.R. Approach.

Purchase only, \$795

JUST GET IT!

(ENTERPRISE MEDIA) 105 minutes Massey's revision/update of his program on values, offering the classic ones and the latest groups, effecting the '90s through the turn of the century.

Purchase only, \$895

JUST RELAX

(STRESS STOP) 29 minutes

A stress relieving program of scenic areas stretching across the USA from ocean to ocean; and featuring music by Bach, Dvorak, and Mahler. Exercises include differential relaxation, controlling self-talk and conscious breathing.

Purchase only, \$99

KINGDOM WAS LOST, THE

(VIDEO ARTS) 20 minute DVD

Focuses on a detail in an architects' plan that creates a major blunder; emphasizing the importance of details and working as a focused team.

DVD purchase only, \$870. Weekly digital rental only.

LANCE ARMSTRONG MEETING OPENERS

(ENTERPRISE MEDIA) 3 DVD Series, averaging 3 minutes each They reflect the motivational attitudes of Armstrong and his cycling team.

Crossing The Finish Line. How Armstrong and his team understand and focus on the importance of setting and achieving goals.

Teamwork. An enlightening look into how Armstrong and his team meld into a smooth, functioning unit. Perspective:

A Different View. Armstrong has unique views on success and achievement; applicable, regardless of the challenge you face.

Each.. Purchase only, Purchase \$445; all-\$745

LAUGHING AT STRESS

(AUDIO VISION) 23 minutes

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

Purchase only, \$149

L.E.A.D. WITH INTEGRITY: PROMOTING A CULTURE OF ETHICAL CONDUCT & COMPLIANCE

(VISIONPOINT/MONAD) 26 minute DVD, with ancillary materials

Ethics are of national concern. This video using 6 real world vignettes showing how to daily implement ethical conduct and insure legal compliance.

Purchase only, \$795

LEADER INSIDE, THE

(TRAINING ABC) 3 minute DVD

A short, inspirational meeting opener uses imagery, music, and quotes to induce viewers to out the leadership qualities of courage, passion and necessity.

Purchase only, \$295

LEADER MADNESS

(VIDEO VISIONS) 21 minute DVD with ancillary materials

A new leadership program, with light humor; focusing on how to avoid ineffective leadership and the resulting penalties. The scenarios present the wrong and right ways to lead.

Purchase only, \$795

LEADERSHIP

(ENTERPRISE MEDIA) 57 minute DVD, facilitator and viewer guide

John P. Kotter hosts this 6 segment video that presents his concepts on leadership and gives examples of effective leadership in action.

Purchase only, \$695

LEADERSHIP ALLIANCE

(ENTERPRISE MEDIA) 64 & *28 minutes

Tom Peters focuses on the need for leadership with case studies of Pat Carrigan of General Motors, Dennis Litky of Thayer High School, Vaughn Beals of Harley-Davidson, and Ralph Stayer of Johnsonville Foods.

Purchase only, \$895, *\$595

LEADERSHIP: AN ART OF POSSIBILITY

(GROH PRODUCTIONS) 28 minute DVD

Ben Zander, the world-renowned conductor of the Boston Philharmonic Orchestra, offers a fresh approach of leadership for individuals and teams.

Purchase only, \$995

LEADERSHIP & THE CUSTOMER REVOLUTION

(MONAD/MINDLINK) 29 minute DVD

Rich Tate, Gary Heil, and their presentation, "Liberating the Human Spirit," that offers details for creating a productive culture. Plus 4 case histories of organizations that implemented the concept, the experiences they encountered, and how it caused employees to elevate their levels of customer service.

Purchase only, \$595

LEADERSHIP AT EVERY LEVEL

(KANTOLA) 24 minute DVD with ancillary materials

This program offers 6 points that demonstrate successful management styles explaining which style is appropriate for a given situation; plus why the need to adapt to changing circumstances.

Purchase only, \$275

LEADERSHIP FEEDBACK: WHAT EMPLOYEES WANT TO TELL YOU...BUT DON'T!

(VIDEO VISIONS) 17 minute DVD with ancillary materials This program is based on extensive, anonymous interviews with actual employees giving candid feedback about their leaders. 6 key scenarios of leader/employee interaction are presented each with the ineffective leader, and the other with effective ones.

Purchase only, \$795

LEADERSHIP/MANAGEMENT MIX, THE

(VIDEO ARTS) 18 minute DVD with ancillary materials

What is the best mix of management and leadership skills for your job? This video shows viewers how to define both, use each independently, and how to integrate them; especially in critical situations or critical times..

Purchase only, \$795

LEADERSHIP: WHAT'S TRUST GOT TO DO WITH IT (Original version)

(VIDEO VISIONS) 19 minutes

Downsizing and rapid change have undermined loyalty and trust between employer and employee. This video teaches team leaders and managers how to rebuild openness, credibility and trust.

Purchase only, \$695

LEADERSHIP: WHAT'S TRUST GOT TO DO WITH IT (2nd edition)

(VIDEO VISIONS) 19 minute DVD program with ancillary materials

This program provides 5 trust-building behaviors with realistic methods for rebuilding trust and gaining employee commitment and involvement.

Purchase only, \$795

LEADING MORE WITH LESS

(ACCESS TRAINING) 18 minute DVD with ancillary materials

Offers 6 critical, universal, leadership skills for inspiring employees through good, but especially bad times; without spending scarce resources.

Purchase only, \$795

LEADING THE WAY: NEGOTIATING WITH INFLUENCE & PERSUASION

(EDGE TRAINING) 23 minute DVD with ancillary materials

This program demonstrates 5 key strategies to gain people's support, collaboration, and commitment by tactfully using influence and persuasion.

Purchase only, \$795. License fee to reproduce materials, \$200.

LEGAL BRIEFS: EMPLOYMENT LAW SERIES

(VISIONPOINT/MONAD) DVDs average 15 minutes with ancillary materials

ADA, The: Tough Questions & Straight Answers.

How the ADA daily impacts the workplace.

*Discipline & Termination: Improving Performance & Reducing Liability.

Offers 5 points for fair and litigation proof discipline and termination.

Harassment & Discrimination: Promoting Respect & Preventing Discrimination.

Offers 7 points for defining and preventing harassment/discrimination.

*Recruiting & Hiring: A Managers Guide To Staying Out Of Court.

Offers 6 key points, critical for litigation proof recruiting and hiring.

*Substance Abuse: The Manager's Role In Creating And Maintaining A Drug-Free Workplace.

Provides 3 specific actions that manages/supervisors dealing with the issues of substance use/abuse in the workplace.

The Family & Medical Leave Act. A 2015 updated version for understanding the ins and outs of this program.

*Workplace Privacy: Does It Really Exist? offers 3 specific actions that manages/supervises can take to deal with workplace privacy issues.

*Workplace Violence: The Legal Role In Keeping Your Workplace Safe.

Offers 5 points for legally creating a safe workplace.

Each. Purchase only, *These titles \$195. 2015 updates, \$595

LEGAL E-MAIL & TEXT MESSAGING AT WORK

(TRAINING ABC) 9 minute DVD with ancillary materials

This program covers every legal aspect of e-mail and texting in the workplace offering the fact that e-mail is permanent and not private; educating viewers on what is inappropriate e-mail and what should never be sent.

Purchase only, \$295

LEGAL INTERVIEWING: ASKING THE RIGHT QUESTIONS

(TRAINING ABC) 19 minute DVD with ancillary materials

This program clarifies how employees are protected by law from illegal, discriminatory interviewing questions; viable for anyone conducting job interviews for the 1st or 100th time.

Purchase only, \$495

LEGAL SIDE OF PERFORMANCE APPRAISAL: YOU BE THE JUDGE

(MONAD) 18 minutes

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

Purchase only, \$395

LEGAL SOCIAL MEDIA AT WORK

(TRAINING ABC) 11 minute DVD with ancillary materials This program covers every aspect of social media, its popularity and 10 issues whose abuse can create catastrophic personal and legal problems.

Purchase only, \$395

LEGAL SURVIVAL SKILLS FOR THE MODERN MANAGER

(KANTOLA) 26 minute DVD with ancillary materials

Unproductive behavior; as it shows the difference between commonly held standards of professionalism, organization policy, and the law.

Purchase only \$395.

LET'S GET TOGETHER! COMMUNICATING RESPECT IN A DIVERSE WORKPLACE

(ATS) 14 minute DVD with ancillary materials Offers views, verbal and nonverbal signals to discuss 4 principles in dealing with issues of communication, diversity, conflict-management, and teamwork.

Purchase only, \$795

LET'S TALK...BULLYING, ABUSIVE CONDUCT, & THE CONSEQUENCES

(ATS) 10 minute DVD with ancillary materials

This program defines bullying, abusive conduct, their impact on people, organizations, and the remedies required. Plus, it clarifies the legal definition of bullying.

Purchase only, \$395. Sale price of \$595, if Let's Talk...Harassment purchased simultaneously.

LET'S TALK... HARASSMENT - IT HAPPENS!

(ATS) 10 minute DVD with ancillary materials This program engages the viewer, covers a lot of ground, details all the pertinent legal concepts, as it addresses the topic in a straightforward, easy to understand manner.

Purchase only, 395. Sale price of \$595, if Let's Talk...Bullying purchased simultaneously.

LET'S TALK... RESPECT - IT MATTERS!

(ATS) 9 minute DVD with ancillary materials

Offers examples of appropriate respect, hateful behavior versus unprofessional and unproductive behavior; as it shows the difference between commonly held standards of professionalism, organization policy, and the law.

Purchase only \$395. Sale price of \$595, if 2 titles of "Let's Talk... series" are purchased; \$745 if 3 titles of the series" are purchased.

LIFE & WORK

(STAR THROWER) 30 minutes James A. Autry and his concepts on tapping the hidden potentials of organization, reducing employee burnout and increasing productivity.

Purchase only, \$445

LIFE IS GOOD... AND WORK CAN BE TOO!

(ENTERPRISE MEDIA) 24 minute DVD, with ancillary materials

This is a case study of the "Life Is Good" apparel company; how their philosophy creates optimistic, motivated employees, who deliver quality products and great customer service.

Purchase only, \$595

LIFE IS SHORT

(ATS) 7 minutes This meeting opener focuses on an age-old philosophy in reinforcing motivation and communications concepts.

Purchase only, \$395

LIFELINE SERIES

(ATS) 3 DVDs averaging 3 to 4 minutes each

Using bright and energetic animations, exciting music, and thought-provoking messages, these meeting openers offer fun and a positive approach to 3 key issues in the workplace.

Activating Attitude. The need for positive attitudes on the job.. Tackling **Stress.** 20 helpful hints on how to manage day-to-day stress. Unlocking **Conflict.** Offers new, and successful ideas for solving conflict.

Purchase only, \$295, series \$695

LIFE'S LESSONS SERIES

(ATS) 6 programs, averaging 3 to 4 minute DVD

Created with music and narration, these short, motivational programs, convey simple, inspiring and ageless thought-provoking wisdom; encouraging people to do their best, achieve their fullest potential and personal greatness. Their titles are self descriptive: **Leadership; Motivation; Change; Teamwork; Value & Ethics; and Customer Service.**

Series. Purchase only, \$995. Individual purchase \$295

LIGHT THE FIRE

(EDGE TRAINING) 24 minute DVD with Leader Guide

A powerful, encompassing title on performance management focusing on the skills of on-going feedback, coaching, mentoring, recognition, communication, goalsetting in developing motivated and productive employees.

Purchase only \$795. Add \$200 for unlimited reproduction rights.

LINCOLN

(WORKPLACE PUBLISHING) 5 minutes

A motivational meeting opener for overcoming adversity, reaching one's goals and becoming a success.

Purchase only, \$395

LISTENING UNDER PRESSURE: THE CUSTOMER SERVICE CHALLENGE

(KANTOLA) 14 minute DVD with ancillary materials

Viewers learn 3 specific listening skills for soothing upset customers; get information to solve the customer's problems; and keep their focus in spite of interruptions.

Purchase only, \$275

LISTEN & WIN

(ENTERPRISE MEDIA) 30 minute DVD and book

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

Purchase only, \$129.95

LITTLE BIG THINGS, THE

(ENTERPRISE MEDIA) 2 to 4 minute segments

Tom Peters has great stories that are funny, insightful, segmented into 5

different topics: Leadership, Service, Strategy, You, and Excellence.

Each segment, purchase only, \$195; all 5-\$695

LITTLE FROG, THE (Spirit Clips Series)

(SPIRIT EMX) 3 minute DVD

Illustrates the power that encouraging team members can have on performance, while rigid ideas can hold the team back..

Purchase only, \$295

LITTLE THINGS MEAN A LOT

(PROPOSITIONS) 22 minute DVD with ancillary materials

Based on Brigid Moynahan's concepts of Microinequities (small, subtle, negative signals) and Micro-affirmations (small, subtle, positive signals) sent to peers, associates, and subordinates. Creating a workplace atmosphere that could be constructive or destructive.

Purchase \$995. Online rentals only.

LIVE AND LEARN

(VIDEO ARTS) 2 program DVD of 17 minutes with ancillary materials Peter Honey presents 4 key learning points in his concepts about viewers taking responsibility for their own learning, rather than waiting to be trained. Today's complex, fast-changing, and challenging environment requires this initiative to survive and prosper.

Purchase only, \$795

LIVING THE BRAND: THE PATAGONIA STORY

(VIDEO ARTS) 18 minute DVD

Based on the book, "Living the Brand", it shows how Patagonia wear captured the passion of its organization's people, creating stronger relationships with customers and developing new ways of working.

DVD purchase only, \$870. Weekly digital rental only.

LOOK INSIDE OURSELVES, A

(ATS) 4 minute DVD

This program reinforces the concepts of compassion, unity, empathy and sharing to create productive communication, teamwork, problem solving, and happy workplaces.

Purchase only, \$295

LOVE & PROFIT: THE ART OF CARING LEADERSHIP

(STAR THROWER) 30 minutes

Based on James A. Autry's book this video demonstrates to managers the theory behind humane management and caring leadership.

Purchase only, \$445

LOVE YOUR CUSTOMERS AND LOVE YOUR DIFFICULT CUSTOMERS

(ENTERPRISE MEDIA) 28 & 11 minutes respectively

Starring John O'Hurley, who has appeared on Seinfeld, Dancing With The Stars, and presently hosts the Family Feud program. He focuses on image and branding, by demonstrating that customer service is a direct extension of how the customer views your company.

Both programs.. Purchase only, \$895

MADE SIMPLE SERIES

(TRAINING ABC) 9 DVD program averaging 15 minutes each

A key way to address common, compliance issues, as each program is designed to teach and test. **ADA; EEO; Ethics; FCPA; FLSA; Harassment; Harassment For Managers; Sexual Harassment; and Workplace Bullying.** **Each. Purchase only, \$295. For a limited time, all 9 for \$995. Special online license available, call for details**

MAKE CHANGE WORK FOR YOU: ANNA'S STORY

(PROPOSITIONS) 21 minute DVD/USB with ancillary materials

A company merger presents Anna with a host of unwelcome changes creating issues and stress that negatively affect her work and home life;

resulting in sarcasm at work and anger at home. Viewers see 5 powerful steps to become Change-Resilient.

Purchase only, \$795

MAKING TIME

(VIDEO ARTS) 25 minute DVD

Produced by Melrose, it offers practical tips to team members and their managers, for boosting their productivity.

DVD purchase only, \$999. Weekly digital rental only.

MANAGEMENT & LEADERSHIP SKILLS FOR SUPERVISORS

(KANTOLA) 17 minute DVD with ancillary materials

Offering 5 key points, this program portrays the subtle but essential people skills that every great supervisor or leader must have in order to manage their people in a fair and productive manner.

Purchase only, \$275

MANAGE YOUR TIME BETTER

(ENTERPRISE MEDIA) 22 minute video program

Offers a detailed process for effective and successful time management.

Purchase only, \$129.95

MANAGER AS COACH, THE

(VIDEO ARTS/VA) 14 minute DVD with ancillary materials

Demonstrating a simple coaching framework, it highlights the skills for effective coaching showing good and poor coaching inaction.

Purchase only, \$795

MANAGER OR MOUSE?

(ENTERPRISE MEDIA) 15 minute DVD and workbook

Focuses on empowering supervisors/managers (especially if newly promoted) helping them develop the skills, attitudes, and confidence to be successful.

Purchase only, \$149

MANAGERS AS MENTORS: BUILDING PARTNERSHIPS FOR LEARNING

(MONAD/MINDLINK) 19 minute DVD

Renowned author, consultant, and speaker, Chip Bell presents, concrete perspectives, practical techniques and tools, for making managers, supervisors, and team leaders into successful mentors.

Purchase only, \$595

MANAGER'S BALANCING ACT, THE: PARADOXICAL MANAGEMENT

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

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

Purchase only, \$295

MANAGING CHANGE: THE COMPLETE PERSPECTIVE

(EDGE TRAINING) 27 minute DVD with Leader Guide

Offers viewers 5 key points on change; demonstrating how change affects individuals in the best methods of guiding them through it.

Purchase only, \$795. Add \$200 for unlimited reproduction rights.

MANAGING CHANGE & TRANSITION

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

Dr. Ben Bissell shows viewers that successful managers must understand the 5 dynamic steps of change, the emotional and verbal responses, and how to guide their staffs through it.

Purchase only, \$295

MANAGING CONFLICT

(PROPOSITIONS) 19 minute DVD

Offers 5 strategies for managing conflict, analyzing interpersonal conflict, what it is, why it is valuable and important to learn.

Purchase only, \$295

MANAGING CONFLICT AT WORK, ART OF COMMUNICATION

(ENTERPRISE MEDIA) 20 minute DVD, audio and book program

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

Purchase only, \$129.95

MANAGING DISTRESS

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

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

Purchase only, \$295

MANAGING FOUR GENERATIONS IN THE WORKPLACE

(PROPOSITIONS) 2 DVD/USB program (21 and 14 minutes) with ancillary materials

Cam Marston offers supervisors/managers the techniques needed for cross-generation communications, conflict avoidance, and maximizing performance. Using the concept of "Gen-Flexing" that allows an individual to function in another generation's world.

Purchase only, \$995

MANAGING ME

(VIDEO VISIONS) 16 minute DVD with ancillary materials

Is a brand new title for managers and supervisors. It offers 6 key points for relating to peers and supervising subordinates; so as to gain their commitment and motivation for increased productivity.

Purchase only, \$795

MANAGING-ONLY JUST!

(VIDEO ARTS) 20 minute DVD with ancillary materials

Dr. Michael Reddy, founder of IC AS, focuses on the key behaviors that will help managers/supervisors be effective under pressure and maintain a positive life-work balance.

Purchase only, \$795

MANAGING UP

(MONAD) 17 minute DVD

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

Purchase only, \$395

MASTER THE MESSAGE: COMMUNICATING FOR SUCCESS

(EDGE TRAINING) 16 minute DVD with Leader Guide

Offering 7 key points, viewers can better their communication skills in building productive relationships; while role-plays present the process from the standpoints of speaker, listener, and facilitator.

Purchase only \$795. Add \$200 for unlimited reproduction rights.

MEETING OPENERS WITH LORETTA LAROCHE

(ENTERPRISE MEDIA) 4 minutes per video

Not Another Meeting. Laroche uses a 1930's monster movie to turn negative thinking into positive thoughts. Whoopee, Another Meeting. Her funny approach to induce viewers to look at meetings with the enthusiasm and excitement of a child.

Each. Purchase only, \$145

MEETINGS BLOODY MEETINGS REVISED

(VIDEO ARTS) 30 minute DVD

Here's the updated classic best seller, showing the humorous blunders and the critical steps for successful meetings. Again featuring John Cleese, it includes the newest technologies used in today's business.

DVD purchase only, \$999. Weekly digital rental only.

MEMORIAL HOSPITAL & HEALTHWORKS KIDS MUSEUM: TURNING WORK ASSIGNMENTS INTO WOW PROJECTS (Re-imagine! Series)

(ENTERPRISE MEDIA) 17 minute DVD

Tom Peters shows how one organization revolutionized the job of teaching kids about health. Presented are people coming up with innovative ideas, testing and bringing them to reality.

Purchase only, \$345

MEN, WOMEN & WORK SERIES

(MONAD/MIINDLINK) 2 video program, 25 minutes each Internationally recognized speaker and consultant, Audrey Nelson, explores the unique aspects of how the sexes communicate; and how to improve the quality of that communication.

Listening Between The Lines. This video defines the listening skills of each sex, offering guidelines to support productive communication.

Unspoken Messages. This video explores nonverbal communication; and how men and women use and interpret those unspoken gestures.

Each. Purchase only, \$595, both \$795

MENTORING THAT MAKES A DIFFERENCE: FOR MENTORS & MENTEES

(MENTORING GROUP) 2 DVDs 43 minutes each

Host Dr. Linda Phillips-Jones and others, offer 5 points and numerous tips, in showing how to create and implement effective mentoring partnerships.

Part 1. For Mentors. Part 2. For Mentees.

MIXING FOUR GENERATIONS IN THE WORKPLACE

(PROPOSITIONS) 2 DVD/UFB programs 17 minutes per; with ancillary materials Cam Marston hosts defines the different generations on one, while offering information on dealing with the different generations. on the other.

Purchase only, \$795

MONTGOMERY (Spirit Clips Series)

(SPIRIT EMX) 3 minute DVD

Captures a great moment in civil right's history by showing the injustice of discrimination; and inspiring viewers to stand up for equality and respect.

Purchase only, \$295

MORE BLOODY MEETINGS

(VIDEO ARTS) 30 minute DVD

In this sequel, Cleese must now deal with the human factor, which frequently will dissipate the time and productivity of a meeting.

DVD purchase only, \$999. Weekly digital rental only.

MORE THAN ONE RIGHT ANSWER

(STAR THROWER) 3 minute DVD with ancillary materials

Dewitt Jones focuses on looking for multiple, right answers that exist in any problem or challenge.

Purchase only, \$295

MOTIVATION: DREAM IT. WALK IT. BELIEVE IT.

(VISIONPOINT/MONAD) 19 minute DVD with ancillary materials

Interviews of real people, whose life and experiences exemplify the 3 principles of this video in creating energized and positive work attitudes.

Purchase only, \$495

MULTICULTURAL CUSTOMER, THE

(PROPOSITIONS) 20 minute DVD

Offers over 20 strategies to help employees adapt traditional customer service skills for servicing domestic and international multicultural customers; especially in conflicting areas of languages and accents.

Purchase only, \$295

MUPPET MEETING OPENERS & BREAKS

(ENTERPRISE MEDIA) DVD, averaging 2-4 minutes

NOBODY PERFECT

Grump and Leo create the perfect employee; a clone of the boss.

NOW HERE THIS!

A loud and clear message: miscommunication becomes mass confusion.

SAFETY ZONE

A Rod Serling muppet does a Twilight Zone office safety spoof.

SALES SAVVY

Sales opening techniques and their effects on the prospect.

SELL, SELL, SELL

The most famous and most popular Muppet meeting opener or closer.

SUPER SALESPERSON

Smilin' Ed and a humorous lesson in the fine art of selling.

TAKE THIS FORM AND FILE IT!

Leo and Grump in a red tape corporate shootout, using forms.

TEAMWORK IN ACTION

Miss Piggy, Fozzie Bear and frustrated library patrons create a hilarious cacophony of sound, that turns a into a symphony.

THE ART OF NEGOTIATION

Leo and Grump do their versions of negotiating.

THE B.I.G. PLAN

Leo's B. I. G. plan gets lost in the flurry of wacky acronyms.

THE BIG PICTURE

Simple, small requests, and how they relate to a team's success.

THE COFFEE BREAK MACHINE

The ultimate user-friendly coffee machine meets the ultimate user-abuse.

THE HALF-MINUTE MANAGER

Issues of productivity, high management and stop watches.

THE IDEAL SALES REP

Leo's tries to transform Grump into a perfect sales rep.

THE MEETING THAT WOULD NOT DIE

What happens when the speaker is oblivious to his audiences needs.

THE RAP UP

Leo raps his appreciation for his sales force's efforts.

THE SECRETS SUCCESS

Grump declares war on complacency and underachievement.

THE SKY'S THE LIMIT

Leo praises the company's best heads and inflates their egos.

THINK BIGGER

The Muppets demonstrate the importance of encouraging new ideas.

TOP 10 REASONS TO TAKE A BREAK

Here are 10 humorous ways to tell people it's time for a break.

WHAT'S THIS MEETING ALL ABOUT

Grump asks a simple question, but Leo can't seem to find a simple answer.

WHEELS OF PROGRESS

Grump and a skateboard increase speed and efficiency around the office.

WHO NEEDS A BREAK?

A spoof on knowing when and why to take a break.

WIN! WIN! WIN!

Based on "Sell! Sell! Sell!" here's another message, "Winning Is Everything."

Each. Purchase only, \$295; quantity discounts available

NEED TO KNOW, A: INSIDER TRADING AND THE LAW

(ENTERPRISE MEDIA INC.) 25 minutes

Harvard Law Professor Charles Ogletree explains the importance of compliance with the new SEC insider trading regulations.

Purchase only, \$475

NEGOTIATING FOR BUSINESS RESULTS

(ENTERPRISE MEDIA) 39 minute video, audio and book

How to develop the skills for successful negotiation, avoid being fearful, while enjoying the process.

Purchase only, \$129.95

NEGOTIATING: TYING THE KNOT

(VIDEO ARTS) 30 minute DVD

Using the plot of a personal relationship between a man and a woman, the concept of effective negotiation and its key points are presented.

DVD purchase only, \$999. Weekly digital rental only.

NEGOTIATIONS: SOLVING THE TOUGH PROBLEMS

(PROPOSITIONS) 18 minute DVD/UFB with ancillary materials
Shows how to handle awkward and difficult situations, build rapport, develop lasting relationships, develop trust, and accomplish win-win solutions.
Purchase only, \$695

NEW BUSINESS OF PARADIGMS, THE

(STAR THROWER) 2 title program, *26 and **18 minute DVD plus ancillary material CD.

1. The New Business of Paradigms: Classic Edition. Based on the original video, it contains many of the same stories and examples, but with a new, updated look.*

2. The New Business of Paradigms: 21st Century. Present the same concepts but, with exciting, new examples and stories.**

Purchase only, \$845

NEW DEAL, A (Spirit Clips Series)

(SPIRIT EMX) 4 minute DVD

Edited footage of FDR detailing the challenges of his era and correlating them to today's. Focusing on looking beyond one's fears; believing in one's ability to succeed; reaching deep within for strength and courage to persevere through any obstacle.

Purchase only, \$295 Quantity discounts.

NEW PARTNERSHIP, THE

(ENTERPRISE MEDIA) 30 minutes

Tom Melohn and the success at his company, NATD. Location visits to Apple and NUMMI (a joint venture of Toyota and General Motors) to show his management theory of partnership between customers and suppliers.

Purchase only, \$149

NEW SUPERVISOR, THE: SKILLS FOR SUCCESS

(ENTERPRISE MEDIA) 48 minute DVD audio and book

Offers the skills, and how to develop them, to make being a supervisor productive, enjoyable and motivating to subordinates.

Purchase only, \$129.95

NEW TIME OF YOUR LIFE, THE: FUNDAMENTALS OF TIME MANAGEMENT

(PROPOSITIONS) 21 minute DVD/UFB & CD of ancillary materials

Based on Alan Lakein's book, "How to Get Control of Your Time and Your Life," this remake of the all time best selling video offers 6 simple methods for effective time management ; whether on the job or in your personal life.

Purchase only, \$595. DVD has Spanish

NO EXCUSES: FOUNDATIONS FOR ACCOUNTABILITY, ETHICS AND VALUES

(EDGE TRAINING) 28 minute DVD with Leader Guide This program, by offering 5 key points, gives managers/supervisors the tools they need to hold themselves to high standards, while influencing their peers and the people they lead.

Purchase only, \$795. Add \$200 for unlimited reproduction rights.

NO INJURY, NO ACCIDENT?

(PROPOSITIONS) 12 minute DVD Presenting 15 incidents in manufacturing and office settings, the work of W. H. Heinrich (his famous "Heinrich Triangle) show how serious or fatal accidents occur because of seemingly routine, but unsafe situations and acts.

Purchase only, \$495

NOT MY TYPE: VALUING DIVERSITY

(VIDEO ARTS) 24 minute DVD

Encourages managers to question their assumptions about other people, and nurture the potential found in diversity.

DVD purchase only, \$870. Weekly digital rental only.

NOTHING BUT THE TRUTH: GIVING A DEPOSITION IN A CIVIL CASE

(EDGE TRAINING) 21 minute DVD with ancillary materials

Offers 5 simple rules in discrimination, harassment, injuries and accident caused lawsuits. Powerful vignettes demonstrate the actions and reactions involved in giving depositions.

Purchase only \$795. Add \$200 for unlimited reproduction rights.

ON A HIGH NOTE

(STAR THROWER) 5 minute DVD with ancillary materials

Laura Goodrich explores 3 key concepts; the importance of knowing yourself, where you want to go, and developing the commitment to get there. And how these concepts result in achieving one's goals

Purchase only, \$445

ON THE EDGE: MANAGING HIGH RISK SITUATIONS (ver 2.0)

(EDGE TRAINING) 15 minute DVD with ancillary materials

An update to the earlier production, this video presents volatile and potentially violent workplace situations; plus solutions and preventive actions.

Purchase only \$795. Add \$200 for unlimited reproduction rights.

ON THE EDGE: PREVENTING VIOLENCE IN THE WORKPLACE (ver 1.0)

(EDGE TRAINING) 17 minute DVD with ancillary materials

Presents 9 scenarios of employees facing volatile/potentially violent situations in the workplace; offering the skills and preventive actions to counter them. Fee based on number of employees and includes unlimited duplication.

Purchase only \$795. Add \$200 for unlimited reproduction rights.

ON YOUR OWN

(MONAD) 7 minutes The raising and training of race horses, correlates to how individuals and organizations, must develop the attitude, motivation and climate for competent successful, and productive employees.

Purchase only, \$395

ONCE AND FOR ALL: RESOLVING PERFORMANCE CHALLENGES

(VIVID EDGE) 21 minute DVD with ancillary materials

This program takes an entertaining approach in dealing with employee performance; reminding participants that a key role for a manager/supervisor or team leader is to help employees become more productive.

Purchase only, \$695

ONE ON ONE: INFORMAL EMPLOYEE PERFORMANCE REVIEW

(EMPLOYEE UNIVERSITY) 39 minute DVD, with ancillary materials

Presents the concept of informal employee performance reviews. A periodic, but frequent process to quickly produce measurable results. Also includes "Building Employee Morale: Missed Opportunities."

Purchase only, \$549

ONE SMALL STEP (Spirit Clips Series)

(SPIRIT EMX) 2 minute DVD John F. Kennedy's famous speech challenging Americans; while reminding viewers that anything is possible with hard work, courage and challenging their own limiting beliefs.

Purchase only, \$295, Quantity discounts.

OOPS! TIME FOR SERVICE RECOVERY

(PROPOSITIONS) 20 minute DVD

Chip Bell and Ron Zemke present their 6 step process to help organizations recover customers after a breakdown has occurred.

Purchase only, \$295

OPPORTUNITY IMPERATIVE, THE

(ENTERPRISE MEDIA) 47 minutes

Sam Tyler hosts in presenting case studies on Intuit, Coca-Cola, and Springfield Remanufacturing foster cultures of product innovation and entrepreneurship; that turn adversity into opportunity and reenergize employees.

Purchase only, \$149

OVERCOMING STRESS AT WORK

(ENTERPRISE MEDIA) 19 minute video, audio, & book Gives 4 points to define and overcome stress, wherever it is created.

Purchase only, DVD \$129.95

OWN IT!

(ADVANCED KNOWLEDGE) 20 minutes

Focuses on supervisors and frontline personnel, have taken ownership of their jobs, resulting in loyalty, improved productivity, and smiling, happy people.

Purchase only, \$495

OXO GOOD GRIPS: THINK DIFFERENTLY (Re-imagine! Series)

(ENTERPRISE MEDIA) 15 minute video and workbook

Here is a unique company, where innovation, passion, and thinking differently create its success. Refusing to fit the definition of marketing experts, it looks for success and new products from any kind of customer.

Purchase only, \$795, Quantity discounts.

PARADIGM MASTERY Series

(STAR THROWER) 5 video program, averaging 25 minutes each
Joel Barker's newest Series dealing with paradigm shifts.

Change & Leadership. Shows the roles of managers, leaders and employees during change.

Paradigm Effect, The. Helps people understand the power of their paradigms, and what happens when they shift.

Paradigm Curve, The. Where's the paradigm, and where's the viewer's location in its cycle.

Paradigm Partners. Identifies them within the organization; their views, roles, and their reactions.

Paradigm Hunting. Barker offers 2 simple steps to discover the future.

Purchase only, \$745

PARADIGM PIONEERS

(STAR THROWER) 38 minutes

Joel Barker explores people who recognized paradigm shifts, taking advantage of them, to guide their organizations from concept to implementation.

Purchase only, \$445

PARADIGM PRINCIPLES

(STAR THROWER) 37 minutes

Finally Joel Barker's how-to video. He builds on "The Business Of Paradigms," defining the shift and it's importance; then goes beyond with 4 principles for understanding shifts.

Purchase only, \$445

PARTNERING INTELLIGENCE: CREATING VALUE BY BUILDING STRONG ALLIANCES

(MONAD/MINDLINK) 19 minute DVD Stephen Dent shows all organizational employees how to identify and improve partnering intelligence, partner with external alliances, customers, suppliers, competitors, internal peers, team members, departments or divisions.

Purchase only, \$495

PASS IT ON: COACHING SKILLS FOR MANAGERS

(VIDEO ARTS) 25 minute DVD Emphasizes the need for managers to learn coaching skills, plus offering points on how to be a successful coach.

DVD purchase only, \$999. Weekly digital rental only.

PASSION FOR CUSTOMERS, A

(ENTERPRISE MEDIA) 67 & *25 minute DVD Tom Peters on location with 5 organizations; details how they provide superior customer service. The companies: Federal Express, The Limited, Worthington Industries, University National Bank & Trust, and the Louisville Red Birds.

Purchase only, *\$495, \$895

PASSION FOR EXCELLENCE, A

(ENTERPRISE MEDIA) 63 & *25 minute DVD

Tom Peters' presentation on creating it:

Examples of **Donald Shafer**, the innovative mayor of Baltimore;

Retired Air Force General Bill Creech, who motivated airmen into being better maintenance and support people;

Stew Leonard, whose customer-oriented grocery business helped redirect an industry.

Purchase only, *\$495, \$895

PATIENT RIGHTS MADE SIMPLE

(TRAINING ABC) 13 minute DVD with ancillary materials A comprehensive approach dealing with every aspect of the medical and non-medical issues that can affect a patient who enters a healthcare facility.

Purchase only, \$345. Online licenses available; call for details.

PEOPLE

(WORKPLACE PUBLISHING) 4 minute DVD

This beautiful piece of art, proclaims the value of people. Impacting associates, peers, supervisors/managers, subordinates, etc., by showing how to respect each other; making them a united and productive force for success.

Purchase only, \$375,

PERFECT DAY, THE

(AUDIO VISION) 60 minutes

A non-narration, stress relieving program of scenic, nature cinematogra

PERFECTLY NORMAL DAY, A

(MONAD) 28 minute DVD A follow up to "Time Of Your Life," it deals with critical problems of handling single and multiple interruptions, juggling priorities, and crisis management.

Purchase only, \$395

PERFORMANCE APPRAISALS: GETTING RESULTS

(KANTOLA) 18 minute DVD & study guide

Offers 8 points for effective and productive performance appraisals. It presents a small-business initializing the process and a large corporation energizing an existing system.

Purchase only, \$275

PERFORMANCE MATTERS Series

(VIDEO ARTS) 2 DVD program, 20 minutes each.

The Importance Of Praise. John Cleese offers 6 points about a tool that's powerful, cheap, easy to use; resulting in motivated and productive work-groups.

The Need For Constructive Criticism. John Cleese, gives 7 points for constructively giving criticism; so as to counter alienation.

Purchase only, each \$999: both \$1,749. Weekly digital rental only

PERFORMANCE REVIEW: CODE RED

(VIDEO ARTS) 26 minute DVD with ancillary materials Illustrates the techniques required to handle difficult performance reviews by giving examples of 3 reviews that are the most difficult for managers.

Purchase only, \$999. Weekly digital rental only.

PERFORMANCE REVIEW SERIES

(VIDEO ARTS) 2 DVDs, 30 & 20 minutes each A program for managers, appraisees, and a win-win performance review.

Part 1. Every Manager's Nightmare. Shows 6 nightmare situations, with techniques to make the reviews more productive and less confrontational.

Part 2. Every Appraisee's Dream. Prepares the appraisee, using a 3 part structure, for a successful performance review.

Each. Purchase only, \$999, both \$1,749. Weekly digital rental only

PERSONAL EFFICIENCY PROGRAM, THE HOW TO GET ORGANIZED TO DO MORE WORK IN LESS TIME

(MONAD) 26 minute DVD with updated book
Kerry Gleeson's PEP program can multiply personal productivity, as it identifies critical pieces of knowledge, common processes and systems to improve self-management; while maximizing one's efforts.

Purchase only, \$425

PHONE FUNDAMENTALS

(VIDEO ARTS) CD-ROM, usage time 1.5 hours
A basic interactive program on using the phone professionally; and helpful to all persons in an organization.

Purchase only with a minimum of 10 users for \$750

PIT CREW CHALLENGE: DRIVEN TO PERFORM

(ADVANCED KNOWLEDGE) 15 minute DVD with ancillary materials Focuses on the critical timing, teamwork and communication that NASCAR pit crews require; showing 2 teams of competing executives as pit crews.

Purchase only, \$625,

PLEASE RESPECT MY GENERATION! 5 GENERATIONS AT WORK

(ATS) 23 minute DVD program with ancillary materials Bridges the gap between the life experiences, values, and ideas of 5 generations participating in a diverse workplace.

Purchase only, \$795

PLUS OF US, THE: DYNAMIC DIVERSITY TRAINING

(PROPOSITIONS) 3 programd, averaging 18 each with ancillary materials
Featuring Greg Naylor, it covers Diversity, Discrimination, and Harassment issues; taking viewers beyond legal rules to an understanding of the basic human needs and emotions that control workplace relationships.

Purchase only, \$595.

POLICY IS NOT ENOUGH, A

(EDGE TRAINING) 17 minute DVD with Leader Guide
Shows organizational leaders how to and why they must create the environment of respectful behavior.

Purchase only \$795. Add \$200 for unlimited reproduction rights.

POWER DEAD EVEN RULE, THE, & OTHER GENDER DIFFERENCES IN THE WORKPLACE REVISED

(HEIM GROUP) 43 minute DVD Pat Heim's revised, dynamic presentation on the cultural differences between men and women; how it evolved; how it effects their communication and ability to work with one another.

Purchase only, \$495

POWER OF ATTITUDE, THE

(ENTERPRISE MEDIA) 19 minute video, audio, & book This program offers 5 steps for developing and projecting a positive attitude in the workplace and beyond.

Purchase only, \$129.95

POWER OF CUSTOMER SERVICE, THE

(ENTERPRISE MEDIA) 45 minute video, audio and guide Using the "3 Cs" of customer service (Concern, Communication, and Competence) customer service expert Dr. Paul Timm brings to life skills needed to succeed in any customer relationship.

Purchase only, \$129.95. Total program \$395

POWER OF POSITIVE DISCIPLINE, THE

(KANTOLA) 21 minute DVD Offers 6 steps for positive, progressive discipline, using coaching, and escalating to stronger measures if necessary.

Purchase only, \$275

POWER OF TEAMWORK, THE: INSPIRED BY THE BLUE ANGELS

(ADVANCED KNOWLEDGE) 27 minute DVD with ancillary materials The

world-renowned Blue Angels deliver awe inspiring examples of teamwork ;as they go through their spectacular flight patterns and dazzling maneuvers with speeds of over 1000 miles per hour.

Purchase only, \$695

POWER OF TEAMWORK, THE: INSPIRED BY THE BLUE ANGELS

(ADVANCED KNOWLEDGE) a 27 minute DVD; 12 individual segments ranging from 1.5 to 5 minutes; ancillary materials

The world-renowned Blue Angels deliver awe inspiring examples of teamwork, as they go through their spectacular flight patterns and dazzling maneuvers with speeds of over 1000 miles per hour.

Individual titles: **Capitalize On Synergy; Clarify Procedures; Communicate; Vertically & Horizontally; Cross Train & and Rotate; The Fine Trust; Foster Positive Attitudes; Leading A Team; Maintaining Peak Performance; Prepare to When; Put Team First; Sharing Values; and Strive For Perfection.**

Purchase only, \$695. Purchase of individual titles, \$195 each, 2-10 - \$156 each, 11 plus, \$146 each

POWERS OF 10

(PYRAMID) 9 minute DVD

An all purpose meeting opener that projects in magnitudes of 10, every ten seconds. Taking viewers on an incredible ride into outer space, it just as quickly reverses the journey and ends inside the proton of a carbon atom.

Purchase only, \$295

PRACTICE! PRACTICE!

(MONAD) 21 minute

The sister video to "When I Say No, I Feel Guilty," shows 7 scenarios using the skills needed for being productively assertive.

Purchase only, \$395

PRESENTATION IS EVERYTHING

(VIDEO ARTS) 17 minute DVD with ancillary materials
Featuring 4 key points, this program combines simple, engaging, humorous, relevant messages to ensure that participants learn the skills for dramatic, effective presentations.

DVD purchase only, \$999. Weekly digital rental only

PREVENT SEXUAL HARASSMENT IN THE WORKPLACE

(ENTERPRISE MEDIA) 30 minute video, audio, & book
Offers 4 points on what employer and employee should do if encountering sexual harassment.

Purchase only, \$129.95 Total program \$395

PREVENTING & MANAGING BACK PAIN

(KANTOLA) 37 minutes

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

Purchase only, \$95

PREVENTING & MANAGING COMPUTER RELATED INJURIES

(KANTOLA) 27 minutes

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

Purchase only, \$95

PREVENTING & MANAGING STRESS

(KANTOLA) 22 minutes

Offers techniques and programs for dealing with stress.

Purchase only, \$169

PRIORITIES FOR LIFE Series

(VIVID EDGE PRODUCTIONS) 6 DVDs, 5 to 6 minutes each
These meeting openers by Dr. Robert Cooper, provide key points on what

matters most in leadership and life.

1. Leadership. Making a difference and achieving results through people.

2. Priorities. Focusing your energy and attention on what matters most.

3. Change. Facing challenging situations with courage, ingenuity, through learning and contributing.

4. Capacity & Energy. Renewing your spirit, liberating genius and vitality, in oneself and others.

5. Excelling In A Changing World. Focuses on specific, practical ways to excel in a pressure filled, changing world, by doing more of what's possible.

6. Reaching The Next Level & Beyond. Moving past good and great, to be able to reach the exclusive, highest levels.

Purchase only, \$295 each title; \$695 for 4; \$915 for 5; \$1,100 for 6

PROFESSIONAL E-MAIL ETIQUETTE

(KANTOLA) 26 minute DVD with ancillary materials

Offering 6 key points, this program presents legal, professional, and competent methods for using e-mail to share information and resolve problems.

Purchase only, \$275

PROJECT MANAGEMENT

(VIDEO ARTS) 26 minute DVD

In a highly entertaining and informative manner, video presents the essential techniques for successful projects.

DVD purchase only, \$999. Weekly digital rental only

PROPER LIFTING TECHNIQUES

(KANTOLA) 15 minute DVD

Offers guidelines for every lift, specialize and industrial loads, how to lift awkward or oversized objects, and team lifting situations.

Purchase only, 275

QUID PRO QUO: WHEN PEOPLE IN POWER MAKE DEMANDS

(KANTOLA) 11 minute DVD with ancillary materials.

Online versions available Offers 5 key points for dealing with Quid Pro Quo Harassment and stopping it before it becomes litigation and public relations nightmares. The most obvious instances relate to sexual situations to protect one's job or career.

Purchase only, \$199

READ MY LIPS: REAL HEROES OF BUSINESS, THE

(MONAD) 27 minute DVD

Based on Bill Fromm's and Len Schlesinger's book, the video shows how to get, train, and keep world-class service workers; getting them to exceed the customer's expectations.

Purchase only, \$395

REAL WORLD GUIDE TO DIVERSITY IN THE WORKPLACE, A

(PROPOSITIONS) 15 minute DVD/USB with ancillary materials

Provides easy to grasp content with question-and-answer scenarios that focus on defining, appreciating, and deploying workplace diversity.

Purchase only, \$595.

REAL WORLD GUIDE TO PREVENTING SEXUAL HARASSMENT IN THE WORKPLACE, A (POSITIVE PREVENTION SERIES)

(PROPOSITIONS) 15 minute DVD/USB with ancillary materials

This program deals with all aspects of the issue in today's workplace. included are: the definition, liability, impact, policy and action.

Purchase only, \$695

RECIPE FOR HEALTH & SAFETY

(VIDEO ARTS) 24 minute DVD with ancillary materials

Rick Stein and his team at the seafood restaurant demonstrate how health and safety affects everyone in a restaurant including chefs, waiters, office staff, and cleaning people; encouraging everyone to be responsible con-

stantly for their safety, and the safety of colleagues and customers.

Purchase only, \$795

RECIPE FOR SUCCESS

(VIDEO ARTS) 16 minute DVD with ancillary materials

Rick Stein shares what he has learned about managing people. Using 5 key points he gives a "bottom-up" demonstration of what it takes to motivate and lead a team within restaurants.

Purchase only, \$795

RED (Spirit Clips Series)

(SPIRIT EMX) 3minute DVD A metaphor that it takes just one person to end bullying, harassment and intimidation; but there's the obligation of all to identify, stop, and prevent these actions from happening.

Purchase only, \$295. Quantity discounts.

RED MOVIE, THE: ELEMENTS OF DECISION MAKING

(VIDEO ARTS) 16 minute DVD

This video offers the criteria for developing the skills of effective decision making, regardless of the situation.

DVD purchase only, \$695. Weekly digital rental only

REENGINEERING THE FUTURE

(MONAD) 17 minute DVD

Dr. Raymond L. Manganelli defines; shows the needs; benefits; and pitfalls of "reengineering." And why the difference from other similar improvement concepts. Showing Admiral William Sims' unique application in the U.S. Navy.

Purchase only, \$395

REINVENTING APPRAISALS VIDEO SERIES

(VIDEO ARTS) 5 DVD Series, averaging 12 minutes each

This Series provides step-by-step guidance in planning, explaining, demonstrating, and implementing key concepts of performance management.

Performance Management Cycle. The. Shows why performance appraisals require performance planning up front.

Determining Key Result Areas. This video shows procedures to intensify major components of a job, and itemize the areas of activities and results.

Managing Change & Developing Performance. Shows how to identify a development needs, keep them flexible for change, while actively and fairly reviewing performance.

Setting The Overall Goal. Offers a simple, practical formula for writing a job goal that is meaningful and motivating.

Identify Performance Standards. How to develop specific performance standards, identify them in a collaborative way; plus learn to write quantitative and qualitative standards.

Each: DVD purchase only, \$495, all-\$1,850. Weekly digital rentals

RE-IMAGINE! BUSINESS EXCELLENCE IN A DISRUPTIVE AGE

(ENTERPRISE MEDIA) 74 minute DVD or each averaging 15 minutes

Based on his book, Tom Peters presents profiles of 7 different companies exemplifying his thinking of screwing up, destroying, and "thinking weird" drive their day. Each company faced major challenges and responded by inventing entirely new opportunities.

The 7 companies, are individually presented case studies, also individually available. *Memorial Hospital & Health-Works; *Kids Museum; *Turner Network Television (TNT); **Jordan's Furniture; *OXO Good Grips; **Ellie Mae; *Deloitte; and *The Container Store.

***Each: Purchase only **\$595 & *\$795; Series Purchase \$1,995**

RESPECT & RESPONSIBILITY Series

(MONAD) 2 DVDs, averaging 25 minutes each

1. A Positive Approach To Discipline. Offers managers/supervisors the skills to make discipline a productive tool in productive workforce.

2. Avoiding Common Discipline Mistakes. Offers sound, simple, practical and well tested procedures to get people to solve their problems; and get

back to being acceptable performers.

Each. Purchase only, \$395

RESPONSIBLE BUSINESS COMMUNICATIONS RESULTS RULE! BUILD A CULTURE THAT MAKES YOUR TEAM A HERO

(PROPOSITIONS) 2 DVD/USB program with ancillary materials

Based on Randy Pennington's award-winning book, this program helps create and sustain a culture that consistently delivers results. He provides principles and strategies to accomplish this.

Purchase only, \$895

RETAIL LEARNING LIBRARY, THE

(TRAINING ABC) 7 DVD series, 8 to 18 minutes each with ancillary materials This series covers orientation, selling skills, customer service, recruiting, interviewing, hiring, leadership through communication, loss prevention, harassment and discrimination.

Actions and Attitudes; 18 minute DVD Offers participants an opportunity to develop and enhance their customer service techniques by examining many vignettes focusing on five specific actions and attitudes.

Building Your Team; 12 minute DVD Simple techniques for meeting and hiring new recruits; and getting them interested in joining your team. The participant will learn what to say during an initial meeting, how to follow up with the prospective recruit, and how to make the transition from casual conversation to a formal interview.

Five Star Selling; 14 minute DVD For new employees, it presents a logical, five-step selling process for new hires to easily memorize and immediately start using with customers.

Leadership through Communication; 12 minute DVD Focuses on building new leaders for all divisions and all levels of retail organizations; emphasizing communication skills, and learning specific tools managers can use to improve individual and team performance.

The S.T.O.P. Shop; 15 minute DVD Viewers learn what is expected of them in preventing losses; including dealing with short change artists, spotting shoplifters, combating theft through positive customer service, and much more.

Welcome to the Team; 10 minute DVD, Discusses the basics of retail employment. Topics presented include: job responsibilities, basic loss prevention, appearance, dress code, and safety

Zero Tolerance: Harassment & Discrimination Awareness; 8 minute DVD Covers definitions, inappropriate behaviors, what to do if you observe a problem, and what to do if you feel harassed.

Each. Purchase only; Purchase \$295, Series \$995,

ROADMAPS: CREATING EFFECTIVE WRITTEN ACTION PLANS

(EDGE TRAINING) 19 minute DVD with Leader Guide Provides viewers with a clear understanding of the purpose of planning; plus offering a 4 step process for developing effective, written action plans.

Purchase only \$795. Add \$200 for unlimited reproduction rights.

RUMOR, GOSSIP AND CONFIDENTIALITY

(MONAD) 20 minute DVD Focuses on the consequences (legal or otherwise) and methods for protecting proprietary information, employee privacy, and an organization's interest.

Purchase only, \$395

SACRED COWS MAKE THE BEST BURGERS: FOUNDATIONS FOR BUILDING A CHANGE READY ORGANIZATION

(LIGHTWORKS MEDIA) 25 minutes Based on Dr. Robert Kriegel best seller, he shares stories of how they develop, undermine organizations, how they can be fun to uncover and dissolve.

Purchase only, \$695

SAFE HIRING: HOW YOU CAN AVOID BAD HIRES

(KANTOLA) 23 minute video & study guide

Using the attorney Les Rosen, the program offers 5 skills for screening out problem candidates and performing legal background checks.

Purchase only, \$169

S.A.L.E. SERIES

((VISIONPOINT/MONAD) 3-part DVD program, with ancillary materials Comprehensive, it equips and now an organization's sales teams to successfully sell, service, and brand an organization as trustworthy, confident, and customer friendly. Using a process called S.A.L.E.: (S. set the stage), (A. analyze needs), (L. link to solutions), (E. establish commitment), it creates a common strategy, presented in each program, for sales managers, sales professionals, and service and support professionals.

1. Win The S.A.L.E. For Sales Professionals. One Step At A Time For Sales Professionals (32") Putting It All Together For Sales Professionals (11").

2. Coach The S.A.L.E. For Sales Managers. One Step At A Time For Sales Managers (32") Putting It All Together For Managers (11") Coaching For Success For Sales Managers (12").

3. Support The S.A.L.E. For Service And Support Professionals. One Step At A Time For Service And Support Professionals (32"). Putting It All Together For Service And Support Professionals (11"). Supporting The SaleProcess (14)

Each. Purchase only, \$495

SALES IS NOT A DIRTY WORD

(STAR THROWER) 18 minute video with ancillary material CD Focusing on service and knowledge as the key selling skills, this video uses humorous examples to reinforce how they add to greater success.

Purchase only, \$445

SALLY (Spirit Clips Series)

(SPIRIT EMX) 4 minute DVD Starring film and television actress Nancy Travis, it reminds viewers to look beyond the obvious and see the small, unexpected acts of kindness that can change lives in an instant.

Purchase only, \$295. Quantity discounts.

SAM GLENN, THE, Series

(ENTERPRISE MEDIA) 3 DVD program, 22 minutes each Features Sam Glenn, author and motivational speaker, is a great "spoonful of delicious tasting medicine." Invigorating audiences with side splitting humor, inspirational insights, and candid simplicity. The series consists of 3 titles.

A Kick in Attitude

When Change Happens Adjust Your Sale

Who Put A Lizard In My Lasagna.

Each. Purchase only, \$495. All, Purchase, \$795

SAVING FOR STRESS

(STRESS STOP) 14 minutes

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

Purchase only, \$195

SECOND CHANCE, A

(STAR THROWER) 4 minute DVD

Using beautiful, scenic imagery, as the background for giving everyone a second chance. For Robert Frost, his second chance choice became a life changing event, occurring prior to the publishing of his first poem, "The Road Not Taken."

Purchase only, \$445

SECOND EFFORT

(MONAD) 27 minute DVD

The best seller about Vince Lombardi, his motivational and winning concepts Being timeless, they can be applied whether creating a successful football team (the Green Bay Packers) or successful sales people.

Purchase only, \$395

SEEING RED CARS

(STAR THROWER) 10 minute DVD with ancillary materials

Laura Goodrich, a consultant and trainer, who shows audiences how to focus on what they can do, instead of what they can't do; instilling a positive

attitude and the ability to take effective actions.

Purchase only, \$645

SELL?

(ENTERPRISE MEDIA) 4 minute DVD

A humorous meeting opened up about the subtle aspects of sales but whose message will make you smile.

Purchase only, \$149

SELL IT TO ME

(VIDEO ARTS) 2 DVDS, 23 minutes each

1. Preparing The Way. For salespeople to review their skills, of initiating the presentation, listening to the customer, assessing needs, etc.

2. Doing The Deal. Shows how to take customers from "no to maybe to yes."

Each: DVD purchase only, \$999, both \$1,749. Weekly digital rentals

SELL! 25 ESSENTIALS ON SELLING

(ENTERPRISE MEDIA) 14 minute DVD with ancillary material

Tom Peters offers 25 ideas for improving one's selling ability, whether you are selling a product, service, or new ideas inside your organization.

Purchase only, \$695

SERVANT LEADERSHIP

(TRAINERS TOOLCHEST) 25 minute, DVD

This leadership concept relies upon teamwork and community, this video offers 2 parts. The first presents an historical and conceptual overview. While the second presents a 10 characteristics of the servant leader.

Purchase only, \$495

SERVE! TURN CUSTOMER SERVICE INTO UNFORGETTABLE CUSTOMER EXPERIENCES

(ENTERPRISE MEDIA) 5 minute DVD with ancillary material

Using simple, universal examples, Tom Peters tells of the importance of super-ceding customer service, by creating total customer experiences.

Purchase only, \$445.

SERVICE HEROES: CUSTOMER SERVICE TURNAROUND

(ENTERPRISE MEDIA) 15 minute DVD with ancillary materials

Baptist Health Care used 7 key points to achieve being ranked number one in a customer satisfaction, independent service of over 600 hospitals. This accomplishment is an incredible example of service excellence.

Purchase only, \$795

SERVICE IMPACT SERIES

(ENGAGING TRAINING) 5 programs, averaging 4.5 minutes with Leader Guides

Featuring engaging, lifelike scenarios, highly versatile, and designed for meeting openers, training, enjoyable and productive sessions. The titles are: **Credibility Through Honesty; Cross-Cultural Communication; Dimensions of Service; Levels of Learning; The Angry Customer**

Each. Purchase only, \$295, series-\$895

SERVICE WITH SOUL

(ENTERPRISE MEDIA) 70 & *33 minute DVD Features

Tom Peters, reviewing 5 organizations with exceptionally successful track records. He lists 10 points common to each; culminating in making the customer believe they cannot risk losing the servicing organization. Public Service (26') and Manufacturing (27') versions available.

Purchase only, *\$595, \$895

SERVING CUSTOMERS WITH DISABILITIES

(PROPOSITIONS) 15 minute DVD

Various physically disabled persons describe the kind of service they prefer, offering strategies and techniques for accomplishing it.

Purchase only, \$295

SETTING THE STAGE FOR SUCCESS

(MONAD) 40 minute DVD

On a theater stage, actors and actresses improvise a series of on-the-job role plays to demonstrate 5 vital leadership skills.

Purchase only, \$395

SEXUAL-HARASSMENT: A COMMON SENSE APPROACH Series

(KANTOLA) 2 DVD (25 & 32 minutes) program with ancillary materials

This program consists of manager's (\$159) and employee's (\$189) versions that are individually available in Spanish and for CA. Employee. Offering 4 key points, viewers see realistic scenes of sexual harassment and lapses in good judgment, clarifying gray areas and obvious incidents. Manager. Shows how to recognize, prevent, respond promptly and appropriately, when sexual harassment issues arise.

Purchase only, Each, \$249; both, \$399

SEXUAL HARASSMENT & GENDER DISCRIMINATION

(ENTERPRISE MEDIA) 20 minutes In 2 segments, This video examines issues of males and females working together, sexual harassment, gender and other discriminatory actions.

Purchase only, \$495

SEXUAL HARASSMENT: IT CAN HAPPEN HERE

(VISIONPOINT/MONAD) 23 minute DVD with ancillary materials & Spanish Identifies it, and what to do if employees experience or witness it.

Purchase only, \$495

SEXUAL HARASSMENT: IT'S NOT ENOUGH TO KNOW BETTER Series

(VIVID EDGE) 3 title DVD program with ancillary materials

Offering 12 work-based scenarios, they present newly defined, legal parameters of sexual harassment.

1. Employee's Version: Presents 4 key points for everyone to comply with all the issues (25 minutes).

2. Manager's Version: Presents 5 key points in defining their responsibilities in countering sexual harassment (25 minutes). ***You Need To Know...**

Sexual Harassment Is Illegal. An overview and meeting opener about the issue (5 minutes).

Each. Purchase \$795, all-\$1,500. *\$295

SEXUAL HARASSMENT: NEW ROLES/NEW RULES

(EDGE TRAINING) 20 minute DVD with Leader Guide

Shows how to deal with the concerns of men and women about sexual harassment in a balanced, thoughtful and thought-provoking manner.

Purchase only \$795. Add \$200 for unlimited reproduction rights.

SEXUAL HARASSMENT PREVENTION MADE SIMPLE

(TRAINING ABC) 6 minute DVD with ancillary materials

This short, powerful video delivers the message with a no nonsense style, presenting everything your employees need to know.

Purchase only, \$295

SEXUAL HARASSMENT PREVENTION MADE SIMPLE FOR MANAGERS

(TRAINING ABC) 12 minute DVD with ancillary materials

Managers have the dual responsibility of not harassing or preventing it in their workforce. Giving them the instructions needed to handle the situations.

Purchase only, \$295

SEXUAL HARASSMENT: PREVENTION, RECOGNITION, CORRECTION

(MONAD) 25 minute DVD

Shows how to educate supervisors/managers to recognize sexual harassment; and investigate complaints.

Purchase only, \$395

SEXUAL HARASSMENT QUIZ

(ENTERPRISE MEDIA) 45 minute DVD

A remake of the best seller, Attorney Jonathan Segal hosts, presenting 15 scenarios focusing on the legal, ethical, emotional and the behavioral ramifications of sexual harassment; creating interaction on screen and off.

Purchase only, \$395

SEXUAL HARASSMENT Series

(AGTS) 2 program DVD,, 30 minutes each

1. Understanding The Law. Designed for all levels of executives and supervisory personnel, it deals with all aspects of the law: what it is; what to do; its ramifications for organizations and their employees.

2. Handling The Complaint. For supervisors on how they occur, how to respond, and the employee's leverage in bringing complaints.

Each. Purchase only, \$595. Available in Spanish.

SEXUAL HARASSMENT: TRAINING FOR A HARASSMENT FREE WORK-PLACE PROGRAM

(KANTOLA) 2 DVD program with ancillary materials

Employee version. An 18 minute video to help employees recognize what kind of behavior is not appropriate; detailing situations of harassment, retaliation, and their obligations for contributing to a respectful workplace.

Manager version. An 19 minute video showing how to prevent harassment issues, respond promptly and appropriately should a problem occur

Each. Purchase only, \$399; both titles \$599

SEXUAL HARASSMENT? YOU DECIDE: REAL SITUATIONS FOR DISCUSSIONS

(VISIONPOINT/MONAD) 22 minute DVD with ancillary materials

This video has over a dozen open-ended, real-life vignettes that lets viewers decide if they constitute sexual harassment; forcing viewers to think about how they would react to each situation.

Purchase only, \$895

SHIFTING GEARS

(ENTERPRISE MEDIA) 34 minutes Based on the book,

it features Nuala Beck (famous lecturer and economist) addressing the changes happening in the economy; as well as information on how to thrive in it. Government and educational versions are available.

Purchase only, \$195

SHIFTING YEARS: LEVERAGE THE POWER OF GENERATIONS

(STAR THROWER) 12 minute DVD with ancillary materials

Focusing on how multiple generations can work together; by finding common ground, respecting differences, letting go of assumptions, and forming relationships by focusing on similarities.

Purchase, only \$645

SHORT CIRCUITING STRESS

(STRESS STOP) 17 minutes

Psychologist Albert Ellis presents a concept based on cognitive restructuring, which allows the stress sufferer to stop and/or control the stress incident.

Purchase only, \$195

SICK OF STRESS

(STRESS STOP) 23 minutes

Dr. Stuart McCalley explains the symptoms of stress, the diseases it causes, and the most commonly used techniques for reducing stress.

Purchase only, \$99

SIGN NOW... PAY LATER

(AGTS) 18 minutes

It is designed to stop union authorization cards signing, by misinformed employees. There are 2 versions: Generic Version; or the *Union Specific Version; both of which offer the choice of a Caucasian or African-American

narrator. The union version is also available for specific union editions.

Purchase only, \$650. Available in Spanish.

SLIPS, TRIPS, & FALLS

(KANTOLA) 21 minute DVD

Prevention procedures, covering obstructions in walkways, spills and slippery surfaces, winter weather hazards, staircase safety, and proper ladder use.

Purchase only, \$275

SMART QUESTIONS

(MONAD) 25 minute DVD

A step-by-step video on asking questions that get the right answers for sales and non-sales situations; creating a positive, open, motivating, efficient, and communicative atmosphere.

Purchase only, \$395

SO HELP ME

(VIDEO VISIONS) 2 DVD program with ancillary materials

This program offers a total solution for developing motivated, productive, and highly successful customer service personnel. Also in Spanish. Employee Edition (16 minutes). Shows frontline service personnel how to solve customer problems in ways that retain and build custom loyalty. Supervisor Edition (18 minutes). How positive and reinforcing environments are critical for exemplary custom treatment by customer service personnel.

Rental \$395; Purchase \$695, series-\$995.

SO YOU WANT TO BE A SUCCESS AT SELLING?

(VIDEO ARTS) 4 DVDs. In this 4 part Series

John Cleese, humorously goes through the agony and ecstasy of developing into a professional sales person.

Part 1. The Preparation. Illustrates the work to be done and the techniques needed, before beginning to sell (26 minutes).

Part 2. The Presentation. Shows how to build a sale, based on the foundations presented in Part 1 (25 minutes).

Part 3. Difficult Customers. Cleese learns how to deal with smokescreens and fake objections; identify genuine ones and restating them positively in his favor (25 minutes).

Part 4. Closing The Sale. Dealing with the steps to close, this film also focuses on the motivation needed to accomplish it (29 minutes).

Each. DVD purchase, \$870. Weekly digital rental only

SPIRIT AT WORK, THE

(STAR THROWER) 24 minutes

James Autry offers a 5-point program connecting with people, getting them motivated, and being effective as a team.

Purchase only, \$445

SPIRIT CLIPS Series

(SPIRIT EMX) a series of 11 videos averaging 2 to 4 minutes each Created by Academy Award winning producer Rob Fried (Hoosiers, Rudy, etc.) they are designed to inspire and motivate. By presenting and reinforcing skills dealing with customer service, stress management, diversity, coaching, generation issues, teambuilding, harassment, ethics, supervision, management, leadership, bullying, change, values, change, productivity, mentoring, empowerment, perseverance, creativity and dedication.

Titles are: **The Cracked Pot; Darius Goes West; The Hubble Solution;; Indivisible; The Little Frog; Montgomery; A New Deal; One Small Step; Red; Sally; & Training Wheels.**

Purchase only, each; \$295. Quantity discounts.

SPIRIT OF THE DOLPHINS, THE

(WORKPLACE PUBLISHING) 2 minutes

This meeting opener uses the theme of dolphin behavior has a correlation to effective teamwork, motivation, attitude, etc.

Purchase \$295

STANFORD VIDEO GUIDE TO NEGOTIATING, THE

(KANTOLA) 59 minutes

Presented by Dr. Margaret Neale, it's the story of negotiations between a baseball team owner and stadium owners, demonstrating common errors, techniques for correcting them, effective strategies and tactics.

Purchase only, \$199

STANFORD GUIDE TO FINANCIAL STATEMENTS

(KANTOLA) 51 minute DVD, with study guide

Professor George Parker presents 3 key financial statements used by US companies; and the logical, common-sense approaches they reveal about value, profitability, and payables.

Purchase only, \$199

STAR THROWER STORY, THE

(STAR THROWER) 6 minute DVD

Star Thrower has taken one of Joel Barker's favorite stories from "The Power of Vision," creating a short motivational meeting opener; focusing on how all of us have the ability to make a difference.

Purchase only, \$395

STEP UP, SPEAK UP

(LIGHTWORKS MEDIA) 14 minutes

Shows viewers the importance of respect and tolerance in creating an enjoyable, productive, and harmonious workplace..

Purchase only, \$595

STICKY WISDOM: HOW TO START A CREATIVE REVOLUTION AT WORK

(VIDEO ARTS) 31 minute DVD Reviews 6 basic behaviors of highly creative people; plus offering 6 case studies showing how organizations applied these characteristics

DVD purchase only, \$870. Weekly digital rental only

STRAIGHT TALKING: THE ART OF ASSERTIVENESS

(VIDEO ARTS) 30 minute DVD

A John Cleese comedy showing how to effectively use assertiveness in creating good communications and working relationships.

DVD purchase only, \$999. Weekly digital rental only

STRATEGIES FOR SUCCESS POWERPOINT PRESENTATIONS

(AT EASE) 12 PowerPoint programs with ancillary materials

Professional Dress For Men; Professional Dress For Women; Business Ready Dress For Men; Business Ready Dress For Women; Job Interview Etiquette; Business Greetings & Introductions; Life After Interview; E-Mail Etiquette; Business Correspondence; Dining Etiquette; Job Fair Et-iquette; and The Art Of Mixing & Mingling.

Each. Purchase only, \$245.50. Quantity discounts available.

STRATEGIES FOR SUCCESS Series

(AT EASE) 3 video program

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

1. Key Ways For Gaining That Competitive Edge In The 21st Century (20").
2. How Overcome Mingle-Phobia (24").
3. Gaining That Edge During Business Meals (47").

Purchase only, \$165 each, \$450 for All. Participant materials, \$33

STRESS MANAGEMENT 3 PART SERIES

(STRESS STOP) Host, Dr. David Katz and his 3 part series showing how to recognize, understand,, avoid, and deal with common stressors in the workplace. Recognizing Stress (15"); Managing Stess (15"); Resilience: Mastering Stress.

Purchase only, \$149 each; series, \$395

STRESS MANAGEMENT 5 PART SERIES

(STRESS STOP) 5 part series

Host, Dr. David Katz and his showing how to recognize, understand,, avoid, and deal with common stressors in the workplace. **Recognizing Stress** (15"); **Managing Stess** (15"); **Resilience: Mastering Stress** (14"); **Stress, Weight Control & Emotional Eating** (16"); **Yoga At Work** (25");

Purchase only, \$149 each; series, \$595

STRESS: YOU'RE IN CONTROL II

(PROPOSITIONS) 20 minute DVD/UFB

Update of the classic, offering workplace scenarios dealing with how to analyze and control on-the-job stress.

Purchase only, \$395

STRESSBUSTERS!

(ENTERPRISE MEDIA) 26 or 37 minutes

Loretta Laroche, a leading speaker on stress reduction, does a funny and irreverent look at stress, personalities and how to make yourself happier and more productive.

Purchase only, \$595

SUCCEED BY COACHING

(ENTERPRISE MEDIA) 30 minute video, plus audio and book

resents the essentials of coaching, how and when to do it, and why it's necessary in today's business environment.

Purchase only, DVD \$129.95

SUCCEED BY LISTENING

(ENTERPRISE MEDIA) 35 minute video, audio and book

Presents the basic principles and techniques needed to become an active listener and communicator in both business and personal situations.

Purchase only, DVD \$129.95

SUCCEEDING IN A CHANGING WORLD

(ENTERPRISE MEDIA) 2 segment DVD program; 24 and 20 minutes with ancillary materials

Harvard Business School Professor, John Kotter, explains how to implement and embrace change. He presents anecdotal stories of successful change companies like Rockwell Collins, or Berkshire Hathaway and Southwest Airlines; plus unsuccessful ones like Polaroid.

Purchase only, \$795

SUCCESSFUL SELLING

(VIDEO ARTS) 34 minute DVD with ancillary materials

This fast-paced, practical guide is for all sale's professionals, as it presents realistic scenarios covering 6 modules about research, objectives, asking questions, explaining benefits, meeting objections, and selling techniques.

Purchase only, \$999. Weekly digital rental only

SUPERVISING FOR QUALITY

(KANTOLA) 26 minutes

Shows how the changing workforce requires enhanced supervisory skills to build commitment and involvement, while continuing traditional responsibilities of scheduling work, enforcing rules, and monitoring progress.

Purchase only, \$95; instructor's manual \$17.95

SUPERVISING THE DIFFICULT EMPLOYEE

(ENTERPRISE MEDIA) 23 minute video, audio, & book Offers 6 main objectives to help supervisors redirect an employee whose behavior is nonproductive and negatively affects other coworkers.

Purchase only, \$129.95

SUPERSALESMAN

(VIDEO ARTS) 21 minute DVD

Doing a spoof of Superman, this video focuses on how to be a success,

salespeople have to establish respect and trust with their customers; and work at maintaining it.

DVD purchase only, \$870. Weekly digital rental only

SURVIVAL SKILLS FOR THE FUTURE

(ENTERPRISE MEDIA) 22 minutes

Jennifer James, a cultural anthropologist, uses humor and metaphors to explore the new ways of thinking and acting that viewers/organizations will need for survival in the 21st century.

Purchase only, \$249

TACTICS OF INNOVATION

(STAR THROWER) 22 minutes DVD;

Joel Barker's newest, deals with the problem of smart people rejecting good ideas; offering a 10 step strategy to deal with resistance to change.

Purchase only, \$745

TAKEAWAY FOR MANAGERS SERIES

(ATS) 6 DVDs averaging 9 to 12 minutes each with ancillary materials Directed at managers/supervises to acquaint them with the basics of legal issues. Straightforward and short with 4 vignettes per title, the series can serve as a complete EEO/Legal Compliance Program.

ADA In A Nutshell; Can I Ask That? Legal Interviewing; Discipline, Documentation & Termination; Diversity, Respect &; Legal Compliance; FMLA In A Nutshell; and Sexual Harassment (also CA version).

Each. Purchase only, \$495; all 6, \$1795

TAKE A GOOD LOOK

(LIGHTWORKS MEDIA) 20 minutes

Retail sales people learn what they can do to deter theft and shoplifting.

Purchase only, \$595

TAKE IT OR LEAVE IT

(LIGHTWORKS MEDIA) 17 minutes

Deals with theft in a retail environment, the choices and their results on employees when they have the opportunity for theft.

Purchase only, \$595

TAKING C.A.R.E. OF BUSINESS

(STAR THROWER) 23 minutes DVD

Using the acronym C.A.R.E., the video shows customer service professionals, making the customer's encounter positive and wanting to return.

Purchase only, \$545

TAKING CONTROL OF WORKPLACE VIOLENCE II

(PROPOSITIONS) 21 minute DVD/USB with ancillary materials

Shows managers/supervises how to respond to potentially violent incidents before they occur; by helping them recognize, deal with warning signs or threats, diffuse dangerous situations, and assist troubled employees.

Purchase only, \$595

TALE OF O, A

(TRAINERS TOOLCHEST) 27 minute DVD with ancillary materials

A classic, non-personal concept about creating collaboration and interrogation between different groups. Useful for diversity/discrimination programs.

Purchase only, \$350

TALENT! HOW TO WIN THE GREAT WAR FOR TALENT

(ENTERPRISE MEDIA) 25 minute DVD, with ancillary material

Today's, new competitive advantage isn't from factories, but from people-talent! Tom Peters offers 10 vital lessons for becoming a talent fanatic.

Purchase only, \$595.

TALENT MANAGEMENT: HOW TO RETAIN YOUR BEST PEOPLE

(VIDEO ARTS) 25 minute DVD

Offers 3 key reasons why employees are inclined to leave; stress, feeling undervalued or bored. This video presents solutions for spotting these issues and holding critical people.

DVD purchase only, \$870. Weekly digital rental only

TALK ISN'T CHEAP

(VIDEO VISIONS) 19 minutes DVD

Shows 4 practical, but essential techniques to make viewers responsible for conducting effective communication, that is correctly received.

Purchase only, \$695

TARGETING FOR PERFORMANCE

(VIDEO ARTS) 30 minute DVD How to set and applying targets, recognize results, and measure their success.

DVD purchase only, \$870. Weekly digital rental only

TEAM APPROACH, THE

(KANTOLA) 24 minutes

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

Purchase only, \$95; Instructor's Manual \$17.95

TEAM OF CHAMPIONS

(MONAD/MIINDLINK) 29 minute DVD

John Parker Stewart shares the key leadership traits team builders need in creating an effective team that successfully works together.

Purchase only \$595

TEAM OF EAGLES, A

(MONAD) 17 minute DVD

Mike Singletary, formerly of the Chicago Bears, presents 5 key points that all individuals must practice as members of successful teams; while interweaving his experiences as reinforcement.

Purchase only, \$299

TEAMWORK IN ACTION

(ENTERPRISE MEDIA) 2 minutes

The Muppets strike again! The classic contingency and library patrons create a hilarious musical moment.

Purchase only, \$495

TEAMWORK: WHAT'S TRUST GOT TO DO WITH IT?

(VIDEO VISIONS) 19 minutes DVD

This program demonstrates the critical need for trust; plus building and maintaining it among all the team members.

Purchase only, \$695

TELEPHONE BEHAVIOR: RULES OF EFFECTIVE COMMUNICATION

(VIDEO ARTS) 33 minute DVD

John Cleese and how to master the techniques of positive, friendly telephone communication; plus essential information on effective voice mail usage.

DVD purchase only, \$999. Weekly digital rental only

TELEPHONE COURTESY: YOU ARE THE COMPANY

(KANTOLA) 12 minutes

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

Purchase only, \$79

TELEPHONE FILM, THE

(MONAD) 16 minute DVD Telephone customer service for all, featuring answering the phone clearly, taking correct messages, placing customers on hold, and being courteous.

Purchase only, \$435

TELEPHONE SKILLS AT WORK

(ENTERPRISE MEDIA) 33 minute video, audio, & book
Offers 3 key points for effectively, productively, and courteously using the phone in business.
Purchase only, \$129.95

TELESALES: YOUR LINE OF BUSINESS

(VIDEO ARTS) 27 minute DVD
A 3 step program for persons, who spend all or part of their time on the phone, to their level of successful sales calls
DVD purchase only, \$870. Weekly digital rental only

10 COMMANDMENTS OF COMMUNICATING WITH PEOPLE WITH DISABILITIES

(PROGRAM DEVELOPMENT) 26 minute DVD with resource guide
This program offers excellent advice on how individuals and organizations can effectively interact with persons with disabilities. The powerful points are reinforced with video clips and simulations.
Purchase only, \$295

T.H.A.N.K.S. ENLIGHTENED CUSTOMER SERVICE

(PROPOSITIONS) 17 minute DVD
This video uses the acronym T.H.A.N.K.S., to teach viewers how to successfully deal with problem customers on the phone.
Purchase only, \$595

THE NEW BUSINESS OF PARADIGMS: 2ND EDITION

(STAR THROWER) 21 minute DVD with ancillary materials
This classic program on change has been updated, shortened, and includes expanded support materials.
Purchase only, \$845

THE POWER OF TEAMWORK INSPIRED BY THE BLUE ANGELS

(ADVANCED KNOWLEDGE) 28 minute DVD with ancillary materials
Host Commander Scott "Yogi" Beare, US Navy (retired) presents his critical teamwork experience with the Blue Angels. He correlates the Blue Angels by emphasizing the importance of teamwork regardless of organization, while identifying 12 key points of teamwork.
Purchase only, \$695

THERE IS ONLY US

(STAR THROWER) 20 minute DVD/USB.
The 4 segments individually available only as USBs. Ancillary materials
John Noltner presents a powerful concept in 4 segments for helping viewers to get along with each other. Memorable stories, powerful images and sincere storytelling create a roadway for successful relationships.
Purchase only, \$695. Individual USBs of the 4 segments, \$195 each, all - \$156 each. Minimum Online, \$545

THEIRS NOT TO REASON WHY: THE STORY OF LT. WM. SOWDEN SIMS

(MONAD) 12 minute DVD with ancillary materials
A case study that made history, by defeating "the satisfaction of status quo." Useful for all levels of sales and non-sales persons, it focuses on change, problem-solving, motivation, and selling new ideas.
Purchase only, \$495

THINK AGAIN: AN INVITATION & CREATIVE MEETING OPENER

(TRAINING ABC) 4 minute DVD
An unique approach to goals, vision, and innovation by presenting persons who were absolutely sure that the successful accomplishment/invention could not be done.
Purchase only, \$295. Special online licenses.

THINK OR SINK: PROFESSIONAL TEAM DECISION THINKING

(VIDEO ARTS) 26 minute DVD.

John Cleese takes a look at team leadership, humorously showing how to avoid the problems of reaching a solid team decision.

DVD purchase only, \$870. Weekly digital rental only

30 WAYS TO MAKE MORE TIME

(VIDEO ARTS) 27 minute DVD with ancillary materials
Using memorable and engaging characters, this video shows many different situations to highlight the issues of time management; showing both the wrong and right way of doing tasks productively.
DVD purchase only, \$870. Weekly digital rental only

THIS IS GOING TO HURT ME MORE THAN IT HURTS YOU

(VIDEO ARTS) 27 minute DVD
John Cleese shows how to give bad news, badly; but then shows how to have an employee accept it without becoming demotivated.
DVD purchase only, \$870. Weekly digital rental only

THIS THING CALLED CHANGE

(MONAD) 9 minute DVD
Fast paced, it offers a sampling of the many changes that have occurred during this millennium; plus powerful graphics reflecting all aspects of change.
Purchase only, \$395

THREAT DETECTOR: YOUR ROLE IN PREVENTING WORKPLACE VIOLENCE

(PROPOSITIONS) 2 DVD/UFB program, 10 and 7 minutes with leader's guide
Clarifies threatening behaviors, action to take when they occur, as it shows 5 key steps for countering them.
Purchase only, \$425

3 R'S OF SUSTAINABILITY: REDUCE, REUSE, RECYCLE!

(PROPOSITIONS) 24 minute DVD/USB with ancillary materials
This program will equip supervisors, managers, and staff with the necessary knowledge, ideas, and tools to identify areas within an organization's operation that can be enhanced using sustainable practices.
Purchase only, \$495

THRIVING IN A TECHNO WORLD

(ENTERPRISE MEDIA) 32 minutes
Filmed at Training '97, Tom Peters and a Roundtable panel of experts respond to questions about what leaders, organizations and individuals can do to survive and thrive on the chaotic years ahead.
Purchase only, \$195

TIME & TERRITORY MANAGEMENT: TURNING TIME INTO GOLD

(MONAD) 30 minute DVD Shows salespeople 12 steps in controlling their time and territory, turning wasted hours into effective selling and increased sales volume.
Purchase only, \$395

TIME MANAGEMENT: GET THE MOST OUT OF YOUR TIME

(ENTERPRISE MEDIA) 39 minute video, audio cassette and book
A program for a managing your time, your job, and your personal life as stressless as possible.
Purchase only, \$129.95

TIME MANAGEMENT: KEEPING THE MONKEY OFF YOUR BACK

(MONAD) 30 minute DVD
Monkey is a metaphor for time management problems, this video shows viewers how to see them coming; plus how to spot and control monkey eruptions. Also available in Spanish.
Purchase only, \$395

TIME OF YOUR LIFE, THE

(MONAD) 27 minute
Based on Alan Lakein's book, "How to Get Control of Your Time and Your

Life," it offers help in solving time management problems; it points out 6 simple methods for making effective use of your time.

Purchase only, \$395

TNT: DEALING WITH CHANGE (Re-imagine! Series)

(ENTERPRISE MEDIA) 14 minute DVD and workbook This case study shows how to develop and implement programs that allow co-workers and employees to understand change and embrace it.

Purchase only, \$195. Quantity discounts.

TOAST KAIZEN: AN INTRODUCTION TO LEAN PRINCIPLES

(MONAD) 30 minute DVD Featuring Bruce Hamilton, Shingo Prize recipient and Greater Boston Manufacturing Partnership president, the video highlights 7 deadly wastes found in both administrative and manufacturing processes; and focuses on the before and after conditions of Continuous Improvement implementation.

Purchase only, \$149. Spanish & Portugese too.

TOTAL AWARENESS: LISTENING WITH YOUR EYES

(MONAD/MIINDLINK) 18 minute DVD; 23 minutes with Training Scenes John Parker Stewart, helps empower viewers to listen with their eyes, as well as their ears; in gaining the needed skills to avoid communication problems.

Purchase only, \$495

TOTAL AWARENESS: LISTENING WITH YOUR EYES TRAINING SCENES

(MONAD/MIINDLINK) 4 minute DVD This video contains 3 scenarios as examples of using the skills presented in the longer video.

Purchase only, \$295

TOXIC TALK: WHAT WOULD YOU SAY?

(PROPOSITIONS) 9 minute DVD/UFB with ancillary materials Shows gossip, gripes and rumors, the Toxic Talk that undermines an organization's motivation and productivity; and how to effectively deal with it.

Purchase only, \$495

TRAINING TRIGGERS

(AGTS) 22 DVD programs, averaging 1 to 3 minutes They are vignettes of specific issues (as per their titles) for use in opening, closing, and to emphasize a specific point, when conducting a program.

Accommodation: Day of Rest. An employee is granted religious accommodation not to work on Saturdays, but is logging hours on his holy days.

Constructive Discharge Part 1: He's Been Fired. Sexual harassment teminates a popular team leader, who is transferred to avoid retaliation.

Constructive Discharge Part 2: Transferred. Deals with an employee who doesn't get along with coworkers. Constructive Discharge

Part 3: I Quit. A harassed employee doesn't talk with her manager before resigning.

FMLA Part 1: Sick Again. The problem of the frequently absent employee.

FMLA Part 2: He Didn't See It Coming. An employee with a string of questionable absences is stunned when terminated.

FMLA Part 3: Cutting It Close. An employee heads for the hospital, thinking he's about to become a father.

FMLA Part 4: The Big Let Down. The employee calls saying it was false labor and wants to remain home until the baby comes.

FMLA/Retaliation: Rock-a-Bye, Baby. If the aiding family medical leave to her maternity leave, an employee returns and is told she is being laid off.

Harassment/Termination Part 1: He Knows The Rules. Glimpsed pornography is reported and creates an immediate termination.

Harassment/Termination Part 2: The Tip Of The Iceberg. A manager finds he has fired only one of multiple employees who allegedly broke a cardinal rule; then additional rule violations surface.

Retaliation Part 1: He's Picking On Me. Complaints from an African-American female are work related and focus on her team leader.

Retaliation Part 2: I'm Afraid You Have No Future In This Company. On the verge of being terminated, the same African-American female, repeats

charges that leader has it in for her, adding racial overtones.

Safety Absolute Scene 1: A Little Thing Like That. Dealing with employees who know the rules, but consider themselves exempt.

Safety Absolute Scene 2: You Can't Be Serious. The consequences of a safety violation boomerangs, becoming a threat against management.

Termination Step Aside: A supervisor seizes the opportunity to get rid of a troublemaker.

Unauthorized Removal Of Confidential Data: Just Personal Things. A long-time employee having access to critical data resigns; taking suspicious collections of paper and CDs.

Unmerited Claim & Harassment Part 1: She May Just Need Time To Adjust. A new supervisor charges that a female subordinate is jealous of her promotion; and is retaliating with racist remarks.

Unmerited Claim & Harassment Part 2: The Other Side Of The Coin. Charges of harassment and racism are denied, but include warnings about the consequences of ignoring a recently promoted supervisor's incompetence.

Unmerited Claim & Harassment Part 3: Tough Decisions. Demoting a supervisor who is not up to the job.

USERRA: Just Trying To Be Helpful. Prejudging a former employee's possibility of being hired may cross the legal line between helpful and harmful.

Each. Purchase only, \$99. Very good quantity discounts.

TRAINING WHEELS (Spirit Clips Series)

(SPIRIT EMX) 2minute DVD

Shows managers/supervisors how to be good mentors, leaders, the need for patience, practice, so employees can learn new skills and be self-reliant.

Purchase only, each; \$295. Quantity discounts.

TRAPPED! HOW TO ESCAPE THE SAMENESS TRAP

(ENTERPRISE MEDIA) 44 minutes, with ancillary material

Over the past 15 years, quality and service has gotten so good, that consumers can't tell the difference between competing products and services. Tom Peters presents 5 points for standing out in the crowd.

Purchase only, \$795

TRUSTWORKS! ALLIANCE BUILDING AS A FOUNDATION FOR CHANGE

(MONAD/MIINDLINK) 15 minute DVD

Cindy Olmsted offers a 3 stage process for creating change in organizations; using the premise that for change to occur, everyone's perceptions must be considered, trusts must be built, and alliances created.

Purchase only, \$495

TRUTH SERIES, THE

(STAR THROWER) 4 DVDs, 5 minutes each with ancillary materials

Truth About E-mail, The. Deals with the problems generated by high usage; 2.1 billion messages per day.

Truth About Business Casual, The. Reviews the conflicts caused by implementing a business casual dress policy.

Truth About The Internet, The. Reviews the problems of employee misuse, and companies monitoring, the Internet.

Truth About Customer Service, The. Focuses on providing excellent customer service, rather than curing poor service.

Purchase only, \$445

TURN 'EM ON, TURN 'EM LOOSE

(STAR THROWER) 24 minutes DVD with ancillary materials

Presents concepts that are designed to define expectations, influence attitudes and behaviors, while creating a culture that results in turned-on, energized team members, plus phenomenal productivity.

Purchase only, \$495

TWELVE (12) ANGRY MEN: TEAMS THAT DON'T QUIT UPDATED

(ADVANCED KNOWLEDGE) 23 minutes

Advanced Knowledge has updated its bestselling video that stars Henry Fonda. Using clips of this award-winning, classic movie. A jury conten-

tiously tries to decide the innocence or guilt of a boy indicted for murder. In this new version, examples of organizational teams meeting and discussing relevant issues are interspaced with the correlating scenes from the movie. They focus on the interactions, reactions, prejudices, reasoning, and the personalities of the participating jury members. Dr. Margaret Wheatley's analyzes all the action, while explaining 5 key concepts for enabling teams/groups to successfully achieve their goals and/or render fair decisions

Purchase only, \$795. Online rentals only. Call for pricing.

TWELVE (12) ANGRY MEN: TEAMS THAT DON'T QUIT SERIES

(ADVANCED KNOWLEDGE) 4 DVD program averaging 5 to 7 minutes each
These 4 segments have been edited, so as to focus specifically on the points each title presents. In addition, scenarios are interspaced in each segment that correlates the points of the film to organizational situations
We Need To Talk! Sets the plot of a 12 man jury having to decide the innocence or guilt of a boy being tried for murder. It also presents 5 key points that are required by teams/groups for having deep and careful discussions so as to arrive at effective, fair decisions.

The Different Kind of Leadership. This title focuses on the leader encouraging team members to be actively involved in the conversations; fearlessly express their views; avoid imposing his beliefs on the team; keep their minds open; and keep them from settling for easy answers.

The Decision-Making Environment. The need to adopt the assumption of equality, which promotes the right of every participant to be respected for their opinion; and be allowed to express it. This is a critical attitude for being able to move toward a positive result.

Diversity And Inclusion. Offers 4 key points focusing on how each individual's diverse background, results in different views that affect their perspective of the issue and/or problem the participants are attempting to solve.

Each. Purchase only, \$295. Buy 3 DVDs and get 1 free.

UNDELIVERABLE: E-MAIL ETIQUETTE FOR TODAY'S WORKPLACE

(EMPLOYEE UNIVERSITY) 40 minute DVD with ancillary materials
This extensive program will instill in viewers the best practices and a comprehensive group of skills for learning e-mail etiquette, how to avoid errors and legal issues. Plus a second copy of this program free.

Purchase only, \$495

UNION REALITIES Series

(AGTS) 2 DVDs

That's Just Reality. Reviews what union's can promise and actually do; and what a company can legally do (28 minutes).

Talking With Employees. Shows supervisors effective techniques for lawful communication, as well as avoiding unfair labor practices (54 minutes).

Each: RPurchase only, \$995. Available in Spanish.

UNION SERIES, THE

(AGTS) 2 video program (14 & 23 minutes)

Shows managers how to understand and deal with union organization, from the earliest stages through an election.

Module 1. You're The First Line Of Defense. How to legally discourage the early stages of union organizing.

Module 2. Signing The Union Card. How to react to a card-signing campaign.
Each: Purchase only, \$995

UNORGANIZED MANAGER, THE

(VIDEO ARTS) 3 DVDs, averaging 26 minutes each

Part 1. John Cleese as St. Peter, dramatizes consequences of poor organizational skill and the inability to delegate.

Part 2. Focuses on time management and how it undermines a manager's or subordinate's ability to be productive

Part 3. Focuses on the skills of delegating, motivation, communication and goal setting

Each. Purchase only, \$999, series-\$2,495. Weekly digital rental

UNORGANIZED SALESPERSON, THE

(VIDEO ARTS) 2 DVDs, 24 minutes each

John Cleese, shows a hot-shot salesperson with an erratic success rate the art of becoming a skilled manager of time, business, and profitable sales.

Each. Purchase only, \$1,095. Weekly digital rental only

USE THE TELEPHONE THE RIGHT WAY

(ENTERPRISE MEDIA) 24 minute video, audio and guide

How to apply 14 key call-handling skills for effective and positive phone use.

Purchase only, \$129.95

VALUING DIVERSITY

(GRIGGS) 7 DVD, 30 minutes each, except one* with ancillary materials
This program covers every aspect of dealing with the diversity issues.

1. Managing Differences. Shows how to evaluate, develop, and motivate diverse employees, illustrating their effects on the performance of managers, supervisors and administrators in multicultural settings.

2. Diversity at Work. Diverse individuals offer strategies for self-development, teamwork and relationship building with supervisors and peers, different then themselves, allowing for upward mobility in multicultural organizations.

3. Communicating Across Cultures. Suggesting ways to communicate more effectively, it addresses different styles of communication, and people's discomfort in dealing with race and gender issues.

4. You Make the Difference. Entry level employees working well with people different from themselves, exploring issues of sabotage, stereotypes, cultural differences, teamwork and environments that promote productivity.

5. Supervising Differences. Shows supervisory personnel how to keep diverse work forces productive, focusing on climate setting, coaching/development, team building, supervising culturally diverse workers, controlling stereotypes/ assumptions and dealing with employee conflict.

6. Champions of Diversity. Senior executives, who "champion diversity," present their experiences in behavioral and organizational changes, emphasizing personal growth, changing demographics and diversity's benefits.

7. *Profiles in Change. This 60 minute documentary explores organizations maximizing their diverse human resources, focusing on recruitment, mentoring team building and accommodating.

Each: Purchase only; \$500, series \$1,750

VALUING OUR WORKPLACE SERIES

(ATS) 2 programs, 4 minute DVD each with ancillary materials

Offers insights for dealing with peers, fellow workers, and customers.

Doing Our Part. Puts the emphasis on personal responsibility when reacting to others' signals; understanding one's verbal and nonverbal communication; all for effective teamwork, problem-solving and productivity.

A Look Inside Ourselves. Focuses on reinforcing the concepts of compassion, unity, empathy and sharing, in having us self-examine our roles in creating unified, productive, and happy workplaces.

Purchase only; each \$295, both \$495

VALUING RELATIONSHIP SERIES

(GRIGGS) 3 DVD program, 30 minutes each with ancillary material

Interpersonal Synergy. How to take mutual responsibility for the interpersonal challenges in building synergistic work relationships; focusing on the interaction between individuals. Showing how enhancing relationship patterns are the basis for creativity, productivity, teamwork, customer service, information flow, effective communication and breakthrough results.

Organizational Energy. For managers/supervisors and team leaders to create effective relationship patterns by making accountable, productive, creative, and co-operative work relationships.

Personal Patterns. Focuses on responsibility for understanding how one's behavior forms the basis of building, enhancing, or enhancing relationship patterns; encouraging them to effectively manage their personal behavior.

Each: Purchase only; \$500.; series - \$750

VILLAGE OF 100, VERSION 3

(ATS) 3 minute DVD with ancillary materials

Offering 5 key points for dealing with diversity, tolerance and understanding. It shrinks the earth's population to a village of 100 people, keeping the same proportions that allows viewers to see the makeup of the world.

Purchase only, \$395

VOLUME 1 BY DEWITT JONES

(STAR THROWER) 10 title DVD averaging 1 to 5 minutes

Features 10 inspirational, short segments from Dewitt Jones' best-selling films. Each is a story offering you a powerful way to open and close a gathering, while reinforcing an idea.

Purchase only, \$645

VOLUME 2 BY DEWITT JONES

(STAR THROWER) 10 title DVD averaging 1 to 5 minutes

Features 10 inspirational, short segments from Dewitt Jones' best-selling films. Each is a story offering you a powerful way to open and close a gathering, reinforce an idea, or inspire creative problem-solving.

Purchase only, \$645

WALK AWHILE IN MY SHOES

(TRAINERS TOOLCHEST) 20 minute DVD with leader guide

Interviews of 4 employees and managers, with diverse backgrounds, personalities, experience, and conflicting points of view. The discussions eventually bring their mutual interests and need for each other to the surface

Purchase only, \$595

WAY YOU WERE, THE

(MONAD) 8 minute DVD

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

Purchase only, \$395

WE ALL WIN: FANAGALO

(GROH) 2 DVD program, 22 minutes each with ancillary materials

Fanagalo is a common language of many groups in the South African Bush; allows collaboration, respect of each other, and to be led effectively.

1. Customer Service With Authenticity. Offers 10 points group's use to create extraordinary customer experiences throughout an organization.

2. Coaching, Mentoring & Leading High Performance Teams: Developing Talent Every Day. Offers 10 key points to help organizations create a culture of extraordinary, customer service experiences.

Each. Purchase only, \$695

WE ARE THE ONES

(STAR THROWER) 5 minute DVD The picturesque

Southwest is the backdrop for individuals and groups to think about the concepts of responsibility, leadership, vision, determination, teamwork, change, value, motivation, innovation, and inspiration.

Purchase only, \$445

WE ARE ALL DIFFERENT: DIVERSITY IN THE WORKPLACE

(KANTOLA) 14 minute DVD with ancillary materials

This video will help viewers create a workplace that is accepting and respectful of individual differences, while encouraging employees to see the values in their coworkers.

Purchase only, \$275

WE WILL

(GROH) 19 minute DVD with ancillary materials

Kevin Plank, founder and CEO of Under Armour, presents his philosophies that inspire and motivate his organization to each new level of growth. Creating passion and energy, and sharing core values in the belief that

brands must have purpose, while giving back as they prosper.

Purchase only, \$1,095

WEALTH, INNOVATION & DIVERSITY

(STAR THROWER) 30 minute DVD

Joel Barker in a global backdrop, draws from history, geography, and science in presenting a diversity concept called, "mutualism." He shows why the need for hiring, promoting, and encouraging diverse people, and their ideas.

Purchase only, \$745

WEDNESDAY'S TOUCH

(KANTOLA) 6 minute DVD Shows why customers require relationships to keep them coming back; and how they perceive customer service reps.

Purchase only, \$169

WELL-MANAGED MEETING, THE

(KANTOLA) 22 minute DVD with ancillary materials

Starts with the common pitfalls that often derail meetings and then offers proven methods that can dramatically impact their effectiveness.

Purchase only, \$275

WELL, WELL, WELL

(STRESS STOP) 24 minutes

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

Purchase only, \$199

WE'VE GOT TO STOP MEETING LIKE THIS!

(COASTAL/DUPONT) 20 minute DVD

Dramatizes how meetings wander off course, spelling out specific techniques for keeping them focused, participants involved, and goals on track.

Purchase only, \$395, DVD has Spanish

WHAT A MANAGER SHOULD SAY

(ADVANCED KNOWLEDGE) DVD 5 minutes

Focuses on using words in a creative, respectful, and positive manner, to get acknowledgement, commitment and successfully complete a task.

Purchase only, \$295

WHAT DO YOU SEE?

(STAR THROWER) 7 minute DVD with ancillary materials

The program focuses on care providers seeing every patient as a person, interacting with them, treating them with compassion, and discussing the importance of emotional care in alignment with medical care.

Purchase only, \$445

WHAT IT REALLY TAKES TO BE A WORLD CLASS COMPANY

(ADVANCED KNOWLEDGE) 23 minutes Clem Sunter identifies 7 attributes, 1 rule and several examples for identifying world class designations.

Purchase only, \$695

WHAT YOU ARE IS WHERE YOU WERE WHEN...LEADERS AGAIN!

(ENTERPRISE MEDIA) DVD, Part 1 is 23 minutes; Part 2 is 44 minutes

Morris Massey and the updated version of his value programming concepts; offering techniques of understanding for working with different types and generations of people; and as per his other titles, be prepared for a lengthy, fast paced, personality, that will explode off your screen.

Purchase only, \$895

WHAT'S HOLDING YOU BACK?

(TRAINING ABC) 3 minute DVD Featuring famous historical figures and their stories of overcoming such adversities as deafness, blindness, polio, poverty, sexism, stereotyping, bankruptcy, homelessness, etc., in leaving

their marks of greatness upon society.
Purchase only, \$295

WHAT'S IN IT FOR ME?

(WORKPLACE PUBLISHING) 20 minutes DVD with ancillary materials Teaches customer service employees to use skills that are in the best interests of the customer, the organization, and their own career.
Purchase only, \$695

WHEN I SAY NO, I FEEL GUILTY

(MONAD) 31 minute DVD
Teaches viewers how to cope with everyday problems and conflicts; both at work or in personal life by using the skills of Systematic Assertive Training.
Purchase only, \$395

WHEN THE GOING GETS TOUGH

(PROPOSITIONS) 2 DVDs, 24 minutes each
C. W. Metcalf offers a unique and simple way to cope with the stress and desolation of change.
Program 1. Why Lighten Up. An in-depth look at the whys and wherefores.
Program 2. How To Lighten Up. Techniques that succeed.
Purchase only, \$595

WHEN THE PHONE RINGS: TELEPHONE SKILLS FOR BETTER SERVICE

(KANTOLA) 20 minute DVD
Offers viewers the training to set the right tone in communicating effectively, listening, and giving customers what they need.
Purchase only, \$275

WHEN YOU'RE SMILIN'

(MONAD) 6 minute DVD
A simple, unique and beautiful visualization of smiling, that creates a pleasantness that is infectious; and is highlighted by Louis Armstrong's rendition of When Your Smilin'.
Purchase only, \$295

WHERE THERE'S A WILL...LEADERSHIP & MOTIVATION

(VIDEO ARTS) 29 minute DVD For managers on how to lead and motivate their employees.
DVD purchase only, \$870. Weekly digital rental only

WHO ARE THEY ANYWAY?

(WORKPLACE PUBLISHING) 16 minute DVD with ancillary materials Organized as a 2 or 4 hour session and based on B. J. Gallagher's (co-author of A Peacock in the Land Of The Penguins) same name book; deals with accountability, it's consequences for individuals and organizations, reinforcing the idea of being part of a problem or part of the solution.
Purchase only, \$495

WHO'S ON FIRST

(PROPOSITIONS) 8 minute DVD/UFB
The classic Abbott and Costello baseball routine, that says "I heard what you said, but I don't know what you mean."
Purchase only, \$295

WHO SAYS WE CAN'T DO IT

(ENTERPRISE MEDIA) 12 & 20 minute versions A motivational program about Lance Armstrong's overcoming cancer and winning the Tour De France 3 times. It emphasizes the importance of goals, tactics, teamwork and leadership for any successful undertaking.
Purchase only, \$795

WHO SOLD YOU THIS, THEN?

(VIDEO ARTS) 23 minute DVD
Shows service reps the importance of supporting the customer, the com-

pany, the product, the salesperson and management, in this video on developing customer oriented service techniques.
DVD purchase only, \$999. Weekly digital rental only.

WHY EMPLOYEES DON'T DO WHAT THEY'RE SUPPOSED TO DO

(MONAD) 25 minute DVD Presents the concept of preventive management; and how training, guidance, and supervision will help supervisors and managers prevent problems.
Purchase only, \$395

WIDE EYED

(ADMIRE) 57 minute DVD
Over a dozen films have been made of Jane Elliott's "Blue Eyed, Brown Eyed" exercise. She has now created a compilation of the most compelling moments from those films.
DVD Purchase only, \$395

WILD GOOSE CHASE, A

(MONAD) 5 minute DVD
A humorous combination of W.C. Fields and poor communication, making a strong point for active listening and confirming you heard correctly.
Purchase only, \$395

WIN TEAMS: HOW ONE COMPANY MADE EMPOWERMENT WORK

(VIDEO VISIONS) 23 minutes A case study of how employees transformed their organization thru empowerment, at the GE Mobile Communications plant in Lynchburg, Virginia.
Purchase only, \$695

WINDOWS OF CHANGE

(ENTERPRISE MEDIA) 25 minutes Jennifer James, a cultural anthropologist' uses humor and metaphors to explore responses to, and then overcome change, fear, resistance or denial.
Purchase only, \$249

WINNING

(ENTERPRISE MEDIA) 3 minute DVD
In presenting racing, cycling, high jumping and mountain climbing, it focuses on success as a result of hard work and dedication.
Purchase only, \$445

WINNING COACHES SERIES

(ENTERPRISE MEDIA) 5 DVD program with ancillary materials Record winning coaches, Mike Ditka, Sean Peyton, Rex Ryan and Bobby Bowden will provide viewers with their insights on sales, innovation, leadership, and teamwork.

Leadership: Influence, Incentives, & Knowledge. A 25 minute short and an extended 39 minute version presented in 5 segments; Incentives, Personal Psychology, Body Language, Group Dynamics, and integration. **Sales Motivation & Results Today.** Contains a 20 minute short and an extended 41 minute version in 5 segments; Planning, Power, Persistence, Perspective, and People. **Teamwork Across Generations.** Has an 11 minute short and an extended 39 minute version presented in 5 segments; Teamwork Warm-Up, Empower Across Generations, Perform Across Generations, Lead Across Generations, and Unite Across Generations.

Winning Through Innovation. Has an 11 minute short and an extended 42 minute version presented in 5 segments; Innovation Warm-Up, Steps To Innovation, Risk & Reward, Adaption & Flexibility, and Integration.

Purchase only. Each, \$495; series-\$995

WINNING CUSTOMER LOYALTY Series

(ENTERPRISE MEDIA) 2 DVDs averaging 27 minutes, with audio, and book. Dr. Paul Timm presents his concepts for improving customer service.

1. Eliminate Customer Turnoffs. Focuses on reviewing what turns customers off to your organization.

2. Exceed Customer Expectations. How to exceed customer expectations and gain their loyalty.

Each: Purchase only, \$129.95 both \$199

WINNING PRESENTATIONS: FOR MAKE OR BREAK MOMENTS

(STAR THROWER) 22 minute DVD with ancillary materials
Featuring Dean Hyers and Pete Machalek of SagePresence offers a systematic way to develop powerful, compelling presentations; while increasing your confidence and ability to deliver them dynamically.

Purchase only, \$645; Streaming-50 viewer minimum at \$5.95 per.

WINNING TELEPHONE TIPS

(ENTERPRISE MEDIA) 45 minutes For everyone in an organization, Dr. Paul Timm's tips on all aspects of using the phone and/or allied telecommunications equipment effectively.

Purchase only, \$129.95

WISDOM OF CARING LEADERS

(SUCCESS MEDIA) 13 minute DVD with ancillary materials
Shows viewers 5 leaders presenting their philosophies for developing strong leadership skills.

Purchase only, \$695

WITH ALL DUE RESPECT

(EDGE TRAINING) 18 minute DVD with Leader Guide
Based on the revised EEOC guidelines of 10/99, it focuses on continuous training of employees to guard against all forms of workplace harassment.

Purchase only \$795. Add \$200 for unlimited reproduction rights.

WITHOUT REGARD...TO RACE, RELIGION, SEX, NATIONAL ORIGIN, AGE OR DISABILITY

(VIVID EDGE) 25 minute video program
Shows 10 scenarios that explore the actions and behaviors that can lead to discrimination claims.; plus offering 6 principle to counter them.

Purchase only, \$695

WORKING PEOPLE SMART

(MONAD/MIINDLINK) 16 minute DVD Based on the book, "PeopleSmart: Developing Your Interpersonal Intelligence," the program offers 8 key points to help viewers build productive relationships with diverse personalities.

Purchase only, \$495

WORKING TOGETHER WORKS

(MONAD) 22 minute DVD Presents several factory and office scenarios; plus an animation section, all showing how and why it's necessary to successfully participate as a team.

Purchase only, \$395

WORKING TOGETHER WORKS SHORT

(MONAD) 4 minute DVD An, animated, meeting opener for motivating and creating successful teams.

Purchase only, \$295

WORKING WITHOUT A SCRIPT

(STAR THROWER) 14 minute DVD with ancillary materials
Featuring the Second City Improv Group showing how improvisation becomes necessary and productive: as it fosters risk taking, open mindedness, enhances communication, teamwork, and empowers.

Purchase only, \$645

WORKOUT FOR THE MIND, A

(ENTERPRISE MEDIA) 97 minutes
Based on her book, "Thinking In The Future Tense," Dr. Jennifer James shows how to use perspective, history, and 5 key skills for dealing with

today's rapid changes and thriving in the 21st century.

Purchase only, \$249

WORKPLACE BULLYING PREVENTION MADE SIMPLE

(TRAINING ABC) 6 minute DVD with ancillary materials
This short, comprehensive video covers every aspect of this important issue.

Purchase only, \$295

WORKPLACE ETHICS

(KANTOLA) 17 minute DVD with ancillary materials
This program offers realistic scenarios demonstrating the importance of basic values; respect for others; and fairness and honesty. Plus a decision-making process for solutions in complex situations where finding the right answer isn't easy.

Purchase only. \$199, Employee or Manager Version, Both \$349

WORKPLACE VIOLENCE: FIRST LINE OF DEFENSE

(COASTAL/DUPONT) 30 minute DVD with ancillary materials
Gary Mathiason, a senior law partner, and Chis Hatcher, a clinical psychologist, offer advice on how to identify and prevent workplace violence; using a managed, organizational response.

Purchase only, \$595, DVD has Spanish

WORKPLACE VIOLENCE PREVENTION MADE SIMPLE

(TRAINING ABC) 11 minute DVD with ancillary materials
This new program covers workplace violence prevention in the workplace in a clear, concise manner that simplifies this complex and difficult subject.

Purchase only, \$295

WORKPLACE VIOLENCE PREVENTION MADE SIMPLE FOR MANAGERS

(TRAINING ABC) 11 minute DVD with ancillary materials
This new program specifically designed for managers and supervisors details the critical role leaders play in workplace violence prevention.

Purchase only, \$295

WORKPLACE VIOLENCE Series

(KANTOLA) 2 DVD (17 & 24 minutes) program with ancillary materials
This is a 2 part program, individually created for employees and managers. Employees. Offers 10 warning signs of possible workplace violence. Managers. Offers guidelines for holding information gathering meetings, confronting bullies and problem employees.

Purchase only. \$350

WORKPLACE WELLNESS SERIES

(DIVERSITY RESOURCES) a 4 DVD/USB series averaging 33 minutes with ancillary materials

This Workplace Wellness program will help everyone to feel better at work, improve cognition, get increased energy, and be extremely productive. It includes exercise and yoga, diet and nutrition mediation and mindlessness, positive thinking and cognitive to, building relationships, etc.

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

Each. Purchase only, \$695. Quantity discounts. Streaming \$395

WORKSMARTS: HOW TO GET ALONG, GET NOTICED, & GET AHEAD

(VISIONPOINT/MONAD) 18 minute video
Shows viewers what it takes to fit in and succeed in an organization, by presenting 4 key, proven strategies.

Purchase only, \$795

WORKTEAMS & THE WIZARD OF OZ

(ADVANCED KNOWLEDGE) 18 minutes
Ken Blanchard points out the key skills Dorothy uses (build a team, delegate

tasks, empower others) as she and her companions make their trek to Oz.
Purchase only, \$795

WORKTEAMS & THE WIZARD OF OZ REVISED

(ADVANCED KNOWLEDGE) 18 minute DVD. Online version available. Although updated to show the relationship to today's work environment, Ken Blanchard still points out the key skills Dorothy uses to build a team, delegate, empower others, etc., as she and her companions journey to Oz.
Purchase only, \$795 for DVD; \$845 for a USB

WORKTEAMS & THE WIZARD OF OZ SERIES

(ADVANCED KNOWLEDGE) 3 DVD program averaging 5 to 7 minutes each.

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(TRAINERS TOOLCHEST) 13 minute DVD with leader guide

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Helps viewers successfully work together by helping them deal with negativity, allowing for productive workplaces and minimizing the effects of discouragement and despair.

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YOU

(MONAD) 4 minutes DVD

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

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(VIDEO ARTS) 7 minute DVD

Presented in a Latin American Dance setting, this short, motivational program focuses on inspiring and motivating viewers to excel in whatever they do.

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(EDGE TRAINING) 16 minute DVD with Leader Guide

Presenting 11 scenarios of various types of workplace harassment, giving trainers and participants the opportunity to discuss what they see.

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YOU'LL SOON GET THE HANG OF IT

(VIDEO ARTS) 29 minute DVD

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DVD purchase only, \$999. Weekly digital rental only

YOUR LINK IN THE INTERNAL SERVICE CHAIN

(MONAD) 14 minute DVD

Designed for all employees, it emphasizes the need for superior internal service and interdepartmental teamwork to maintain a successful organization.

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YOUR SUMMIT AWAITS

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Jamie Clark, Candian mountaineer, adventurer and 3 time Mount Everest explorer, shares his experiences and his messages; inspiring audiences to succeed in their challenges and goals.

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YOUR WORDS MATTER

(ENTERPRISE MEDIA) 11 minute DVD with ancillary materials

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YOU'VE GOT CUSTOMERS!

(VIDEO VISIONS) 20 minutes

An unique approach to conveying 6 key points. It uses common, everyday occurrences of serving food in forcing viewers to think about good customer service.

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ZEA: A STUDY OF PERCEPTION

(MONAD) 5 minutes, DVD

A unique, broadly conceptual meeting opener for use in programs about perception, change, motivation, diversity, creativity, vision, etc.

Purchase only, \$295