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**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, \$159*

**DIVERSITY & INCLUSION: A STEP-BY-STEP GUIDE FOR EMPLOYEES**

(KANTOLA) 20 minute DVD with ancillary materials

This program presents 5 points for creating smooth workplace interactions and the resolving of issues that might come occur. Regardless of whether the issues involve ethnicity, age, gender, sexual orientation, disabilities or anything that makes people feel different.

*Purchase only, \$289. Purchase both this version and the manager's version for \$525.*

**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.

*Purchase only, \$289. Purchase both this version and the employee's version for \$525.*

**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, employee requests for leave or accommodations, and social media issues.

*Purchase only, \$289*

**HARASSMENT & DISCRETION IS...**

(SOLLAH) a 3 minute DVD with ancillary materials

A thought-provoking video that uses music, text and graphics to inspire and stimulate discussion about harassment and discrimination in the workplace.

*Purchase only, \$295*

**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, \$289*

**OFFICE POLITICS IS...**

(SOLLAH) a 3 minute DVD with ancillary materials

This thought-provoking, short video defines office politics, shows how to neutralize it, presents the ups and downs, as it encourages discussion about how to deal with it.

*Purchase only, \$295*

**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.*

**THINK AGAIN: AN INVITATION & CREATIVE MEETING OPENER**

(TRAINING ABC) 4 minute DVD with ancillary materials

An unique approach to goals, vision, and innovation by presenting persons who were absolutely sure that the successful accomplishment/invention could not be done; but were.

*Purchase only, \$295. Online licenses available; call for details.*

**THE OH SERIES: EVERY DAY ETHICS**

(SOLLAH) a 23 minute DVD with ancillary materials

This powerful, new program features 15 dramatic, thought-provoking vignettes to help the viewer deal with deep ethical and compliant situations; such as collusion, time theft, bribes, and price-fixing, etc.

*Purchase only, \$895*

**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 that focus 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.*

**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 contentiously 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

*Rental \$295; Purchase \$895*

**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, \$595*

**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, \$595*

**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*