

*The following video programs are discontinued  
and are reduced over 55%!*

They are priced at \$**109.95** and must be charged to a credit card for shipment,  
as their purchase is on approval.

Quantities in this flyer are limited and may not be available when you order.  
So hurry and place your order.

*All titles in this flyer are also Free with selected  
purchases...call for details.*

*See Page 2 for sales of discontinued multi DVD programs!*

**AM I MAKING MYSELF CLEAR? GET YOUR POINT ACROSS WHENEVER YOU COMMUNICATE**

17 minute DVD

Offering 5 key points showing how to communicate a message effectively to prevent confusion, mistakes, conflict, low moral and poor productivity.

*Only 2 DVDs available*

**BECOMING A COACH: BRINGING OUT THE BEST IN EMPLOYEES**

20 minute DVD

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

*Only 3 DVDs available*

**BOTTOM-UP INNOVATION: UNLEASH THE CREATIVE INTELLIGENCE OF EVERYONE IN YOUR ORGANIZATION**

17 minute DVD

Offering 6 points, viewers see a 4 step, idea process for increasing creativity at every level in your organization.

*Only 5 DVDs available*

**COMMUNICATING WITH CUSTOMERS**

21 minute, DVD

This program shows viewers the critical skills and how to apply them; solving customer problems quickly and completely.

*Only 1 DVD available*

**CURE FOR TOXIC-BOSS SYNDROME, THE: AVOID THE BLUNDERS THAT DISRUPT TEAMS**

19 minute DVD

Offering 5 examples, it shows how to steer clear of behaviors that destroy morale, productivity, lead to bitter, frustrated and disengaged employees.

*Only 4 DVDs available*

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

18 minute DVD

This program shows how to get applicants to give the information that justifies their being hired.

*Only 1 DVD available*

**HOW TO SHINE IN DIFFICULT MANAGEMENT SITUATIONS**

21 minute,DVD

This program shows viewers the powerful, yet easy-to-remember tool, "SHINP" or solving the toughest challenges.

*Only 1 DVD available*

**LEADING 20-MINUTE MEETINGS THAT MATTER**

20 minute DVD

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

*2 DVDs available*

**NO SWEAT! OVERCOME YOUR FEAR OF PUBLIC SPEAKING**

15 minute DVD

How to reduce public-speaking fear, control anxiety, and overcome the challenges of presenting to a group; while offering techniques for being a polished, professional presenter, whose credibility will increase tenfold.

*Only 4 DVDs available*

**PROFESSIONAL CONDUCT 101: VITAL SKILLS FOR NEW EMPLOYEES**

16 minute DVD

Offers viewer's common ground rules for workplace behavior and the critical skills for developing a professional image and productive behavior.

*Only 1 DVD available*

**THINK LIKE THE CUSTOMER, ACT LIKE THE OWNER: THE ART OF DELIVERING SUPERIOR CUSTOMER SERVICE**

20 minute DVD

This program shows viewers the critical skills, how to apply them, and keep customers coming back.

*Only 1 DVD available*

*The following Mutli DVD programs are discontinued and are reduced over 70%!*

These programs were originally priced at \$**675**, and are now reduced to \$**195**. They can only be purchased as complete programs; and charged to a credit card before shipping, as their purchase is on approval.

Quantities are extremely limited and may not be available when you order.  
So hurry and place your order.

### *The Meetings In A Box Series!*

#### **MEETINGS IN A BOX: New Supervisor Toolkit**

**This program will equip supervisors/managers with the critical techniques they need to hire, coach, train and lead. Creating productive employees.**

- Interviewing Techniques That Help You Hire The Best
- How To Shine In Difficult Management Situations
- Conquer The Chaos: The Best Ideas In Time Management
- How To Communicate Clearly And Effectively With Employees
- Becoming A Coach: Bringing Out The Best In Employees
- Training To Win: Helping Employees Meet Or Surpass Their Goals
- Mastering Memos

The above list of 8 DVDs, average 15 to 30 mnutes each

**Only 1 program available**

#### **MEETINGS IN A BOX: Customer Service Toolkit**

**This program will equip your employees with the tools to offer the world-class service today's customers want.**

- Think Like The Customer, Act Like The Owner
- 7 Things Never To Say To Your Customers
- Everyone's Customer Service Role
- Communicating With Customers Listen & Win:
- How To Keep Customers Coming Back
- Winning Over Even The Most Difficult Customers: Going Beyond "service with a smile"
- Make The Connection: How To Be Effective And Productive On The Phone
- What Customers Really Want

The above list of 8 DVDs, average 13 to 22 mnutes each

**Only 1 program available**

### *Special Meetings In A Box Offer!*

#### **MEETINGS IN A BOX: Corporate Events Program**

This program consists of a 2 part, Interactive CD and binder. It has details for planning and implementing every aspect of a corporate event. Regardless of an event's logistics, size, attendee level or location, you will learn solutions for creating successful events. This program originally sold for \$**595**, and is also reduced to \$**195**. But, it's **FREE** when purchasing any 2 **Meetings In A Box** programs.