



**THIS CUSTOMIZED  
INVENTORY IS OUR  
CATEGORICAL LISTING  
2018 VERSION**

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

**ABSENTEEISM**

Absence Minded: Managing Absenteeism

**ACCOUNTABILITY**

Accountability That Works  
Accountability Toolkit, The (Also Gov't Version)  
Act With Integrity  
Can We count On You  
Get On The Right Bus  
Integrity Is...  
Is Good Enough?  
Start Right...Stay Right  
Truth About Business Casual, The (Truth Series)  
Valuing Our Workplace Series  
Doing Our Part  
A Look Inside Ourselves  
Who Are They Anyway

**AIDS**

Facts Vs Fears Aids In The Workplace:

**ADVERSITY**

Adversity Quotient  
Adversity Quotient At Work  
If I Were Brave

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

**ALLIANCE BUILDING**

Total Awareness: Listening With Your Eyes  
Working People Smart

**AMERICANS WITH DISABILITIES ACT**

ADA Customer Service Course  
ADA Made Simple, The  
ADA Revisited  
ADA, The, Series:  
    Understanding The Law  
    Common Sense Compliance  
ADA: Tough Questions & Straight Answers (Legal Briefs Series)  
Americans With Disabilities Act: Commonsense Compliance  
HR Case Files: ADA  
Legal Briefs: ADA, The: Tough Questions & Straight Answers:  
10 Commandments OF Communicating With People With Disabilities, The  
Understanding The New ADA.

**ANIMATION (see Meeting Openers)**

**ASSERTIVENESS**

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

**ATTITUDE**

A Look Inside Ourselves  
A+ In The Workplace: Developing Positive Behavior  
Absent Minded: Managing Absenteeism  
Accentuate The Positive  
All Pro  
All Washed Up  
Attitude Is...  
Attitude: It's All In How You LookAt It (Smart Start Meeting Openers)

Attitude: Radiating Possibility  
Attitude Virus, The: Curing Negativity In The Workplace  
Bad Apples: How To Deal With Difficult Attitudes  
Bear Essentials Of Business, The  
Creating A Positive Workplace: Good Attitudes are Contagious  
Do It Right The First Time: Paying Attention To Details  
Doing Our Part  
Drop By Drop  
Exploring Human Nature  
Everybody Loves A Winner  
Fall Seven Times, Stand Up Eight  
40 Hours: invest In Yourself  
Fun is Good  
Good Company  
Habit Of Winning  
Happiness Advantage, The  
Have A Paws-O-Tive Attitude (Barkles Bus Series)  
Inclusion Insights  
If I Were Brave  
It's Business, Not Personal: Taming Emotions In The Workplace  
It's Not Like I Hit Her!  
Juice  
Life Is Good...And Work Can Be Too  
Little Big Things, The  
Office Politics Is...  
Power Of Attitude, The  
Sam Glenn, The, Series:  
    *Second Chance, A*  
    *Spirit Of The Dolphins, The*  
    *Start Right...Stay Right*  
Strategies For Success PowerPoint Presentations  
    *Business Correspondence*  
    *Business Greetings & Introductions*  
    *Business Ready Dress For Men*  
    *Business Ready Dress For Women*  
    *Dining Etiquette*  
    *E-Mail Etiquette*  
    *Job Fair Etiquette*  
    *Job Interview Etiquette;*  
    *Life After Interview*  
    *Professional Dress For Men*  
    *Professional Dress For Women*  
    *The Art Of Mixing & Mingling.*

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

Success Is An Attitude  
Taking Care Of Your Future Is...  
Turn 'Em On Turn 'Em Loose  
Unconscious Bias Is...(Manager version also)  
When You're Smilin'  
Who Are You? (TrainingBytes Series)  
Worksmarts: How To Get Along, Get Noticed, & Get Ahead  
Yes lives In The Land Of No  
You Are The Organization: Every Employee's Public Relations Role

**BACK CARE**

Back Care & Safety

**BANKING**

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

**BEHAVIOR MODIFICATION**

All Washed Up  
Doing Our Part  
Exploring Human Nature  
Happiness Advantage, The  
Look Inside Ourselves, A  
New Partnership, The: Manufacturing For Excellence Start Right...Stay Right

**BLUE COLLAR**

Achieving Supervisory Excellence  
Attitude Virus: Curing Negativity In The Workplace  
Bad Apples: How To Deal With Difficult Attitudes  
Coaching: Lost Art Of Leadership  
Credibility Series:  
    *Parts 1 & 2*  
Diversity: Food For Thought  
Documenting Discipline  
Employee Awareness: Sexual Harassment  
Everyone A Problem Solver  
From Delegation To Empowerment: Getting Things Done Through People  
Harassment: A New Look (Industrial)  
It's About Respect: Recognizing Harassment In A Diverse Place  
Leading With Persuasion  
Managing Up  
More Than A Gut Feeling iii (Manufacturing)  
More Than A Gut Feeling iv  
Not Just Another Meeting  
Quality Supervision For Industry  
Sexual Harassment: Is It Or Isn't It  
Sexual Harassment: You Make The Call  
Sid Story, The  
3 "R" Of Sustainability  
When The Coach Is You  
Win Teams: How Empowerment Works

**BODY LANGUAGE**

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

**BULLYING (see Respect/Harassment too)**

Beyond Sexual Harassment  
Bullying & Respect In The Workplace  
Harassment: A New Look For Employees  
It's Not Like I Hit Her!  
Let's Talk...Bullying, Abusive Conduct, & The Consequences  
Managing Workplace Bullying  
Opening The Right Doors (Respectful Workplace Series)  
Preventing Workplace Bullying: How To Recognize & Respond To Bullies At work  
Red (Spirit Clips Series)  
Workplace Bullying Made Simple: Prevention For The Workplace

Workplace Bullying Prevention Made Simple

### **BUSINESS & HR "GURUS"**

Eve Ash  
Lance Armstrong  
Joel Barker  
Warren Bennis  
Ben Bissell  
Fern Bratten  
Tony Buzan  
John Cleese  
Stephen Covey  
Peter Clayton  
John Dieball  
Perter Drucker  
Robert (Bob) Farrell  
Peter Glen  
Marshall Goldsmith  
Dr. John Gray  
Dr. Paul Green  
Pat Heim  
Lou Holtz  
Dewitt Jones  
Herb Kelleher  
John Kotter  
Mike Krzyzewski  
Vince Lombardi  
Loretta Laroche  
Patrick Lincioni  
Morris Massey  
John McCain  
Tom Mellon  
C. W. Metcalf  
Lorraine Monroe  
Scott Peck  
Tom Peters  
John Parker Stewart  
Paul Stolz  
Deborah Tannen  
Bob Waterman  
Jack Welsh  
Margaret Wheatley  
Richard C. Whitley  
Ben Zander  
Jack Zenger

### **CAREER DEVELOPMENT**

Clerical Skills For New Employees  
Emma's Choice  
Gettign Ahead By Getting Along: People Skills For  
The Workplace  
Start Right...Stay Right  
Strategies For Success PowerPoint Presentations  
*Business Correspondence*  
*Business Greetings & Introductions*  
*Business Ready Dress For Men*  
*Business Ready Dress For Women*  
*Dining Etiquette*  
*E-Mail Etiquette*  
*Job Fair Etiquette*  
*Job Interview Etiquette;*  
*Life After Interview*  
*Professional Dress For Men*  
*Professional Dress For Women*  
*The Art Of Mixing & Mingling.*  
Survival In The Workplace 2000

### **CASE STUDIES**

Big Mac: Inside The McDonald's Empire  
Brilliant, Simply Brilliant Series:  
*Over & Outta Here*  
*Plastic Gold*

*Play It Again Vin*  
*Thinking Inside The Box*  
Excellence Files, The  
Igniting Exceptional Performance  
I'll Be Back  
mplode! Building Trust, Teams & Communication...  
!Indivisible (Spirit Clips Series)  
Life Is Good..And Work Can Be Too  
Listen To Your Customers  
Living The Brand: The Patagonia Story  
Negotiating Corporate Change  
Sincere Trust & Belief In People (govt ver too)  
Succeeding In A Changing World  
3 R's Of Sustainability  
Win Teams  
Women's Millenium

### **CHANGE**

Accepting Change  
All Washed Up  
Bob Knowlton Story, The  
Brilliant, Simply Brilliant Series:  
*Over & Outta Here*  
*Plastic Gold*  
*Play It Again Vin*  
*Thinking Inside The Box*  
C And The Box  
Celebrate! Change Your Lens, Change Your Life  
Change (Life's Lessons Series)  
Change (Priorities For Life Series)  
Change & Innovation Through Brainstorming  
Change, It's Your Choice  
Change Without Anxiety (Teamwork Essentials)  
Corporate Culture & Performance/John Kotter  
Days Of Change  
Egg, The  
Ellie Mae: Re-imagine Technology & The Customer  
(Tom Peters: Re-imagine!)  
Embracing Change  
Facing The Challenge Of Change  
Finding The Up In Upheaval  
Forget For Success  
From No To Yes  
Happiness Advantage, The  
Ideas Into Action  
Innovate Or Die/Tom Peters  
Into The Millennium  
Journey, The: Reflections On Change  
Jump  
Leadership & The New Science  
Living In The Stretch Zone/Marc Bassin  
Living The Brand: The Patagonia Story  
Make Change Work For You: Anna's Story  
Managing Change & Transition  
Managing Change: The Complete Perspective  
Motivating Employees During Organizational  
Change  
New Business Of Paradigms: 2nd Edition  
New Business Of Paradigms, The  
Classic Edition & 21st Century Edition  
New Workplace Series:  
*1. Making The Change*  
*2. Leading The Change*  
OXO Good Grips:Think Differently (Tom Peters: Re-  
imagine!)  
Paradigm Mastery Series/Joel Barker:  
*Change & Leadership*  
*Paradigm Effect*  
*Paradigm Curve*  
*Paradigm Partners*  
*Paradigm Hunting*

Paradigm Pioneers  
Paradigm Principles  
Practicing Possibility  
Ready, Set, Change!  
Recipe For Change (Restaurant)  
Reengineering The Future  
Riding The Wave: Strategies For Change  
Sacred Cows Make The Best Burgers  
Sam Glenn, The, Series:  
*A Kick In Attitude*  
*When Change Happens Adjust Your Sail*  
*Who Put A Lizard In My Lasagna*  
Seeing Red Cars  
Shifting Years  
Succeeding In A Changing World  
Survival Skills For The Future  
Tactics Of Innovation/Joel Barker  
Taking Charge Of Change  
Tearing Down The Walls/Stephen Covey  
Their's Is Not To Reason Why: The Story of Lt.  
Wm. Sowden Sims  
This Thing Called Change  
Thriving In A Techno World  
TNT: Dealing With Change/Tom Peters: Re-imagine  
Trustworks: Alliance Building As A Foundation For  
Change  
When The Going Gets Tough  
Winds Of Change  
Windows Of Change  
Workout For The Mind/Jennifer James

### **CHARACTER**

Character is Destiny  
Darius Goes West (Spirit Clips Series)  
Do It Right The First Time: Paying Attention To  
Details  
Ethics In Action: 6 Pillars Of Character  
5 Waves Of Trust, The  
Inclusion Insights  
Integrity Is...  
Little Big Things, The  
Start Right...Stay Right  
Valuing Our Workplace Series:  
*Doing Our Part*  
*A Look Inside Ourselves*

### **CLERICAL SKILLS**

Clerical Skills For New Employees  
Responsible Business Communications

### **COACHING**

Art Of Coaching In Business  
Art Of Coaching In Business Meeting Openers  
*1. Combines 7 personalities*  
*2. Herb Kelleher*  
*3. Jack Nicklaus*  
*4. Keith Lockhart*  
*5. Lenny Wilkins*  
Can You Spare A Moment  
Coaching Is...  
Coaching & Counseling: Maximizing Opportunities  
Coaching & Feedback Training Scenes  
Coach, The: Improving Workplace Performance  
Coaching Challenges Series  
*1. Can We Talk*  
*2. So You Agree With Me*  
*3. What's Really Going On*  
*4. Why Are We Stuck?*  
Coaching: It Takes Work (Smart-Start Meeting  
Openers)  
Coaching, Mentoring, & Leading High Performance  
Teams (We All Win Series)



Courage 2 Coach  
Courage To Coach (Also Retail Version)  
Curse Of The Vanishing Employee  
Dimensions Of Coaching  
Helping Hand: Coaching Skills For Managers  
Leader As Coach, The (Millenium-Leadership Series)  
Leader As Mentor, The (Millenium-Leadership Series)  
Leadership: An Art Of Possibility  
Leading By Example (Covey Leadership Series)  
Manager As Coach  
Mentoring  
Mentoring That Makes A Difference  
Part 1; Part 2  
Millenium: Coaching & Performance Training Scenes:  
1. *Always Late*  
2. *I Like Things Just As They Are*  
3. *Great Stuff*  
4. *Attitude*  
5. *Maximizing Potential*  
6. *Do You Smell Something*  
7. *Lest I Offend You* 3600 feedback  
Pass It On: Coaching Skills For Managers  
Performance Excellence Video Series:  
Part 1. *Coaching To Clarify Expectations*  
Part 2. *Coaching To Build Skills*  
Part 3. *Coaching To Enhance Confidence*  
Part 4. *Coaching To Encourage Flexibility*  
Part 5. *Coaching To Resolve Conflict*  
Part 6. *Coaching To Develop Motivation*  
Power Of Positive Discipline, The  
Practical Coach, The  
Practical Coach, The, 2nd Edition  
Smart Questions  
Succeed By Coaching  
Training Wheels (Spirit Clips Series)  
Whale Done Program  
*Whale Done!*  
*Whale Done! In Action*  
*Acentuate The Positive*  
When The Coach Is You  
Winning Coaches Series:  
*Leadership: Influence, Incentives, & Knowledge*  
*Sales Motivation & Results Today*  
*Teamwork Across Generation*  
*Winning Through Innovation*  
You'll Soon Get The Hang Of It

#### COFFEE BREAKS (see Meeting Openers)

#### COLABORATION

Partnering intelligence: Creating Value By Building Strong Alliances

#### COLLECTION

It's In The Mail

#### COMMITMENT

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

*Training Wheels*  
Start Right...Stay Right  
Who Cares

#### COMMUNICATION

A Look Inside Ourselves  
Abilene Paradox (also group)  
Achieving Communication (Training Bytes Series)  
Achieving Communication Excellence (Training Bytes Series)  
1. *Listen Up! Listening For Effectiveness*  
2. *Speak Up! Communicating For Effectiveness*  
3. *So, How Am I Doing? Giving & Receiving Feedback*  
Becoming A Leader: Communication Techniques That Motivate, Guide & Inspire Employees...  
Berfunkle  
Bob Knowlton Story, The  
Breakthrough Listening  
Business Communication Series:  
1. *Listening* 2. *Writing* 3. *Speaking* 4. *Reading*  
Clarity Imperative, The  
Communicating For Results: How To Be Clear, Concise & Credible  
Communicating Non-Defensively  
Communicating With Customers  
Communication Breakdown  
Communication Cornerstones: Building Trust  
Communication Essentials Video Series (4)  
Part 1. *Exercising Personal Power*  
Part 2. *Overcoming Negative Behavior*  
Part 3. *Listening & Understanding*  
Part 4. *Conveying Information*  
Communication In Healthcare  
Communication Nightmares: Solutions To Your Top Communication Problems  
Communication Skills That Build Winning Relationships  
Communication Skills...What Everyone Needs To Know  
Communication: The Nonverbal Agenda  
Communication ToolKit  
Constructive Communication: How To Give It & How To Take It  
Coping with Difficult People:  
Parts 1 & 2  
Curse Of The Vanishing Employee, The  
Dialogue-Now You're Talking! Series  
1. *Communicating In A Diverse World*  
2. *Dialogue For Cultural Understanding*  
3. *Dialogue Between Genders*  
4. *Dialogue Among Generations*  
Difficult People: How To Deal With Them  
Doing Our Part  
Don't Shoot The Messenger; Common Workplace Courtesies To Reduce Tension & Lower Stress  
Drop By Drop  
Elephant, The., A Simple Fable About Communication, Perception, &...An Elephant  
Empathic Listening  
1. *Nobody's Listening*  
2. *Diagnose Before You Prescribed*  
3. *I Know Just What You Mean*  
4. *Tonesetter*  
Exploring Human Nature  
Four Styles, The  
From No To Yes  
Get To The Point, Keep To The Point  
Giving Feedback  
Group Think  
How To Ask Positive Questions

How To Communicate Clearly & Effectively With Employees  
How To Develop Effective Communication Skills  
How To Say It  
How To Write & Deliver Great Speeches  
I Know Just What You Mean (Covey Leader Series)  
Implode! Building Trust, Teams & Communication...  
Invisible Rules Revised  
Let's Talk! Performance Feedback  
Life Is A Series Of Presentations: Inspire, Inform, & Influence  
Listen & Win  
Listen & Win: How To Keep Customers Coming Back  
Listening: The Key To Productivity  
Listening Under Pressure: The Customer service Challenge  
Little Things Mean a Lot  
Look Inside Ourselves, A  
Make The Connection: How To Be Effective & Productive On The Phone  
Master The Message: Communicating For Success Men, Woman & Work Series:  
*Listening Between The Lines*  
*Unspoken Messages*  
Nobody's Listening  
Power Dead-Even Rule, The  
Power Of Future Conversation, The  
Power Of Listening  
Power Of Words Meeting Opener  
Powerful Ways To Persuade People  
Presentation Is Everything  
Relationship Strategies Series:  
Part 1. *Understand & Identify*. Part 2. *Adapt*  
Responsible Business Communications  
Right Words At The Right Time  
Sacrifice Is Just Not A Bunt  
Smart Questions  
Solving Even More People Problems On The Job  
Solving People Problems On The Job  
Speaking Effectively To 1 Or 1000  
Speaking Effectively To 1 Person Or A Roomful:  
Proven Techniques That'll Make You A Master  
Speaking With Confidence, Clarity & Charisma  
Straight Talking: The Art Of Assertiveness  
Strategies For Success Series  
1. *Key Ways For Gaining That Competitive Edge In The 21st Century*  
2. *How To Overcome Mingle-Phobia*  
3. *Gaining That Edge During Business Meals*  
Talk Isn't Cheap  
Tell Me A Story: A Powerful Way To Inspire Action  
This Is Going To Hurt Me More Than It Hurts You  
Total Awareness: Listening With Your Eyes  
Toxic Talk: What Would You Say  
Verbal Communication: The Power Of Words  
What A Manager Should Say  
What Do You Say?  
Who's On First  
Wild Goose Chase  
Working Without A Script  
You're Not Listening

#### COMPETITION

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

#### COMPUTERS

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

It's Time To Stop  
Social Media: Reduce The Risk

### CONFLICT

A.C.E. It: How To Solve Tough Workplace Problems As Others See Us  
Between You & Me: Solving Conflict  
Civility Is...  
Conflict 101  
Conflict Clock: Taking T.I.M.E. To Resolve Conflict In The Conflict  
Conflict Clock: Taking T.I.M.E. To Resolve Conflict In The Conflict - Manager Version  
Conflict Resolution: A Win-win Approach  
Conflict Resolution: The Skill That Makes The Difference  
Conflict Resolution Training Scenes (Respectful Workplace Series)  
Conflict: Resolving Conflict (Smart-Start Meeting Openers)  
Conflict: Rules Of Engagement/Pat Heim  
Conflicts In The Workplaces: Sources & Solutions  
Dealing With Conflict  
Dealing With Conflict In Helathcare  
Everybody Wins: How to Turn Conflict Into Collaboration  
Facing Anger  
Forget For Success  
From No To Yes  
How To Resolve Conflict At Work  
How Was Your Day  
Jack Cade's Nightmare 2: Double Liability  
Kindness Is...  
Managers As Mediators  
Managing Conflict  
Managing Conflict At Work: The Art Of Communication  
Resolving Conflict Is...  
Resolving Team Conflicts (Performance Excellence)  
Right/Wrong To Win/Win  
Solving Conflict  
12 Angry Men: Teams That Don't Quit  
12 Angry Men: Teams That Don't Quit Updated  
12 Angry Men: Teams That Don't Quit Series  
*We Need To Talk*  
*The Different Kind Of Leadership*  
*The Decision-Making Environment*  
*Diversity And Inclusion*  
Unlocking Conflict (Lifeline Series)  
What To Do When Conflict Happens

### CONTINUOUS IMPROVEMENT

5S Garage  
Dashboard, The  
Errand Run, The  
How To Be Creative On The Job  
Instant Replay  
ISO 9000 & Why Do I Care?  
ISO 9000 Series  
*ISO 9000: Quality Assurance*  
*ISO 9000: 6 Steps To Global Quality*  
Personal Efficiency Program, The How To Do More Work In Less Time  
Reengineering The Future  
Restructuring The Organization/Peter Drucker  
Strategies For Success PowerPoint Presentations  
*Business Correspondence*  
*Business Greetings & Introductions*  
*Business Ready Dress For Men*  
*Business Ready Dress For Women*  
*Dining Etiquette*  
*E-Mail Etiquette*

*Job Fair Etiquette*  
*Job Interview Etiquette;*  
*Life After Interview*  
*Professional Dress For Men*  
*Professional Dress For Women*  
*The Art Of Mixing & Mingling.*

3 R's Of Sustainability  
Toast Kaizen: An Introduction To Lean Principles

### COURTESY

Courtesy Or Consequences  
Impressions Count  
When You're Smilin'

### CREATIVITY/INNOVATION

Blue Movie, The: Generating Great Ideas  
Bottom-Up Innovation: Unleash The Creative Intelligence Of Everyone In Your Organization  
Brain Power 2  
Break It...Thinking!  
Brilliant, Simply Brilliant Series:  
*Over & Outta Here*  
*Plastic Gold*  
*Play It Again Vin*  
*Thinking Inside The Box*  
C And The Box  
Embracing New Ideas  
Everyday Creativity  
Everything Is Design  
Father & Son  
Focus Your Vision  
Free Radicals Of Innovation  
Getting The Light Bulb To Click  
Great Minds On Creativity, Innovation & Imagination (Great Minds Series)  
How Do You Fit A Giraffe Into A Refrigerator?  
Ideas Into Action  
Innovate! How To stand Out In A Crowd  
Innovate Or Die/Tom Peters  
Innovation At The Verge  
Jamming: Art & Discipline Of Managing Creativity  
Little Frog, The (Spirit Clips Series)  
Memorial Hospital & HealthWorks Kids (Tom Peters: Re-Imagine!)  
More Than One Right Answer  
My Idea  
OXO Good Grips: Think Differently (Tom Peters: Reimagine!)  
Sam Glenn, The, Series:  
*A Kick In Attitude*  
*When Change Happens Adjust Your Sail*  
*Who Put A Lizard In My Lasagna*

Sticky Wisdom: How To Start A Creative Revolution At Work

Tactics Of Innovation/Joel Barker

Team Creativity

Think Again: An Invitation & Creative Meeting Opener

Why Didn't I Think Of That

Why Man Creates

Winning Through Innovation (Winning Coaches Series)

Working Without A Script

Yes, But

Zea

### CRITICISM

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

Performance Matters: Need For Constructive Criticism

### CULTURAL ISSUES

Corporate Culture & Performance/John Kotter  
Corporate Culture Is...  
Cultural Competency Is...  
Cultural Competency: Just Good Health  
Cultural Competency: Problem Solving  
Dialogue-Now You're Talking! Series  
*1. Communicating In A Diverse World*  
*2. Dialogue For Cultural Understanding*  
*3. Dialogue Between Genders*  
*4. Dialogue Among Generations*  
Global One: Cross-Cultural Understanding  
Global One: Intercultural Communication  
Global One: International Negotiating  
Global Scenario: Building The Multicultural Team  
Global Scenario: Building The Virtual Team  
Global Scenario: Cross-Cultural Communication  
Global Scenario: Cultural Awareness  
Going International Series:  
*Beyond Culture Shock*  
*Bridging The Culture Gap*  
*Going International-Safely*  
*Living In The USA*  
*Managing The Overseas Assignment Safely*  
*Welcome Home, Stranger*  
*Working In The USA*  
How To Deal With Cultural Diversity In The Workplace  
Human Energy At Work Series:  
*1. Bottom Line, The*  
*2. Relating Across Differences*  
*3. Breaking Thru Conflict*  
*4. Teams In Action*  
*5. Global Contrasts*  
*6. Sexual Dynamics*  
Just Be FA.I.R. Series:  
*Just Be FA.I.R. & FA.I.R. In Action*  
Mauritius: Celebrating Differences (Covey Leadership Series)  
M.E.E.T. Zero Tolerance  
Open Mind, Open World: Improving Intercultural Interactions  
Power Dead-Even Build, The  
Results Rule! Build A Culture That Makes Your Team A Hero  
We Need To M.E.E.T.  
Worksmarts: How To Get Along, Get Noticed, & Get Ahead

### CUSTOMER SATISFACTION

Art Of Customer Service  
Can't Be Denied: The Impact Of Customer Discrimination  
Complaints: Five Tactics For Handling Complaints Effectively  
Complaint Is A Gift, A: Using Customer Feedback As A Strategic Tool  
Courtesy Or Consequences  
Customer Service Counts  
Customer Service Gone Viral  
Customer Service Zone  
Diversity: Maximizing Customer Satisfaction Through Valuing Employees  
First Mile, The: Essential Art Of Customer Service  
Golf & The Art Of Customer Service  
*Basic Concepts Version*  
*Generic/Business Version*  
*Healthcare Version*  
It's Personal (Restaurant)

It's Your Call: Connecting With Customers Over The Phone  
 Leadership & The Customer Revolution  
 Life Is Good...And Work Can Be Too  
 Little Big Things, The  
 Love Your Customers & Love Your Difficult Customers  
 WAYMISH: (Why Are You Making It So Hard...For Me To Give You My Money  
 What Do You Say?  
 You've Gotta Be Kidding Me!

**CUSTOMER SERVICE (external)**

ADA Customer Service Course  
 Adventures In Sales, Service & Self Esteem  
 Adventures In Service  
 An Invisible Man Meets The Mummy (Government & Business Versions)  
 Art Of Customer Service  
 Attitude Virus, The: Curing Negativity In The Workplace  
 Basics Of Profitable Customer Service, The  
 Bear Essentials Of Business, The  
 Best In The Field: 5 Stars Of Service Success  
 Beyond Words: Customer Service & Sales Series  
*Part 1 & Part 2*  
*Actions Speak Louder Than Words*  
 Can't Be Denied: The Impact Of Customer Discrimination  
 Case Of The Vanishing Customer  
 Casino: A Customer Service Story  
 Cliff's Customer Service Adventure  
 Commendable Customer Service  
 Communicating With Customers  
 Complaint Is A Gift, A: Using Customer Feedback As A Strategic Tool  
 Complaints: Five Tactics For Handling Complaints Effectively  
 Container Store, The: Re-imagine Customer Service & Talent (Tom Peters: Re-imagine!)  
 Coping With Difficult People:  
*Part 1. Know-It-All Experts, Stallers, & Snipers*  
*Part 2. Tanks, Super Agreeables & Complainers*  
 Courtesy Or Consequences  
 Customer Is Always Dwight  
 Customer Service (Life's Lessons Series)  
 Customer Service Central: The Essentials Of Great Service  
 Customer Service Connection, The  
 Customer Service Counts  
 Customer Service: Difficult Customer Alert  
 Customer Service Gone Viral  
 Customer Service: Make It Easy  
 Customer Service: Natural As Child's Play  
 Customer Service: The Royal Treatment  
 Customer Service: Think like A Customer (Smart-Start Meeting Openers)  
 Customer Service To The Rescue  
 Customer Service Toolkit  
 Customer Service With Authenticity (We All Win Series)  
 Customer Service Zone  
 Dealing With Angry Customers  
 Dealing With Third Parties: The Irate Customer II  
 Demanding Customers: Customer Care Made Perfect  
 Difficult Guest, The  
 Difficult People: How To Deal With Them  
 Diffusing Hostility Thru Customer Service (Respectful Workplace Series)  
 Diversity: Maximizing Customer Satisfaction Through Valuing Employees

Do It Right  
 Don't Mind Him, He's Only A Customer  
 Ellie Mae: Re-imagine Technology & The Customer (Tom Peters: Re-imagine!)  
 Everyone's Customer Service Role  
 Everything Is Design  
 Exceeding Expectations  
 Excellence Files, The  
 50 Ways To Keep Your Customers  
 File 102: Creating World Class Customer Service (Excellence Files: Action Agenda Series)  
 First Mile, The: Essential Art Of Customer Service  
 5 Star Teamwork  
 5 Tactics For Handling Complaints Effectively  
 5 Values Of Great Customer Service  
 Get To The Point, Keep To The Point  
 Gift From Mrs. Timm, A  
 Give 'Em The Pickle  
 Golf & The Art Of Customer Service  
*Basic Concepts Version*  
*Generic/Business Version*  
*Healthcare Version*  
 Good Enough Isn't Good Enough  
 Guest, The/Guest, The, 2E  
 How To Connect In Business  
 How To Lose Customers Without Really Trying  
 How To Win Customers & Keep Them For Life  
 If Looks Could Kill: The Power Of Behavior  
 I'll Be Back  
 In Search Of Excellence/Tom Peters  
 In Search Of Quality, Vol 1. Quality Thru Systems (Wallace)  
 In Search Of Quality, Vol 2. Quality Thru People (Motorola)  
 In The Company Of Women  
 In The Customer's Shoes  
 Internal Customer, The  
 It's A Wonderful Life: Leading Through Service  
 It's Personal (Restaurant)  
 It's Your Call  
 It's Your Call: Connecting With Customers Over The Phone  
 Jordan's Furniture: Re-imagine The Customer Experience (Tom Peters: Re-imagine!)  
 Johnny The Bagger  
 Just Incredible! A Customer Service Story II  
 Leadership & The Customer Revolution  
 Listen & Win: How To Keep Customers Coming Back  
 Listening Under Pressure: The Customer service Challenge  
 Little Big Things, The  
 Love Your Customers & Love Your Difficult Customers  
 Mad About Customer Service  
 Make The Connection: How To Be Effective & Productive On The Phone  
 Multicultural Customer, The  
 Oops! Time For Service Recovery  
 Opportunity Imperative, The  
 Other Side Of The Window, The: Providing Exceptional Service In Government  
 Passion For Customers/Tom Peters  
 Passion For Excellence/Tom Peters  
 Power Of Customer Service, The  
 Quality Service In The Public Sector  
 Race Without A Finish Line  
 Real Heroes Of Business, The  
 Remember Me  
 Return, The: Not So Great Moments In Customer Service

Right Words At The Right Time  
*Government, Health, Retail, & Hospitality*  
 Sell! 25 Essentials on Selling with Tom Peters  
 Serve! Turn Customer Service into Unforgettable Customer Experiences with Tom Peters  
 Service Excellence: Time To Care  
 Service From The Heart  
 Service Heroes: Customer Service Turnaround  
 Service Impact Series  
*Credibility Through Honesty*  
*Cross-Cultural Communication*  
*Dimensions of Service*  
*Levels of Learning*  
*The Angry Customer*  
 Service With Soul/Tom Peters  
 Serving Customers With Disabilities  
 Support The SALE. For Service & Support Pro's  
 7 Things Never To Say To Your Customer  
 Smile: It's About Attitude  
 So Help Me  
*Employee & Manager versions*  
 Taking CARE. Of Business  
 THANKS. Enlightened Customer Service  
 Truly Furr-lific Customer Service (Barkles Business Series)  
 Truth About Customer Service, The (Truth Series)  
 WAYMISH: (Why Are you making It So Hard...For Me To Give You My Money  
 Wednesday's Touch  
 We're On The Same Team, Remember?  
 What Customers Really Want  
 What Do You Say?  
 What It Really Takes To Be A World Class Co.  
 What's In It For Me?  
 What's Your Pickle?  
 When You're Smiin'  
 Who Cares?  
 Who Sold You This, Then?  
 Winning Customer Loyalty Series:  
*Eliminate Customer Turnoff*  
*Exceed Customer Expectations*  
 Winning Over The Most Difficult Customers: Going Beyond "Service With a Smile"  
 Working People Smart  
 You've Gotta Be Kidding Me!

**CUSTOMER SERVICE (Internal)**

An Inside Job: Meeting Internal Customer Needs  
 Art Of Customer Service  
 Bear Essentials Of Business, The  
 Beyond Words: Customer Service & Sales Series  
*Part 1, Part 2, & Actions Speak Louder Than Words*  
 But I Don't Have Customers (Gov't & Bus versions)  
 Can't Be Denied: The Impact Of Customer Discrimination  
 Complaint Is A Gift, A: Using Customer Feedback As A Strategic Tool  
 Complaints: Five Tactics For Handling Complaints Effectively  
 Courtesy Or Consequences  
 Customer Service Counts  
 Customer Service Gone Viral  
 Customer Service (Life's Lessons Series)  
 Customer Service: Think like A Customer (Smart-Start Meeting Openers)  
 Customer Service Toolkit  
 Glad I Could Help  
 Golf & The Art Of Customer Service  
*Basic Concepts Version*  
*Generic/Business Version*



*Healthcare Version*

Inside Information  
Internal Customer, The  
It's Your Call  
It's Your Call: Connecting With Customers Over  
The Phone  
Multicultural Customer, The  
We're On The Same Team, Remember?  
What Do You Say?  
What's Your Pickle?  
Working People Smart  
Your Link In The Internal Service Chain  
You've Gotta Be Kidding Me!

**DEALING WITH DIFFICULT PEOPLE**

Body Language At Work  
Coping With Difficult People:  
*Parts 1 & 2*  
Working With You Is Killing Me  
Can We Count On You  
Complaint: Five Tactics For Handling Complaints  
Effectively  
Complaint Is A Gift, A: Using Customer Feedback  
As A Strategic Tool  
Conflicts In The Workplace: Sources & Solutions  
Dealing With Angry Customers  
Dealing With The Irate Customer II  
Difficult Guest, The  
Difficult People: How To Deal With Them  
Everybody Wins: How To Turn Conflict Into  
Collaboration  
Facing Anger  
More Than One Right Answer  
Negotiations: Solving Tough Problems  
Solving Even More People Problems On The Job  
Solving People Problems On The Job  
Toxic Talk: What Would You Say  
What Do You Say?  
When You're Smilin'  
Winning Over The Most Difficult Customers: Going  
Beyond "Service With a Smile"

**DECISION MAKING**

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

**DELEGATION**

From Delegation To Empowerment: Getting Things  
Done Through People  
Giving Leadership Away

Helping Hand: Coaching Skills for Managers  
Leader's Guide To Delegating, A  
Leadership In Action  
Unorganized Manager Series/John Cleese  
*Part 1, Part 2, Part 3*

**DISASTER PREPAREDNESS**

Anthrax Threat, The  
Chemical & Biological Threat: Emergency  
Preparedness  
Fear & Stress In The Workplace: Managing The  
Global Challenge  
Lessons From Ground Zero: Speculations &  
Emergency Action Plans Series:  
*Part 1. Evacuation*  
*Part 2. Emergency Action Plan*  
Moving Forward...In The Aftermath Of Trauma  
Responding To The Threat Of Terrorism Series:  
*Emergency Action Plan: Crisis Under Control*  
*Facility Security: The Critical Link*  
*Anthrax Awareness*  
*SEA-J Special Report: Disaster Preparedness*  
*Biological & Chemical Threats: Closing The*  
*Door*  
*Biohazard Health Risks In Healthcare: Identify*  
*& Respond*

**DISCIPLINE**

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

**DISCRIMINATION**

Angry Eye, The/Jane Elliot  
Beyond Sexual Harassment (Employee & Manager)  
Can't Be Denied: The Impact Of Customer  
Discrimination  
Class Divided, A/Jane Elliot  
Complete Blue Eyed Series/Jane Elliot  
*Blue-Eyed*  
*Essential Blue-Eyed*  
*30 Minute Blue-Eyed*  
Consciously Overcoming Unconscious Bias  
Creating The Respect Effect; Preventing Harassment,  
Discrimination & Retaliation  
Defeating Unconscious Bias  
Differences  
Drawing The Line: Creating A Harassment Free  
Workplace  
EEO Made Simple  
Eye Of The Storm/Jane Elliot  
Gateways To Inclusion: Turning Tense Moments  
Into Productive Conversations  
Harassment & Discrimination Is...  
Harassment & Discrimination: It's More Than You  
May Think (Smart-Start Meeting Openers)  
Harassment & Discrimination: Promoting Respect

& Preventing Discrimination (Legal Briefs Series)  
How Was Your Day?  
Inclusion Insights  
Is It Bias? Making Diversity Work  
It's Still Not About Sex Anymore: Harassment &  
Discrimination In The Workplace  
It's The Law: The Legal Side Of Management  
Let's Get Together: Communicating Respect In A  
Diverse Workplace  
Manager's Guide, A  
Matter Of Respect, A  
Montgomery (Spirit Clips Series)  
Ouch! That Stereotype Hurts  
Ouch! Your Silence Hurts  
Plus Of Us, The  
Race, Ethnicity, Language/Religion Workplace Issues  
( Series)  
Read My Lips  
Respect In The Workplace: Avoiding Discrimination  
Tale Of O, A  
Valuing Our Workplace Series  
*Doing Our Part*  
*Look Inside Ourselves, A*  
Wide Eyed  
Without Regard...To Race, Religion, Sex...

**DIVERSITY**

Anyone Can Be An Ally  
Are we Really So Different, You & I?  
As Simple As Respect  
Awesome!  
Building A Diverse Workforce For The Global  
Millenium Series:  
*1. Do We Speak The Same Language?*  
*2. Double Standards In Performance Appraisals.*  
*3. Why Can't We Attract & Keep People Of*  
*Color?*  
*4. Will My Mentor Make A Difference?*  
*5. Is It The Cement Ceiling Or Is It Me.*  
*6. What About Me?*  
*7. I Deserved It Didn't I?*  
*8. Disbanding The "Good Old Boy Network"*  
*9. Old School Vs. New School.*  
*10. But We've Always Done It That Way!*  
*11. Fatal Interview, The.*  
*12. Balancing Act, The.*  
*13. Worlds Apart.*  
*14 Making a Good Impression.*  
*15. It's All In The Presentation.*  
*16. You Don't Fit My Style.*  
*17. You're Making Me Uncomfortable.*  
*18. Sexual Harassment-Are You Serious?*  
*19. The Skip-Level Meeting.*  
*20. Building Teams In The Global Marketplace.*

Clown

Corporate Culture & Performance  
Cultural Competency: Just Good Healthcare  
Cultural Competency: Problem Solving  
Dealing With Diversity  
Dialogue-Now You're Talking! Series  
*1. Communicating In A Diverse World*  
*2. Dialogue For Cultural Understanding*  
*3. Dialogue Between Genders*  
*4. Dialogue Among Generations*  
Differences  
Different Like You: Appreciating Diversity In The  
21st Century  
Diversity 101 Series  
Diversity Advantage, The: Food For Thought  
Diversity & Inclusion: A Step-BY-Step Guide For  
Employees



Diversity & Inclusion: A Step-BY-Step Guide For Managers  
Diversity Challenges: What Would You Do  
Diversity: Creating Success For Business & People Series: (8)  
1-1. *Sexual Harassment & Gender Discrim...*  
1-2. *Disabilities: Hiring & Promotion*  
2-1. *Career Development: Minority Issues*  
2-2. *Career Development: Reverse Discrimination & Ageism*  
3-1. *Performance Appraisal*  
3-2. *Balance Of Work/Family Issues*  
4-1. *Sexual Orientation*  
4-2. *Career Mobility: Language*  
Diversity: Face To Face  
Diversity In The Real World  
Diversity In The Wsorkplace  
Diversity Is...  
Diversity Made Simple Series  
*Diversity Made Simple*  
*Diversity Made Simple For Managers*  
*Diversity Made Simple: Gov't*  
*Diversity Made Simple For Managers: Gov't*  
Diversity: Maximizing Customer Satisfaction Through Valuing Employees  
Diversity Now  
Diversity: Respect At Work  
Diversity: The Real Scene  
Diversity, The, Series:  
1. *On The Threshold Of Change*  
2. *Gender & Sex Orientation Workplace Issues*  
3. *Race, Ethnicity, Language & Religion*  
4. *Age & Physical Ability Workplace Issues*  
Diversity, The, Series Training Scenes  
Diversity Unplugged: Provocative Insights, Practical Solutions  
Diversity: What Is Diversity? (Smart-Start Meeting Openers)  
Drop By Drop  
Faces  
Gateways To Inclusion: Turning Tense Moments Into Productive Conversations  
Gender & Sexual Orientation Workplace Issues  
Global One: Cross-Cultural Understanding  
Global One: Intercultural Communication  
Global One: International Negotiating  
Global Scenario: Building The Multicultural Team  
Global Scenario: Building The Virtual Team  
Global Scenario: Cross-Cultural Communication  
Global Scenario: Cultural Awareness  
Going International Series:  
*Beyond Culture Shock*  
*Bridging The Culture Gap*  
*Going International-Safely*  
*Living In The USA*  
*Managing The Overseas Assignment Safely*  
*Welcome Home, Stranger*  
*Working In The USA*  
Harassment & Diversity: Respecting Differences...  
How To Deal With Cultural Diversity In The Workplace  
How Was Your Day?  
Human Energy At Work Series:  
1. *Bottom Line, The*  
2. *Relating Across Differences*  
3. *Breaking Thru Conflict*  
4. *Teams In Action*  
5. *Global Contrasts*  
6. *Sexual Dynamics*  
Inclusion Insights  
Is It Bias? Making Diversity work

Just Be FA.I.R. Series:  
*Just Be FA.I.R. & FA.I.R. In Action*  
Little Things Mean A Lot  
Managing Diversity  
Mauritius: Celebrating Differences (Covey Leadership Series)  
M.E.E.T.: Breaking New Ground  
M.E.E.T. Zero Tolerance: Enforcing Zero Tolerance With Fairness & Respect  
Not My Type: Valuing Diversity  
Open Mind, Open World: Improving Intercultural interactions  
Peacock Experience  
People  
Pigeon-holed In The Land Of Penguins  
Plus Of Us, The  
Power Dead-Even Rule, The  
Real World Guide To Diversity In The Workplace, A (Positive Prevention Series)  
Respectful Communicator, The  
Results Rule! Build A Culture That Makes Your Team A Hero  
Smart Start: Global Diversity: Experience An Open World  
Tale Of O, A  
Uh-Oh Syndrome: From Intolerance To Inclusion  
Unconscious Bias Is...  
Valuing Diversity Series:  
1. *Managing Differences*  
2. *Diversity At Work*  
3. *Communicating Across Cultures*  
4. *You Make The Differences*  
5. *Supervising Differences*  
6. *Champions of Diversity*  
7. *Profiles In Changes*  
Village Of 100, 3rd Edition  
We Need To M.E.E.T./ M.E.E.T. Zero Tolerance  
Wealth, Innovation, & Diversity  
We're All Different: Diversity IN The Workplace  
Wide Eyed  
Worksmarts: How To Get Along, Get Noticed & Get Ahead

#### DRUG/ALCOHOL ABUSE

D.O.T. Drug & Alcohol Testing  
Recognizing Drug & Alcohol Abuse  
*Employee & Manager Versions*  
Substance Abuse: Awareness & Intervention  
Substance Abuse: The Manager's Role In Creating & Maintaining A Drug Free Workplace (Legal Briefs Series)

#### E-MAIL

Easywriter  
E-mail Essentials  
Legal E-mail & Text Messaging At Work  
No Privacy: Legal Issues In E-Mail  
Professional E-Mail Etiquette  
Responsible Business Communications  
Straight Scoop On E-Mail  
Truth About E-Mail  
Undeliverable: E-Mail Etiquette For Today's Work...

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

EEO Made Simple  
HR & EEO Toolbox (Learncom Books)  
HR Case Files Series  
Millenium: Leadership Capsules series  
Tale Of O, A

#### ECONOMICS

3 R's Of Sustainability  
Wage & Hour Compliance

#### EMOTIONAL INTELLIGENCE

A Look Inside Ourselves  
Emotional Intelligence  
Emotional Intelligence Series, The  
Emotional I.Q.  
Giving Feedback  
How You Think Is Everything: The Power Of Intelligence  
It's Business, Not Personal: Taming Emotions In The Workplace  
Manage Me

#### EMPLOYEE ASSISTANCE

Can You Spare A Moment  
Come Back, The  
Family Medical Leave Act  
FMLA, The: Everything YOU Need To Know  
Focusing On Quality Solutions  
Good News! It's Performance Appraisal Time  
Managing Performance Problems  
Taking Charge  
The Comeback  
Troubled Employee  
Understanding The New FMLA  
Working With You Is Killing Me

#### EMPLOYEE RELATIONS

Gettig Ahead By Getting Along: People Skills For The Workplace  
Increasing Emotional Intelligence (Training Byte Series)  
1. *Stay In Control: Managing Your Emotions At Work*  
2. *Half Full Or Half Empty? Choosing To Be Positive*  
3. *Big Picture: Keeping Things In Perspective*  
Giving Feedback  
Little Things Mean a Lot  
Living The Brand: The Patagonia Story  
Managing Up  
Not Everyone Gets A Trophy  
Office Politics Is...  
Start Right...Stay Right  
Valuing Our Workplace Series:  
*Doing Our Part*  
*A Look Inside Ourselves*  
Working With You Is Killing Me

#### EMPLOYEE RETENTION

After The Hire: Retaining Good Employees  
Building Employee Morale: Missed Opportunities  
Continuous Motivation  
Curse Of The Vanishing Employee  
Emma's Choice  
Encouraging The Heart  
Keeping The Good Ones  
Life Is Good...And Work Can Be Too  
Love 'Em Or Lose 'Em  
One On One: Informed Employee Performance Reviews  
Performance Matter Series:  
*Importance Of Praise*  
*The Need For Constructive Criticism*  
Talent Management: How To Retain Your Best People  
Would I Inspire Me?

## EMPOWERMENT

Being Empowered: Making A Difference  
Empowered Manager, The  
Empowered Team, The  
Empowering Employees  
Fear  
Flashpoint: When Values Collide  
Flight Of The Buffalo  
From Delegation To Empowerment: Getting Things Done Through People  
Giving Leadership Away  
Green Movie: Empowerment Within A Framework  
Happiness Advantage, The  
Improving Performance Through Empowerment  
Inclusion Insights  
Managing For Commitment  
Managing Up  
New Workplace, The, Series:  
    *Making The Change*  
    *Leading The Change*  
One On One: Informal Performance Review  
Spirit Of Individualism  
Tapping The Sources Of Change  
Training Wheels (Spirit Clips Series)  
Winning Teams

## ENVIRONMENTAL ISSUES

3 R's Of Sustainability

## ERGONOMICS

Computer Ergonomics  
Office Ergonomics: It's Your Call  
Office Ergonomics: It's Your Move  
Preventing & Managing Computer Related Injuries

## ETHICS

A.C.T. With Integrity  
Business Ethics...A 21st Century Perspective  
Business Ethics In The New Economy/Dr. Jennings  
Business Ethics: Integrity At Work (Smart-Start Meeting Openers)  
Character is Destiny  
Compliance Is Just The Beginning  
Dynamic Leadership For The 21st Century  
Ethical Leadership: Tone At All Levels/Dr. Jennings  
Ethics & Corporate America: A Crisis Of Credibility  
Ethics 4 Everyone  
Ethics Is A Competitive Advantage/Ethics:  
Ethics Made Simple  
Ethics: Speaking Up Without Fear/Dr. Jennings  
Ethics: The L.O.G.I.C. Of Right  
Integrity Every Day  
Integrity Is...  
LEAD. With Integrity: Promoting A Culture Of Ethical Conduct & Compliance  
Moment Of Truth  
More Than One Right Answer  
Rumor, Gossip & Confidentiality  
The OH Series: Everyday Ethics  
Values & Ethics  
Values & Ethics (Life's Lessons Series)  
Workplace Ethics  
Wrong Way Right Way: Business Ethics Cases

## ETIQUETTE

Basics Of Business Etiquette  
Courtesy Or Consequences  
Gaining The Competitive Edge With Business Etiquette Series:  
    1. *Business Etiquette*  
    2. *Business Meal Etiquette*

Impressions Count  
Professional E-Mail Etiquette  
Strategies For Success PowerPoint Presentations  
    *Business Correspondence*  
    *Business Greetings & Introductions*  
    *Business Ready Dress For Men*  
    *Business Ready Dress For Women*  
    *Dining Etiquette*  
    *E-Mail Etiquette*  
    *Job Fair Etiquette*  
    *Job Interview Etiquette;*  
    *Life After Interview*  
    *Professional Dress For Men*  
    *Professional Dress For Women*  
    *The Art Of Mixing & Mingling.*  
Strategies For Success Series  
    1. *Key Ways For Gaining That Competitive Edge In The 21st Century*  
    2. *How To Overcome Mingle-Phobia*  
    3. *Gaining That Edge During Business Meals*  
Truth About Business Casual, The (Truth Series)  
Undeliverable: E-Mail Etiquette For Today's Work...

## EXHIBIT SKILLS

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

## FEEDBACK

After The Hire: Retaining Good Employees  
Complaint Is A Gift, A: Using Customer Feedback As A Strategic Tool  
Discussing Performance  
Feedback For Performance  
Feedback: Giving Constructive Criticism  
Feedback: Skills For Supervisors  
Feedback Solutions Video Series:  
    *Part 1. Giving Feedback: Basic Skills*  
    *Part 2. Giving Feedback: Advanced Skills*  
    *Part 3. Receiving Feedback: Basic Skills*  
    *Part 4. Receiving Feedback: Advanced Skills*  
How Leaders Provide Performance Feedback (Millenium-Leadership Series)  
Leadership Feedback: What Employees Want To Tell You... But Don't!  
Let's Talk: Performance Feedback  
Performance Matters: Importance Of Praise

## FIELD CUSTOMER SERVICE

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

## FINANCE

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

## FIRST AID

Survival Guide

## GENDER DIFFERENCES

Closing The Gap  
Dialogue Between Genders  
Gender-Driven Selling

In The Company Of Women  
Invisible Rules: Revised  
Mars & Venus In The Workplace/Dr. John Gray  
Men, Woman & Work Series  
    *Listening Between The Lines*  
    *Unspoken Messages*  
Please Call Me Jessica, Not Bill (TrainingBytes)  
Power Dead-Even Rule, The: Revised  
Talking 9 To 5: Women & Men In The Workplace  
Transgender Transitions Is...  
When Opposites Complement

## GENERATION ISSUES

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

## GOAL SETTING

Clarity Imperative, The  
Discovering The Future:The Power Of Vision  
Encouraging The Heart  
Focus Your Vision  
Goals: The Backbone Of Dreams  
Goal, The: How To  
Grander Goal  
How To Set & Really Achieve Your Goals  
Leadership: An Art Of Possibility  
Life Is Short  
Make It Matter  
Natural Intelligence  
One Small Step (Spirit Clips Series)  
Priorities (Priorities For Life Series)  
Restructuring The Organization/Peter Drucker  
Roadmaps: Creating Effective Written Actions Plans  
Smart Goals: Steps To Success  
Solo  
Targeting For Performance  
We Are The Ones  
We Will  
We're In The Band

## GOVERNMENT

Customer Service Recovery For Government  
From Red Tape To Results: Reinventing Government

Government Pride: Serving In The Public Sector  
(Smart-Start Meeting Openers)  
Right Words At The Right Time

**HEALTH/HOSPITAL CARE**

An Invisible Man Meets The Mummy  
Another Look: Defining respect In Healthcare  
Beyond Words For Healthcare: A Body Language  
Guide For Healthcare Professionals  
Clown  
Communication In Healthcare  
Communication Nightmares: Solutions To Your  
Top Communication Problem  
Cultural Competency: Just Good Healthcare  
Cultural Competency: Problem Solving  
Customer Service: Natural As Child's Play - Trainer's  
Tool Kit  
Dealing With Conflict: Healthcare  
Difficult Behavior: Breaking Through  
Ergonomics: Preventing Cumulative Trauma  
General Hospitable: Keeping Your Customers &...  
Gift From Mrs. Timm, A  
Golf & The Art Of Customer Service  
Healthcare Toolkit, The  
HIPAA Privacy Compliance: It's The Law  
HIPAA: Rules & Compliance  
How To Connect In Healthcare In 90 Seconds Or  
Less  
It's A Dog's World  
Life Is Short  
Lila's Story Trainer's Toolkit  
Look Who Checked In...(TrainingBytes Series)  
Memorial Hospital & HealthWorks Kids (Tom  
Peters: Re-imagine!)  
Own It!  
Patient Confidentiality: Privacy In High-Tech Era  
Patient Diversity: Beyond The Vital Signs  
Patient Rights Made Simple  
Patient Safety: Coaching & Teamwork  
Patient Safety: Light The Way  
Right Words At The Right Time  
Service Excellence: Time To Care Trainer's Toolkit  
Sexual Harassment: Is It Or Isn't It: Healthcare  
Taking Charge Of Change: Healthcare  
Target Zone, The  
Well, Well, Well  
What Do You See?  
When The Coach Is You

**HOSPITALITY (Customer Service)**

Complaint Is A Gift, A: Using Customer Feedback  
As A Strategic Tool  
Customer Service Agenda: 6 Steps To Greatness  
(Customer Service Training Series)  
5 Star Teamwork  
More Than A Gut Feeling iii: (Interviewing )  
More Than A Gut Feeling IV  
More Than A Gut Feeling: Service & Hospitality  
Remember Me (hospitality version)  
Secret: Customer Service Uncovered For Hospitality  
Service Heroes: Customer Service Turnaround  
Service Perspective

**HUMOR**

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

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

**INFLUENCE**

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

**INTERNAL SECURITY**

Internal Crime  
Leakproof: 8 Privacy Principles  
Red Flags Rule: Preventing Identity Theft  
Prevail  
Prevailing Is...

**INTERNATIONAL**

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

**INTERNET**

Truth About Internet, The (Truth Series)

**INTERPERSONAL RELATIONS**

Beyond Words: Customer Service & Sales Series  
*Part 1. & Part 2.*  
*Actions Speak Louder Than Words*  
Beyond Words For Managers  
Beyond Words: Hiring & Interviewing Series

*Negative*  
*Positive*  
*Body Language Clusters: Putting It All Together*  
*Actions Speakk Louder Than Words*

Character Is Destiny  
Conflicts In The Workplace: Sources & Solutions  
Get To The Point, Keep To The Point  
If Looks Could Kill  
Little Things Mean a Lot  
Managing Up  
Respectful Communicator, The  
Ripples  
Strategies For Success PowerPoint Presentations  
*Business Correspondence*  
*Business Greetings & Introductions*  
*Business Ready Dress For Men*  
*Business Ready Dress For Women*  
*Dining Etiquette*  
*E-Mail Etiquette*  
*Job Fair Etiquette*  
*Job Interview Etiquette;*  
*Life After Interview*  
*Professional Dress For Men*  
*Professional Dress For Women*  
*The Art Of Mixing & Mingling.*  
Transgender Transitions Is...  
We Need To M.E.E.T.  
Working People Smart  
Working With You Is Killing Me  
Worksmarts: How To Get Along, Get Noticed, & Get  
Ahead

**INTERVIEWING SKILLS**

Actions Speak! Behavior-Based Interviewing  
Beyond Words: Hiring & Interviewing Series  
*Negative*  
*Positive*  
*Body Language Clusters: Putting It All Together*  
*Actions Speak Louder Than Words*  
Do I Know You? Defining, Discovering, & Deciding  
Whom To Hire  
Get Hired! How To Ace The Interview  
Get Ready! How To Prepare For A Successful Job  
Search  
Get The Whole Picture: Asking Probing Questions  
In A Behavior Based Interview  
Get To The Point, Keep To The Point  
Hire For Attitude  
How Great Companies Get Great People  
How To Recruit, Interview, & Hire To Maximize  
Effectiveness & Minimize...(Fairness Factor Series)  
Integrity Is....  
Interviewing Is....  
Interviewing: A Pain In The Gut! (T. Conway Series)  
Interviewing Getting Beyond The Image  
Interviewing Techniques That Help You Hire The  
Best  
It's Your Choice: Selection Skills  
Legal & Effective Hiring  
Legal & Effective Interviewing (Legal & Effective  
Employment Series)  
Legal Interviewing: Asking The Right Questions  
More Than A Gut Feeling III  
More Than A Gut...Hiring Excellent Sales People  
More Than A Gut...Interviewing For Entry Level  
More Than A Gut...Manufacturing Version More  
Than A Gut...Situations For Discussions  
More Than A Gut Feeling IV  
Safe Hiring: How You Can Avoid Bad Hires  
Smart Questions  
Strategies For Success PowerPoint Presentations



- Business Correspondence*  
*Business Greetings & Introductions*  
*Business Ready Dress For Men*  
*Business Ready Dress For Women*  
*Dining Etiquette*  
*E-Mail Etiquette*  
*Job Fair Etiquette*  
*Job Interview Etiquette;*  
*Life After Interview*  
*Professional Dress For Men*  
*Professional Dress For Women*  
*The Art Of Mixing & Mingling.*  
 Three-Dimensional Interview  
 You Be The Judge
- INTRAPRENEURSHIP**  
 Entrepreneurs: An American Adventure
- JAPANESE MANAGEMENT**  
 Challenge For The Deming Prize  
 Just In Time: Just In Case
- LEADERSHIP**  
 A Leader Is...  
 Abilene Paradox  
 Age Of Leadership, The  
 Apollo 13 Leadership: Down To Earth Leadership...  
 Becoming A Leader: Communication Techniques  
     That Motivate, Guide & Inspire Employees...  
 Buck Stops Here, The  
 Bury My Heart At Conference Room B  
 Character In Action  
 Corporate Culture & Performance/John Kotter  
 Covey Leadership Library  
     *Tearing Down Walls*  
     *Leading By Examples*  
     *I Know Just What You Mean*  
     *Mauritius: Celebrating Differences*  
     *Max & Max*  
 Difficult People: How To Deal With Them  
 Discovering The Future:The Power Of Vision  
 Don't Panic  
 Extraordinary Leader, The: Going From Good To  
     Great  
 File 103: Developing 21st Century Leaders  
     (Excellence Files: Action Agenda Series)  
 First Time Around, The  
 5 Questions Every Leader Must Ask  
 Flight Of The Buffalo  
 Follow The Leader  
 Front Of The Class, The  
 Get To The Point, Keep To The Point  
 Giving Leadership Away  
 Great Minds On Leadership (Great Minds Series)  
 Group Think  
 Hiring The Best  
 How Great Companies Get Great People  
 In Charge  
 In Search Of Excellence/Tom Peters  
 Indivisible (Spirit Clips Series)  
 It's A Wonderful Life: Leading Through Service  
 It's Okay To Be Boss  
 Joel Barker's Leadership: 5 Lessons For Leading  
     In The 21st Century/Joel Barker  
 Lance Armstrong Meeting Openers  
     *Crossing The Line*  
     *Teamwork*  
     *Perspective: A Different View*  
 Leader Inside, The  
 Leader Madness  
 Leader's Guide To Delegating, A
- Leaders Of Character: Leadership, The West Point  
     Way  
 Leadership  
 Leadership (Life's Lessons Series)  
 Leadership (Priorities For Life Series)  
 Leadership Alliance, The/Tom Peters  
 Leadership: An Art Of Possibility  
 Leadership & Self-Deception  
 Leadership & The Customer Revolution  
 Leadership & The New Science  
 Leadership At Every Level  
 Leadership Challenge, The, 3rd Version  
 Leadership Feedback: What Employees Want To  
     Tell You... But Don't!  
 Leadership: Influence, Incentives, & Teamwork (Win-  
     ning Coaches series  
 Leadership/Management Mix  
 Leadership Pickles, The  
 Leadership: The Myth & The Reality (Smart-Street  
     Meeting Openers)  
 Leadership: What's Trust Got To Do With It? (2)  
 Leading In A Time Of Change  
 Leading More With Less Leading The Way:  
     Negotiating With Influence & Persuasion  
 Leading With Persuasion  
 Learn To Lead: Lessons With Capt. Sullenberger  
 Legacy: The Leadership Challenge  
     1. *A Leader's Legacy*  
     2. *The Leadership Challenge*  
     3. *Encouraging The Heart*  
     4. *Leadership In Action*  
     5. *The Credibility Factor: What Followers*  
         *Expect From Leaders*  
     6. *Credibility: How Leaders Gain & Lose It; Why*  
         *People Demand It*  
 Legal & Effective Employment Series  
     *Legal & Effective Interviewing Skills.*  
     *Legal & Effective Performance Appraisals.*  
     *Legal & Effective Progressive Discipline.*  
 Legal & Effective Hiring  
 Legal Perils & Management Pitfalls To Avoid  
 Legal Survival Skills For The Modern Manager  
 Lessons From Miracles On The Hudson Series:  
     *Being Prepared*  
     *Investing In Yourself & Your Values*  
     *Teamwork*  
     *Making Safety A Priority*  
     *Importance Of Being Competent*  
     *Communication*  
 Life & Work  
 Life Is Short  
 Little Big Things, The  
 Love & Profit: The Art Of Caring Leadership  
 Management & Leadership Skills For Supervisors-  
 Manager Moments: How to Build a High-Performing  
     Team  
     *How To Assess Team Strengths & Needs*  
     *How To Build Team Unity*  
     *How To Diagnose Team Problems*  
     *How To Improve Team Communication*  
     *How To Mediate A Dispute*  
     *How To Restore Team Unity*  
     *Understanding The Stages Of A Team*  
 Manager Or Mouse  
 Manager's Balancing Act, The  
 Manager's Guide, A  
 Managing From The Heart  
 Managing Me  
 Managing - Only Just!  
 Managing Up
- Max & Max (Covey Leadership Series)  
 Memorial Hospital & HealthWorks Kids (Tom  
     Peters: Re-imagine!)  
 Millenium-Leadership Capsules For 21st..Series: (7)  
     1. *Leadership Is...*  
     2. *The Leader As A Coach*  
     3. *The Leader As A Mentor*  
     4. *How Leaders Provide Performance Feedback*  
     5. *Beginning Employment Relationships*  
     6. *Ending Employment Relationships*  
     7. *In Compliance*  
 Miracle On The Hudson: Prepare For Safety  
 New Business Of Paradigms: 2nd Edition  
 New Business Of Paradigms, The  
     *Classic Edition & 21st Century Edition*  
 New Deal, The (Spirit Clips Series)  
 New Workplace Series:  
     *Making The Change.*  
     *Leading The Change*  
 Once Upon A Leader  
 One Small Step (Spirit Clips Series)  
 Ordinary People, Extraordinary Results: True Stories  
     Of Great Leadership  
     *Trim Tab*  
     *A Legacy of Winning*  
     *Store 334*  
     *Emma Brandon*  
     *Your Best Moment*  
     *Live Love Learn Legacy*  
 Paradigm Mastery Series  
     *Change & Leadership*  
     *Paradigm Effect, The*  
     *Paradigm Curve, The*  
     *Paradigm Partners*  
     *Paradigm Hunting*  
 Paradigm Pioneers  
 Paradigm Principles  
 Recipe For Change (Restaurant)  
 Recipe For Success (Restaurant)  
 Re-imagine: Business Excellence In A Disruptive  
     Age  
 Servant-Leadership  
 Sid Story, The  
 Smart Questions  
 Stephen Covey's Lesson In Leadership Series:  
     *Grander Goal, A*  
     *Journey To Discovery*  
     *Better Way, A*  
     *Law Of The Harvest*  
 Stephen Covey On Leadership  
 Talent! How To Win The Great War For Talent  
     With Tom Peters  
 Talent Management: How To Retain Your Best  
     People  
 Team Of Champions  
 Theirs Not To Reason Why: The Story of Lt.  
     Wm. Sowden Sims  
 Thriving In A Techno World  
 TNT: Dealing With Change/Tom Peters: Reimagine!  
 Training Wheels (Spirit Clips Series)  
 Transistion To Boss Is...  
 12 Angry Men: Teams That Don't Quit  
 12 Angry Men: Teams That Don't Quit Updated  
 12 Angry Men: Teams That Don't Quit Series  
     *We Need To Talk*  
     *The Different Kind Of Leadership*  
     *The Decision-Making Environment*  
     *Diversity And Inclusion*  
 We Will  
 Whale Done Program:  
     *Whale Done!*



*Whale Done! In Action*  
*Acentuate The Positive*  
 What It Really Takes To Be A World Class Company  
 Where There's A Will...Leadership & Motivation  
 Who Says We Can't Do It?/Lance Armstrong  
 Wisdom Of Caring Leaders  
 Would I Follow Me?  
 Would I Inspire Me?  
 Would I Work For Me?

**LEGAL ISSUES**

Act With Integrity  
 Avoiding Litigation Landmines  
 Beyond Sexual Harassment  
 Dealing With Third Parties  
 Discrimination/Legal Issues (JIT) Series  
 Documentation & Discipline: One Of Many Termination Techniques  
 EEO Made Simple  
 Employment Law (Smart Start Meeting Openers)  
 Employment Law Is...  
 Employment Laws: What Supervisors Need To Know  
 Ethics & Corporate America: A Crisis Of Credibility  
 Ethics: The L.O.G.I.C. Of Right  
 Family Medical Leave Act  
 FLSA Made Simple, The  
 FMLA, The: Everything YOU Need To Know  
 Foreign Corrupt Practices Act (FCPA)  
 Harassment & Discrimination Is...  
 Harassment-Prevention Essential Series  
 Harassment & Leadership Skills For Supervisors  
 Harassment/Termination: Porn On A Computer  
*Parts 1 & 2*  
 HIPAA: Rules & Compliance  
 How Was Your Day?  
 HR Case Files With Catherine Crier  
*ADA*  
*FMLA*  
*FLSA*  
*Sexual Harassment*  
 Insider Traiding: It's Not Worth the Risk  
 It's The Law: Legal Side Of Management  
 It's Time To Stop  
 Leakproof: 8 Privacy Principles  
*Legal & Effective Employment Series*  
*Legal & Effective Employment Termination*  
*Legal & Effective Interviewing*  
*Legal & Effective Performance Appraisal*  
*Legal & Effective IProgressive Discipline*  
 Legal & Effective Hiring  
 Legal & Effective Interviewing II  
 Legal Interviewing: Asking The Right Questions  
 Legal Briefs Series:  
*ADA, The: Tough Questions & Straight Answers*  
*Discipline & Termination: Improving Performance & Reducing Liability*  
*Harassment & Discrimination: Promoting Respect & Preventing Discrimination*  
*Recruiting & Hiring: A Manager's Guide To Staying Out Of Court*  
 Quid Pro Quo: When People With Power Make Demands  
 Safe Hiring: How You Can Avoid Bad Hires  
 Substance Abuse: The Manager's Role In Creating & Maintaining A Drug Free Workplace  
 Workplace Privacy: Does It Really Exist?  
 Workplace Violence: The Legal Role In Keeping Your Workplace Safe  
 Legal Peril: 8 Management Pitfalls To Avoid  
 Legal Survival Skills For The Modern Manager

Need To Know, A: Insider Trading & The Law  
 Nothing But The Truth: Giving A Deposition In A Civil Case  
 Preventing Employee Lawsuits  
 Right Side Of The Law, The  
 Smart-Start Meeting Openers:  
*Attitude: It's All In How You Look It*  
*Business Ethics: Integrity At Work*  
*Coaching: It Takes Work*  
*Conflict: Resolving Conflict*  
*Customer Service: Think Like A Customer*  
*Diversity: What Is Diversity?*  
*Employment Law: The Manager & The Law*  
*Government Pride: Serving In The Public Sector*  
*Harassment & Discrimination: It's More Than You May Think*  
*Leadership: The Myth & The Reality*  
*Motivation*  
*New Supervisor: So, Now You're The Boss*  
*Performance Appraisal: What It's Really About*  
*Presentations: What Is A Presentation?*  
*Problem Solving: What's Your Problem*  
*Respect: It Just Takes A Little Respect*  
*Sexual Harassment: It's Everyone's Responsibility*  
*Taking Care Of Your Future*  
*Workplace Violence: Before It's Too Late*  
*Social Media: Reduce The Risk*  
 The OH Series: Every Day Ethics  
 Training Triggers Series: (22)  
*Accommodation: Day of Rest*  
*Constructive Discharge Part 1: He's Been Fired*  
*Constructive Discharge Part 2: Transferred*  
*Constructive Discharge Part 3: I Quit*  
*FMLA Part 1: Sick Again*  
*FMLA Part 2: He Didn't See It Coming*  
*FMLA Part 3: Cutting It Close*  
*FMLA Part 4: The Big Let Down*  
*FMLA/Retaliation: Rock-A-Bye Baby*  
*Harassment/Termination Part 1: He Knows The Rules*  
*Harassment/Termination Part 2: The Tip Of The Iceberg*  
*Retaliation Part 1: He's Picking On Me*  
*Retaliation Part 2: I'm Afraid You Have No Future In This Company*  
*Safety Absolute Scene 1: A Little Thing Like That*  
*Safety Absolute Scene 2: You Can't Be Serious*  
*Termination: Step Aside*  
*Unauthorized Removal Of Confidential Data: Just Personal Things*  
*Unmerited Claim & Harassment Part 1: She May Just Need Time To Adjust*  
*Unmerited Claim & Harassment Part 2: The Other Side Of The Coin*  
*Unmerited Claim & Harassment Part 3: Tough Decisions*  
*USERRA: Just Trying To Be Helpful*  
 Understanding The New FMLA  
 Union Realities Series:  
*That's Just Reality*  
*Talking With Employees*  
 Union Realities Series:  
*Module 1. You're TheFirst Line Of Defense*  
*Module 2. Signing The Union Card*  
 Wage & Hour Compliance  
**LISTENING**  
 Breakthrough Listening  
 Complaint Is A Gift, A: Using Customer Feedback As A Strategic Tool  
 From No To Yes  
 HIPAA: Rules & Compliance  
 I Know Just What You Mean  
 Jump Start Your Brain  
 Listening Between The Lines (Men, Women & Work Series)

Listening: The Key To Productivity  
 Listening Under Pressure: The Customer Service Challenge  
 Total Awareness: Listening With Your Eyes  
 Men, Woman & Work Series  
*Listening Between The Lines*  
*Unspoken Messages*  
 Nobody's Listening  
 Power Of Listening  
 Smart Questions  
 You're Not Listening

**MANAGEMENT**

After The Hire: Retaining Good Employees  
 Beyond Words for Managers  
 Communication Cornerstones: Building Trust  
 Corporate Culture Is...  
 Curse Of The Vanishing Employees, The: How To Retain & Motivate Great Employees  
 Discussing Performance  
 Employment Law: The Manager & The Law (Smart-Start Meeting Openers)  
 Encouraging Manager, The  
 Everything You Always Wanted To Know About Management  
 Excellence Files, The  
 Flight Of The Buffalo  
 Get To The Point, Keep To The Point  
 Giving Leadership Away  
 Goal, The: How To  
 I'd Like A Word With You/John Cleese  
 In An Instant Series/Anthony Salemi  
*Volumes: 1, 2, 3, 4*  
 In Search Of Excellence/Tom Peters  
 It's Okay To Be Boss  
 it's The Law: legal Side Of Management  
 Journey Into The Heroic Environment, A  
 Juggling Elephants For Managers  
 Just In Time Info...JITI) (Manage\*t Coach Series)  

1. *Personal Issues*
2. *Discrimination/Legal Issues*
3. *Conflict Management*
4. *Performance Management*

 Keeping The Good Ones  
 Lead Now! Mini-Video Library  
 Leader Inside, The  
 Leader Madness  
 Leader's Guide To Delegating, A  
 Leaders Of Character: Leadership-The West Point Way  
 Leadership (Life's Lessons Series)  
 Leadership & Self-Deception  
 Leadership Challenge  
 Leadership/Management Mix  
 Leadership: What's Trust Got To Do With It? (2)  
 Leading More With Less  
 Legal Peril: 8 Management Pitfalls To Avoid Litigation  
 Legal Survival Skills For The Modern Manager  
 Let's Face It: Harassment Training For Supervisors  
 Life Is Short  
 Love & Profit: Art Of Caring Leadership  
 Love "Em Or Lose 'Em  
 Management & Leadership Skills For Supervisors  
 Manager As Coach, The  
 Manager Moments: How To Build A High-Performing Team  

1. *How To Asses Team Strengths & Needs*
2. *How To Build Team Unity*
3. *How To Diagnose Team Problems*
4. *How To Improve Team Communication*

5. *How To Mediate A Dispute*  
6. *How To Restore Team Unity*  
7. *Understanding The Stages Of A Team*  
Manager Moments: How To Excel In Tricky Situations  
1. *How To Curb Employee Gossip*  
2. *How To Deal With Difficult Peers*  
3. *How To Manage Upward*  
4. *How To Manage Time Thieves*  
5. *How & When To Delegate*  
Manager Moments: Interviewing & Termination Dos & Don'ts  
1. *How To Interview For Attitude*  
2. *How To Interview Without Bias*  
3. *How To Interview To Predict Performance*  
4. *Terminating For Poor Performance*  
5. *What Is Sexual Harassment*  
Manager Or Mouse?  
Management Coach  
Managers As Mentors: Building Partnerships For Learning  
Manager's Balancing Act, The  
Manager's Guide, A  
Managing Change & Transition  
Managing From The Heart  
Managing Me  
Managing - Only Just!  
Managing Up  
Millennium Coaching & Performance Feedback Series  
*The Leader As Coach*  
*Providing Performance Feedback*  
*Coaching & Performance Feedback*  
Millennium-Leadership Capsules For The 21st Century Series: (7)  
1. *Leadership Is...*  
2. *The Leader As A Coach*  
3. *The Leader As A Mentor*  
4. *How Leaders Provide Feedback*  
5. *Beginning Employment Relationships*  
6. *Ending Employment Relationships*  
7. *In Compliance*  
Mixing 4 Generations In The Workplace  
Not Everyone Gets A Trophy  
Once And For All: Resolving Performance Challenges  
Peer Today, Boss Tomorrow  
Recipe For Success (Restaurant)  
Re-imagine: Business Excellence In A Disruptive Age  
Relationship Strategies Series:  
*Part 1. Understand & Identify,*  
*Part 2. Adapt*  
Sid Story, The  
Smart Questions  
Spirit At Work, The  
Takeaway For Managers Series  
*ADA In A Nutshell*  
*Can I Ask That?*  
*Legal Interviewing: Discipline, Documentation & Termination*  
*Diversity, Respected & Legal Compliance*  
*FMLA In A Nutshell*  
*Sexual Harassment*  
Talent! How To Win The War For Talent  
Talent Management: How To Retain Your Best People  
This Is Going To Hurt Me More Than It Hurts You  
Unorganized Manager Series/John Cleese  
*Parts 1, 2, 3*  
We Are The Ones  
What A Manager Should Say  
Where There's A Will...Leadership & Motivation

Would I Follow Me?  
Would I Inspire Me?  
Would I Work For Me?

#### MARKETING

Brilliant, Simply Brilliant Series  
*Over & Outta Here*  
*Plastic Gold*  
*Play It Again Vin*  
*Thinking Inside The Box*  
Ethics Is A Competitive Advantage  
Everything Is Design  
Excellence Files: Coca Cola  
Focusing On The Customer  
Living The Brand: The Patagonia Story  
Make It Matter  
One-To-One Future: Building Relationships One Customer At A Time  
Sell?  
Transition To Boss Is...  
Trapped! How To Escape the Sameness Trap With Tom Peters  
What It Really Takes To Be A World Class Co.

#### MEETING OPENERS/COFFEE BREAKS

Accentuate The Positive  
America<sup>3</sup>, The Power To Create  
And When You Fail  
Art Of Coaching In Business Meeting Openers  
1. *Combines 7 personalities*  
2. *Herb Kelleher*  
3. *Jack Nicklaus*  
4. *Keith Lockhart*  
5. *Lenny Wilkins*

Bambi Meets Godzilla  
Barkles Business Series  
*Have A Paws-O-Tive Attitude*  
*Sales 101: Finding The Itch*  
*Truly Furr-ific Customer Service*

Brain Power  
Brilliant, Simply Brilliant Series:  
*Over & Outta Here*  
*Plastic Gold*  
*Play It Again Vin*  
*Thinking Inside The Box*

C & The Box  
Candid Camera Goes To Work Series:  
*Expect The Unexpected*  
*Too Close To The Customer*

Cultural Baggage  
Do It Right  
Do Respect  
Egg, The  
Everybody Loves A Winner  
Faces  
Father & Son  
Fall Seven Times, Stand Up Eight  
Flight 232: The Power Of Teamwork  
From Hell! Series:  
*Bosses From Hell*  
*Communicators From Hell*  
*Customer Service From Hell*  
*Employees From Hell*  
*Interviewers From Hell*  
*Public Service From Hell*  
*Salespeople From Hell*  
*Teams From Hell*

Gifts From The Mountain  
Great Minds, The, Series:  
*Think Again*  
*Extraordinary*

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

Goals: The Backbone Of Dreams  
Harassment Made Simple  
Hero Series Meeting Openers  
*America The Beautiful*  
*I Remember*  
Innovate! How To Stand Out In The Crowd With Tom Peters

InMotion Series  
*Balloons: Inclusiveness*  
*Nature: Creativity*  
*Penguins: Attitude*  
*Wonders: Vision*  
*Space: Change*

Into The Millennium  
Java Junkie  
Juice  
Journey, The  
Jump  
Lance Armstrong Meeting Openers  
*Crossing The Line*  
*Teamwork*  
*Perspective: A Different View*

Leader Inside, The  
Legal Briefs Series: (8)  
*ADA: The Tough Questions & Straight Answers: Discipline & Termination: Improving Performance & Reducing Liability*  
*Harassment & Discrimination: Promoting Respect & Preventing Discrimination*  
*Recruiting & Hiring: A Manager's Guide To Staying Out Of Court*  
*Substance Abuse: The Manager's Role In Creating & Maintaining A Drug Free Workplace*  
*Workplace Privacy: Does It Really Exist?*  
*Workplace Violence: The Legal Role In Keeping Your Workplace Safe*

Lessons From Miracles On The Hudson Series  
*Being Prepared*  
*Investing In Yourself & Your Values*  
*Teamwork*  
*Making Safety A Priority*  
*Importance Of Being Competent*  
*Communication*

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

Lincoln  
Magic Of We Communication Session Starter  
Meeting Openers With Loretta Laroche  
*Not Another Meeting*  
*Whoopee, Another Meeting*  
*More Than One Right Answer*

- Muppet Meeting Openers & Coffee Breaks  
 My Idea  
 On Your Own  
 Peacock Experience  
 People  
 Perception: The Tragedy Of The Friendly Breakfast  
 Perfect Moment, The  
 Power Of Words Meeting Opener  
 Powers Of 10  
 Priorities For Life Series:  
     1. Leadership  
     2. Priorities  
     3. Change  
     4. Capacity & Energy  
     5. Excelling In A Changing World/Return, The:  
     6. Reaching The Next Level & Beyond  
 Read My Lips  
 Serve! Turn Customer Service Into Unforgettable  
     Customer Experiences With Tom Peters  
 Service Impact Series  
     Credibility Through Honesty  
     Cross-Cultural Communication  
     Dimensions of Service  
     Levels of Learning  
     The Angry Customer  
 Sisyphus  
 Smart-Start Meeting Openers: (19)  
     Attitude: It's All In How You Look It  
     Business Ethics: Integrity At Work  
     Coaching: It Takes Work  
     Conflict: Resolving Conflict  
     Customer Service: Think Like A Customer  
     Diversity: What Is Diversity?  
     Employment Law: The Manager & The Law  
     Government Pride: Serving In The Public Sector  
     Harassment & Discrimination: It's More Than  
     You May Think  
     Leadership: The Myth & The Reality  
     Motivation  
     New Supervisor: So, Now You're The Boss  
     Performance Appraisal: What It's Really About  
     Presentations: What Is A Presentation?  
     Problem Solving: What's Your Problem  
     Respect: It Just Takes A Little Respect  
     Sexual Harassment: It's Everyone's Responsibility  
     Taking Care Of Your Future  
     Workplace Violence: Before It's Too Late  
 Snookles  
 Solo  
 Spirit Clips  
     Cracked Pot, The  
     Darius Goes West  
     Hubble Solution, The  
     Indivisible  
     Little Frog, The  
     Montgomery  
     New Deal, The  
     One Small Step  
     Red  
     Sally  
     Training Wheels  
 Spirit Of The Dolphin, The  
 Sportsters  
 Star Spangled Banner, The  
 Starthrower Story, The  
 Stephen Covey On Leadership  
 Stress As A Gift Session Starter Package  
     Stress As A Gift  
     Jump  
     Power Of Words  
     Magic Of We: Communication  
     Sound Of Service (opener & closer)  
     And When You Fall  
 This Thing Called Change  
 Training Bytes Series:  
     Achieving Communication Excellence  
     Increasing Emotional Intelligence  
     Managing Productivity  
     Please Call Me Jessica, Not Bill  
     Who Are You?  
 Training Trigger Series:  
     Accommodation  
     Documentation & Discipline: One Of Many  
     Termination Techniques  
     FMLA/Retaliation  
     Harassment/Termination: Porn On A Computer  
     Parts 1 & 2  
     Retaliation: No Future Here, Parts 1 & 2  
 Truth Series, The:  
     Truth About Email  
     Truth About Business Casual  
     Truth About The Internet  
     Truth About Customer Service  
 Value Of Time  
 Village Of 100, 3rd Edition  
 Volume 1 By Dewitt Jones  
 Volume 2 By Dewitt Jones  
 Way You Were, The  
 We Are The Ones  
 What A Manager Should Say  
 What's Holding You Back  
 When You're Smilin'  
 Who's On First  
 Wild Goose Chase  
 Winds Of Change  
 Winning  
 Winning Team  
 Working Together Works: Short  
 You  
 You Need To Know...Sexual Harassment Is Illegal  
     (It's Not Enough To Know Series)  
 Zea: A Study In Perception
- MEETING SKILLS**  
 Basic Facilitation  
 Be Prepared For Meetings  
 Better Meeting Manager For Better Communication  
 Conducting A Productive Meeting  
 Fearless Facilitation Series: (2)  
     How To Lead Effective Meetings  
     How To Lead Effective Training  
 Going To A Meeting  
     Part 1: Messing Up A Meeting  
     Part 2: Meeting Menaces  
 How To Hold Successful Meetings  
 Invisible Meeting, The  
 Meeting Robbers  
 Meetings Bloody Meetings/John Cleese  
 More Bloody Meetings/John Cleese  
 Well Managed-Meeting, The  
 We've Got To Stop Meeting Like This  
 Presentations: What Is A Presentation? (Smart-Start  
     Meeting Openers)
- MEMORY**  
 I'll Never Forget What's His Name
- MENTORING**  
 An Ally Is...  
 Coaching, Mentoring, & Leading High Performance  
     Teams (We All Win Series)
- Insights To Better Mentoring  
 Leader As Mentor, The (Millennium-Leadership  
     Capsules)  
 Leading By Example (Covey Leadership Library)  
 Light The Fire  
 Make Mentoring Count  
 Managers As Mentors: Building Partnerships For  
     Learning  
 Mentoring 101: The Basics  
 Mentoring That Makes A Difference  
     Parts 1. Mentors  
     Part 2. Mentees  
 Training Wheels (Spirit Clips Series)  
 Will My Mentor Make A Difference
- MOTIVATION**  
 After The Hire: Retaining Good Employees  
 And When You Fall/David Jansen (ice skater)  
 Best Of Motives Series:  
     1. Nobody Ever Tells Us  
     2. Nobody Ever Asks Us  
 C & The Box  
 Capacity & Energy (Priorities For Life Series)  
 Continuous Motivation  
 Curse Of The Vanishing Employees, The: How To  
     Retain & Motivate Great Employees  
 Do It Right  
 Do Right  
 Do Right II  
 Don't Fire Them, Fire Them Up  
 Drop By Drop  
 Encouraging The Heart  
 Excelling In A Changing World (Priorities For Life)  
 Fall Seven Times, Stand Up Eight  
 5 Star Teamwork  
 Flight Of The Buffalo  
 Get On The Right Bus  
 Great Minds On Motivation (Great Minds Series)  
 If Enough People Care  
 In Search Of Excellence  
 Jordan's Furniture: Re-imagine The Customer  
     Experience (Tom Peters: Re-imagine!)  
 Lance Armstrong Meeting Openers:  
     Crossing The Line  
     Teamwork  
     Perspective: A Different View  
 Lessons From The New Classroom  
 Life Is Short  
 Love 'Em Or Lose 'Em  
 Memorial Hospital & HealthWorks Kids (Tom  
     Peters: Re-imagine!)  
 Motivating Employees: Keep Up The Good Work  
 Motivating Others  
 Motivation (Life's Lessons Series)  
 Motivation (Smart Start Meeting Openers)  
 Motivation: Dream It; Walk It; Believe It  
 Muppet Meeting Openers  
 On Your Own  
 OXO Good Grips: Think Differently (Tom Peters:  
     Reimagine!)  
 Power Of Words  
 Recipe For Success (Restaurant)  
 Say What?  
 Service With Soul/Tom Peters  
 Sid Story, The  
 Spirit Of The Dolphin  
 Sisyphus  
 Solo  
 Start Right...Stay Right  
 Survival Run



Their's Is Not To Reason Why: The Story of Lt. Wm. Sowden Sims  
 Way You Were, The  
 We Are The Ones  
 We Will  
 When The Going Gets Tough  
 Who Says We Can't Do It/Lance Armstrong  
 Winning  
 Yes Lives In The Land Of No  
 Your Summit Awaits

**MOTIVATION (self)**

Achieving Peak Performance On The Job  
 Adversity Quotient  
 All Pro  
 And When You Fall/David Jansen (ice skater)  
 C And The Box  
 Capacity & Energy (Priorities For Life Series)  
 Celebrate What's Right With The World  
 Cracked Pot, The (Spirit Clips Series)  
 Curse Of The Vanishing Employee: How To...  
 Darius Goes West (Spirit Clips Series)  
 Do It Right/Lou Holtz  
 Do It Right The First Time: Paying Attention To Details  
 Do Right 1 & 2/Lou Holtz  
 Do Right: The Plan/Lou Holtz  
 Either Way You're Right  
 Employee Motivation: Journey To Success  
 Even Eagles Need A Push  
 Everybody Loves A Winner  
 Excelling In A Changing World (Priorities For Life)  
 Fall Seven Times, Stand Up Eight  
 Fifth Discipline: The Personal Mastery/Peter Senge  
 40 Hours: invest In Yourself  
 Get On The Right Bus  
 Gifts From The Mountain  
 Good Company  
 Great Minds On Motivation (Great Minds Series)  
 Happiness Advantage, The  
 Habit Of Winning  
 How To See Opportunity On The Job  
 How You Think Is Everything: The Power Of...  
 Humor, Risk & Change  
 If Enough People Care/Lou Holtz  
 If I Were Brave  
 In Search Of Excellence  
 Inclusion Insights  
 Indivisible (Spirit Clips Series)  
 Juice  
 Lessons From The New Workplace  
 Life Is Short  
 Lincoln  
 Little Frog, The (Spirit Clips Series)  
 Live & Learn  
 Managing Up  
 Motivation (Life's Lessons Series)  
 Motivation (Smart-Start Meeting Openers)  
 Motivation: Dream It, Walk It, Believe  
 New Deal, The (Spirit Clips Series)  
 On Your Own  
 One Small Step (Spirit Clips Series)  
 Perfect Moment  
 Power Of Adversity/Tom Sullivan & Charlie Plumb  
 Retain & Motivate Great Employees  
 Sacrifice Is Just Not A Bunt  
 Second Chance, A  
 Quantum Leap Thinking  
 Ready, Willing, & Able  
 Say What?

Second Effort/Vince Lombardi  
 Seeing Red Cars  
 Sisyphus  
 Solo  
 Sportsters (non-narrative)  
 Start Right...Stay Right  
 Starthrower Story, The  
 Strategies For Success PowerPoint Presentations  
*Business Correspondence*  
*Business Greetings & Introductions*  
*Business Ready Dress For Men*  
*Business Ready Dress For Women*  
*Dining Etiquette*  
*E-Mail Etiquette*  
*Job Fair Etiquette*  
*Job Interview Etiquette;*  
*Life After Interview*  
*Professional Dress For Men*  
*Professional Dress For Women*  
*The Art Of Mixing & Mingling.*  
 Survival Run  
 Taking Care Of Your Future Is...  
 Theirs Not To Reason Why: The Story of Lt. Wm. Sowden Sims  
 Train, The  
 Way You Were, The  
 We Will  
 Whale Done Program  
*Whale Done!*  
*Whale Done! In Action*  
 When The Going Gets Tough  
 Who Says We Can't Do It  
 Winning Team  
 Worksmarts: How To Get Along, Get Noticed, & Get Ahead  
 Working Together  
 Yes lives In The Land Of No  
 You  
 You Can Do It  
 Your Summit Awaits

**NEGOTIATING**

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

**NETWORKING**

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

**NEW EMPLOYEES**

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

**NON-NARRATION**

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

**ONE-ON-ONE TRAINING**

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

**ORIENTATION**

Beginning Employment Relationships (Millenium-Leadership Series)  
 Do It Right The First Time: Paying Attention To Details  
 Employee 101: Respecting The Team  
 Start Right...Stay Right  
 Succeeding At Work: The Adventure Begins  
 Working Together Works  
 Working Together Works: Short

**OUTPLACEMENT**

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

**PEER TO PEER**

Handling Difficult People  
 Little Frog, The (Spirit Clips Series)  
 Little Things Mean A Lot  
 Toxic Talk: What Would You Say  
 When The Coach Is You  
 Working People Smart  
 Working With You Is Killing Me

**PERCEPTION**

Elephant, The: A Simple Fable About Communication,  
 Perception, &...An Elephant  
 Father & Son  
 It's Your Choice/Rocky Bleier  
 Me and You  
 Paradigm Of Perception  
 Perception: The Tragedy Of The Friendly Breakfast  
 Strategies For Success Series: (3)  
 1. *Key Ways For Gaining That Competitive Edge In The 21st Century*  
 2. *How To Overcome Mingle-Phobia*  
 3. *Gaining That Edge During Business Meals*  
 Zea: A Study Of Perception

**PERFORMANCE APPRAISAL**

Care & Candor: Making Performance Appraisals Work  
 Complete Performance Review Toolkit, The  
 Conducting Extraordinary Performance Appraisals  
 Conducting Legal Performance Appraisals  
 Continuous Performance Appraisal, The  
 Discussing Performance  
 Dreaded Appraisal  
 Good News! It's Performance Appraisal Time  
 How Am I Doing  
 How Supervisors Should Appraise Employee Performance  
 Human Touch Performance Appraisal  
 Legal & Effective Performance Appraisal (Legal & Effective Employment Series)



Legal Side Of Evaluating Performance  
Legal Side Of Performance Appraisal: You Be The Judge  
Let's TALK: Handling The Difficult Performance Appraisal  
Light The Fire: Leveraging Appraisals For Maximum Performance  
Looking Forward: Your Performance Appraisal  
Not Just Another Meeting  
One On One: Informal Performance Review  
Painless Performance Improvement  
Performance Appraisal: Getting Results  
Performance Review: Code Red  
Performance Review: Every Manager's Nightmare  
Performance Appraisal: What It's Really About (Smart-Start Meeting Openers)  
Surviving The Appraisal Interview (Performance Management Series)

#### PERFORMANCE MANAGEMENT

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

#### PERSONAL GROWTH

A+ In The Workplace: Developing Positive Behavior  
Accountability Toolkit, The (Also Gov't Version)  
Achieving Peak Performance On The Job  
A.C.T. With Integrity  
Activating Attitude  
Adversity Quotient  
Adversity Quotient At Work  
All Pro  
Attitude Virus  
Attitude: A Little Thing That Makes A Big Difference  
Attitude Your Most Priceless Possession  
Basics Of Business Etiquette  
Battle For Excellence  
Bounceback  
Can We Count On You  
Capacity & Energy (Priorities For Life Series)

Clerical Skills For New Employees  
Distracted Driving: Game Over  
Do It Right The First Time: Paying Attention To Details  
Eagle's Secret  
Ethics 4 Everyone  
Everybody Loves A Winner  
Excelling In A Changing World (Priorities For Life)  
Fall Seven Times, Stand Up Eight  
Fear  
Focus Your Vision  
40 Hours: invest In Yourself  
Get Organized & Stay Organized: The 7 Day Plan For Putting Your Work Life In Order  
Getting Ahead By Getting Along: People Skills For The Workplace  
Gifts From The Mountain  
Goals: The Backbone Of Dreams  
Guide To Successful Job Search  
Habit Of Winning  
Happiness Advantage, The  
How To Be Creative On The Job  
How To Clear Your Desk: The Paper Chase  
How To See Opportunity On The Job  
Inclusion Insights  
It's Your Choice: Interviewee Video  
Invisible Rules: Men, Women & Teams  
Juice  
Legacy Of Achievement, The  
Life Is Short  
Live And Learn  
Lincoln  
Little Big Things, The  
Live & Learn  
Managing Up  
Mastering Personal Change  
New Deal, The (Spirit Clips Series)  
On A High Note  
On Your Own  
Personal Issues (Consultant, The, Series)  
Professional Excellence  
Reaching The Next Level & Beyond (Priorities For Life)  
Sacrifice Is Just Not A Bunt  
Sally (Spirit Clips Series)  
Second Chance, A  
Seeing Red Cars  
Straight Talking: The Art Of Assertiveness  
Start Right...Stay Right  
Starthrower Story, The  
Strategies For Success PowerPoint Presentations  
    *Business Correspondence*  
    *Business Greetings & Introductions*  
    *Business Ready Dress For Men*  
    *Business Ready Dress For Women*  
    *Dining Etiquette*  
    *E-Mail Etiquette*  
    *Job Fair Etiquette*  
    *Job Interview Etiquette;*  
    *Life After Interview*  
    *Professional Dress For Men*  
    *Professional Dress For Women*  
    *The Art Of Mixing & Mingling.*  
Strategies For Success Series: (3)  
    1. *Key Ways For Gaining That Competitive Edge In The 21st Century*  
    2. *How To Overcome Mingle-Phobia*  
    3. *Gaining That Edge During Business Meals*  
Succeeding At Work: The Adventure Begins  
Success Is An Attitude  
Supervisory Self-Appraisal

Survival In The Workplace  
Taking Care Of Your Future (Smart-Start Meeting Opener)  
Taking Care Of Your Future Is...  
Taking The Initiative On The Job  
Training Wheels (Spirit Clips Series)  
Truth About Business Casual, The (Truth Series)  
Unlocking Conflict  
Valuing Our Workplace Series:  
    *Doing Our Part*  
    *A Look Inside Ourselves*  
When I Say No, I Feel Guilty  
When Opposites Complement  
Worksmarts: How To Get Along, Get Noticed, & Get Ahead  
Yes Lives In The Land Of No  
Your Summit Awaits

#### PERSONAL SITUATIONS

Accountability Toolkit, The (Also Gov't Version)  
Balancing Home & Career  
Capacity & Energy (Priorities For Life Series)  
Civility Is...  
Clerical Skills For New Employees  
Come Back, The  
Distracted Driving: Game Over  
Excelling In A Changing World (Priorities For Life)  
Family Medical Leave Act  
Fear Of Success/Ben Bissell  
Happiness Advantage, The  
If I Were Brave  
Integrity Is...  
Juggling Priorities: How To Balance Your Life  
Life Is Short  
Little Things Mean a Lot  
Managing Up  
Office Politics Is...  
Personal Issues (Consultant, The, Series)  
Personal Issues (JITI) Series)  
Sally (Spirit Clips Series)  
Total Awareness: Listening With Your Eyes  
Transgender Transitions Is...  
Truth About Business Casual, The (Truth Series)  
Virtual office  
Who Are You? (TrainingBytes Series)  
Working People Smart

#### PLANNING

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

#### PRESENTATION SKILLS

Basics Of How To Plan, Write & Give A Winning Presentation  
Be Prepared To Speak

Get To The Point, Keep To The Point  
How To Make Winning Presentations  
How To Write & Deliver Great Speeches  
Life Is A Series Of Presentations: Inspire, Inform, & Influence  
Powerful Ways To Persuade People  
Presentation Is Everything  
Speaking Effectively To 1 Or 1000  
Speaking Effectively To 1 Person Or A Roomful:  
Proven Techniques That'll Make You A Master  
Speaking With Confidence, Clarity & Charisma  
Strategies For Success PowerPoint Presentations  
*Business Correspondence*  
*Business Greetings & Introductions*  
*Business Ready Dress For Men*  
*Business Ready Dress For Women*  
*Dining Etiquette*  
*E-Mail Etiquette*  
*Job Fair Etiquette*  
*Job Interview Etiquette;*  
*Life After Interview*  
*Professional Dress For Men*  
*Professional Dress For Women*  
*The Art Of Mixing & Mingling.*  
Tell Me A Story  
Winning Presentations  
Winning Presentations: For Make Or Break Moments

#### **PROBLEM EMPLOYEES**

Constructive Communication  
Why Won't Rodney Work  
Working With You Is Killing Me

#### **PROBLEM SOLVING**

A.C.E. It: How To Solve Tough Workplace Problems  
Act On It: The Art Of Decision-Making  
Blue Movie, The: Generating Great Ideas  
Brilliant, Simply Brilliant Series  
*Over & Outta Here*  
*Plastic Gold*  
*Play It Again Vin*  
*Thinking Inside The Box*  
Doing Our Part  
Father & Son  
How Do You Put A Giraffe Into A Refrigerator?  
Hubble Solution, The (Spirit Clips Series)  
Learn While & Doing (Putting The Learning Organization To Work Series)  
Powers Of 10  
Problem Solving: What's Your Problem (Smart-Start Meeting Openers)  
Why Didn't I Think Of That?  
Zea: A Study Of Perception

#### **PRODUCTIVITY**

Achieving Peak Performance On The Job  
Attitude Virus  
Building Productive Workplaces (Blue Sky)  
Challenge To America Series  
*Old Ways, New Game*  
*Heart Of The Nation, The*  
*Winning Strategies*  
Constructive Criticism: How To Build Better Performance  
Do It Right The First Time: Paying Attention To Details  
Do More In Less Time: Tame Your Workload By Dramatically Increasing Your Productivity  
Errand Run, The  
First Time Around, The

5S Garage  
Forget For Success  
Get Organized & Stay Organized: The 7 Day Plan For Putting Your Work Life In Order  
Goal, The. How To  
Group Productivity  
Happiness Advantage, The  
How To Juggle Multiple Priorities  
How To Receive Work Assignments (Empowerment Series)  
Humor, Risk & Change  
Journey Into The Heroic Environment  
Leadership & The Customer Revolution  
Learning After Doing  
Learn While Doing (Putting The Learning...Series)  
Listening: The Key To Productivity  
Managing Productivity (Training Bytes Series)  
Once And For All: Resolving Performance Challenges  
Organizational Climate  
Painless Performance Improvement  
Personal Efficiency Program, The How To Do More Work In Less Time  
Pygmalion Effect, The: Managing The Power Of Expectations  
Reinventing The Corporate Spirit  
Solving The Performance Puzzle  
Take Back Your Time: How To Manage Your Workload & Still Have A Life  
3 R's Of Sustainability  
Toxic Talk: What Would You Say  
Turn 'Em On Turn 'Em Loose  
Will To Work  
Worksmarts: How To Get Along, Get Noticed, & Get Ahead

#### **PROJECT MANAGEMENT**

Errand Run, The  
First Time Around, The  
5S Garage  
How To Juggle Multiple Priorities  
Hubble Solution, The (Spirit Clips Series)  
Managing Your Own Productivity (Training Bytes)  

1. *Have A Plan. Work The Plan. Planning & Organizing For Results*
2. *What Should I Do First? Effectively Managing Priorities*
3. *It Takes A Team Effectively Working With Others To Achieve Results*

  
Personal Efficiency Program, The How To Do More Work In Less Time  
Re-engineering The Future  
Roadmaps: Creating Effective Written Actions Plans

#### **QUALITY**

Cornerstones Of Quality  
Cost Of Quality, The  
Customer Care Is Everyone's Job  
Customer Is Always Dwight, The  
Do It Right  
5S Garage  
Florida Power & Light Model  
Good Enough Isn't Good Enough  
Hubble Solution, The (Spirit Clips Series)  
In Search Of Quality: Quality Through People (Wallace)  
In Search Of Quality: Quality Through Systems (Motorola)  
ISO 9000 & Why Do I Care?  
ISO 9000 Series:  
*ISO 9000: Quality Assurance*  
*ISO 9000: 6 Steps To Global Quality*

Managing Frontline Staff  
Mining Group Gold  
Quality At Work  
Quality Connection  
Quality In The Office  
Quality Secrets: Baldrige Award Winners Speak  
Quality Service In The Public Sector  
Quality Supervision For Industry  
Quality: You Don't have To Be Sick To Get Better  
Reengineering The Future  
Supervising For Quality  
Time: The Next Dimension Of Quality  
What Is Quality?  
Why Quality

#### **READING**

Business Communications: Reading

#### **RECRUITING**

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

#### **REENGINEERING**

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

#### **RELATIONSHIP**

Getting Ahead By Getting Along: People Skills For The Workplace  
Office Politics Is...  
Relationship Strategies: Improving Workplace Communications  
Total Awareness: Listening With Your Eyes  
Valuing Our Workplace Series:  
*Doing Our Part*  
*A Look Inside Ourselves*  
Valuing Relationship Series:  
*Demonstration Tape*  
*Interpersonal Synergy*  
*Organizational Energy*  
*Personal Patterns*  
Wednesday's Touch  
Working People Smart  
Working With You Is Killing Me

#### **RESPECT/HARASSMENT**

Another Look: Defining Respect In Healthcare  
Anyone Can Be An Ally  
As Simple As Respect  
Beyond Sexual Harassment: Other Forms Of Harassment  
Bullying & Respect In The Workplace  
Clown  
Civility Is...  
Creating The Respect Effect; Preventing Harassment, Discrimination & Retaliation  
Differences  
Do Respect  
Don't Shoot The Messenger; Common Workplace Courtesies To Reduce Tension & Lower Stress  
Drawing The Line: Creating A Harassment Free Workplace

Drop By Drop  
 Generations In The Workplace  
 Harassment: A New Look For Employees  
*Industrial & Office Versions*  
 Harassment & Discretion Is...  
 Harassment & Discrimination Is...  
 Harassment & Discrimination: It's More Than You  
 May Think (Smart-Start Meeting Openers)  
 Harassment & Discrimination: Promoting Respect  
 & Preventing Discrimination (Legal Briefs Series)  
 Harassment & Diversity: Respecting Differences  
 Harassment Education & Retaliation Overview  
 (H.E.R.O.)  
 Harassment: For Managers: A New Look  
 Harassment Hurts: It's Personal II  
 Harassment Is...  
 Harassment Prevention Essentials  
 Harassment Prevention Essentials For Managers  
 Harassment Prevention Made Simple  
 Harassment Prevention Made Simple For Managers  
 Harassment: Sex, Religion & Beyond  
 Harassment: The Real Scene  
 How Was Your Day?  
 In This Together  
 Inclusion Insights  
 It's About Respect; Recognizing Harassment In A  
 Diverse Workplace  
 It's Just Not About Sex Anymore: Harassment &  
 Discrimination In The Workplace  
 It's Not Like I Hit Her!  
 It's Still Not About Sex Anymore: Harassment &  
 Discrimination In The Workplace  
 Let's Face It: Harassment Training For Supervisors  
 Let's Get Together: Communicating Respect In A  
 Diverse Workplace  
 Let's Talk...Bullying, Abusive Conduct, & The  
 Consequences  
 Let's Talk...Harassment - It Happens!  
 Let's Talk...Respect - It Matters  
 Little Things Mean A Lot  
 Matter Of Respect, A  
 M.E.E.T. On Common Ground: Speaking Up For  
 Respect In The Workplace  
 M.E.E.T. Zero Tolerance: Enforcing Zero Tolerance  
 Montgomery (Spirit Clips Series)  
 Ouch! That Stereotype Hurts  
 Ouch! Your Silence Hurts  
 Person-To-Person: Creating Respectful Workplaces  
 Plus Of Us, The  
 Policy Is Not Enough, A  
 Quid Pro Quo: When People With Power Make  
 Demands  
 Preventing Workplace Bullying: How To Recognize  
 & Respond To Bullies At work  
 Red (Spirit Clips Series)  
 Respect In The Workplace: Avoiding Discrimination  
 Respect Is...  
 Respect: It Just Takes A Little Respect (Smart-Start  
 Meeting Opener)  
 Respectful Communicator, The  
 Respectful Workplace, The: It Starts With You  
 Respectful Workplace, The, Series:  
 1. *Opening The Right Doors*  
 2. *Diffusing Hostility Through Customer Service*  
 3. *Managing Harmony*  
 Respectful Workplace, The: Conflict Resolution  
 Training Scenes  
 Right Side Of The Line, The  
 Social Media: Reduce The Risk  
 Step Up, Speak Up  
 Toxic Talk: What Would You Say?

Valuing Our Workplace Series:  
*Doing Our Part*  
*A Look Inside Ourselves*  
 With All Due Respect: Promoting A Respectful  
 Workplace  
 Workplace Bullying Prevention Made Simple  
 Workplace Harassment: & Abuse & Contact (WHAC)  
 Workplace Harassment: Prevention & The Law  
 Worksmarts: How To Get Along, Get Noticed & Get  
 Ahead  
 You Call That Respect?  
 Respectful Workplace  
 You Can Stop Harassment  
 You Can Stop Harassment Training Scenes

**RESPONSIBILITY**

Act On It: The Art Of Deceision-Making  
 Accountability That Works!  
 Accountability Toolkit, The (Also Gov't Version)  
 Being Empowered: Making A Difference  
 Buck Stops Here, The  
 Can We Count On You  
 Do It Right The First Time: Paying Attention To  
 Details  
 First Time Around, The  
 Happiness Advantage, The  
 Hubble Solution, The (Spirit Clips Series)  
 Integrity Is...  
 Is Good Enough?  
 Leakproof: 8 Privacy Principles  
 Managing Up  
 Ouch! Your Silence Hurts  
 Toxic Talk: What Would You Say  
 Valuing Our Workplace Series:  
*Doing Our Part*  
*A Look Inside Ourselves*  
 Who Are They Anyway?  
 You Are The Organization: Every Employee's Public  
 Relations Role

**RETALIATION**

Creating The Respect Effect; Preventing Harasment,  
 Discrimination & Retaliation  
 Harassment Education & Retaliation Overview  
 (H.E.R.O.)  
 Preventing Retaliation In The Workplace

**RETAIL**

Can You Help Me?  
 Container Store, The: Re-imagine Customer Service  
 & Talent (Tom Peters: Re-imagine!)  
 Courage To Coach Retail  
 Crime Check: Retail Employees  
 Crime Check: Retail Management  
 Customer Service Teamwork: It's Show Time  
 (Customer Service Training Series)  
 Exceeding Expectations  
 Jordan's Furniture: Re-imagine The Customer  
 Experience (Tom Peters: Re-imagine!)  
 Loss Prevention  
 Mental Workout:  
*Retail 1 & 2*  
 More Than A Gut Feeling III (Interviewing)  
 More Than A Gut Feeling IV  
 Prescription For Complaints  
 Quality Customer Service  
 Retail Learning Library, The  
*Actions and Attitudes*  
*Building Your Team*  
*Five Star Selling*  
*Leadership through Communication*

*The S.T.O.P. Shop*  
*Welcome to the Team*  
*Zero Tolerance: Harassment & Discrimination*  
*Awareness*  
 Right Words At The Right Time  
 Secret Customer Service Uncovered  
 Service Challenge  
 Sexual Harassment: Is It Or Isn't It

**RISK TAKING**

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

**SAFETY**

An Extra Effort For Safety Sake  
 Anthrax Awareness  
 Anthrax Threat, The  
 Back Care & Safety  
 Bloodborne Pathogens  
 Driven To Distraction  
 Driver Safety: A Lifetime Of Learning  
 Emergency Action Plan: Crisis Under Control  
 Facility Security: The Critical Link  
 Fatal Distractions: Keep Your Eyes On The Road  
 Fire Prevention & Safety  
 Fire Safety & Evacuation  
 Forklift Operation & Safety  
 Forklift Safety: Inspection  
 Forklift Safety: The Experienced Operator  
 Golf Cart & LSV Safety: On & Off The Cart  
 Hand Safety: You Control It  
 Hazard Communication  
 Hearing Conservation: You Decide What To Hear  
 It's Personal (Restaurant)  
 Lessons From Ground Zero: Evacuations &  
 Emergency Action Plans  
 Lockout-tagout Procedures  
 Miracle On The Hudson: Prepare For Safety  
 Mr. Unexpected  
 Moving Forward...In The Aftermath Of Trauma  
 No Injury, No Accident?  
 Office Safety: It's A Jungle In There  
 Over Exertion  
 Prevail  
 Prevailing Is...  
 Proper Lifting Techniques  
 Recipe For Health & Safety (Restaurant)  
 Redesigning A Workplace for Self-Regulation  
 Respiratory Protection  
 Safety And Substance Abuse  
 Safety Attitudes: Food For Thought  
 Safety On The Job: Accidents, Causes & Pre-Job  
 Safety Checklist Prevention  
 Safety On The Job: Hazards Of Substance Abuse  
 SEA-J Special Report: Disaster Preparedness  
 Slips, Trips & Falls  
 Social Media: Reduce The Risk  
 Successful Safety Committees: They're No Accident  
 Winter Walking: Avoiding Slips & Falls  
 Workplace Bullying Made Simple: Prevention For  
 The Workplace

**SALES MANAGEMENT**

Don't Fire Them, Fire Them Up  
 Get To The Point, Keep To The Point  
 Instant Replay  
 Managing Sales Stress  
 More Than A Gut Feeling iii: Hiring Excellent Sales  
 People  
 More Than A Gut Feeling IV



Motivating Salespeople (Superior Sales Management)  
Sales Is Not A Dirty Word  
SalesSmarts For Sales Managers (SalesSmarts series)  
Sales Motivation & Results Today (Winning Coaches Series)  
Skills Coaching (Superior Sales Management)  
Super Salesman  
Talent! How To Win The Great War For Talent With Tom Peters

**SALES TIME MANAGEMENT**

Coach The SALE For Sales Managers  
Manage Your Time To Build Your Territory  
Time & Territory Mgmt: Turning Time Into Gold  
Unorganized Sales Person

**SECRETARIAL/ADMINISTRATIVE**

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

**SECURITY**

Crossing The Line  
Leakproof: 8 Privacy Principles  
Prevail  
Prevailing Is...  
Red Flags Rule: Preventing Identity Theft  
Social Media: Reduce The Risk  
Stolen Identity: Crimes Of The Millenium  
Take A Good Look  
Workplace Privacy: Does It Really Exist?

**SELF DEVELOPMENT**

Accountability Toolkit: Government Version  
All Pro  
Choice, The  
Developing Job Leads  
Don't Panic  
5 Waves Of Trust, The  
Get To The Point, Keep To The Point  
Getting Ahead By Getting Along: People Skills For The Workplace  
Growing In Place  
Habit Of Winning  
Happiness Advantage, The  
Humor, Risk, Change  
If I Were Brave  
Inner Game Of Management  
Is Good Enough?  
Legacy Of Achievement (short & long versions)  
Little Big Things, The  
Live & Learn  
Make It Matter  
Ouch! Your Silence Hurts  
Respectful Communicator, The  
Respectful Workplace, The  
Second Chance, A  
Seeing Red Cars  
Spirit Clips  
*Cracked Pot, The*  
*Darius Goes West*  
*Hubble Solution, The*  
*Indivisible*  
*Little Frog, The*  
*Montgomery*  
*New Deal, The*  
*One Small Step*  
*Red*

*Sally*  
*Training Wheels*  
Start Right...Stay Right  
Starthrower Story, The  
Strategies For Success PowerPoint Presentations  
*Business Correspondence*  
*Business Greetings & Introductions*  
*Business Ready Dress For Men*  
*Business Ready Dress For Women*  
*Dining Etiquette*  
*E-Mail Etiquette*  
*Job Fair Etiquette*  
*Job Interview Etiquette;*  
*Life After Interview*  
*Professional Dress For Men*  
*Professional Dress For Women*  
*The Art Of Mixing & Mingling.*  
Strategies For Success Series  
*1. Key Ways For Gaining That Competitive Edge In The 21st Century*  
*2. How To Overcome Mingle-Phobia*  
*3. Gaining That Edge During Business Meals*  
Taking Care Of Your Future (Smart-Start Meeting Opener)  
Taking Care Of Your Future Is...  
Way You Were, The  
You

**SELF DIRECTED WORK TEAMS**

Smart Workplace

**SELF MANAGEMENT**

Adventures In Sales, Service, & Self Esteem  
Do It Right The First Time: Paying Attention To Details  
Second Chance, A  
Seeing Red Cars  
Little Big Things, The  
Make It Matter  
Managing Up  
Strategies For Success PowerPoint Presentations  
*Business Correspondence*  
*Business Greetings & Introductions*  
*Business Ready Dress For Men*  
*Business Ready Dress For Women*  
*Dining Etiquette*  
*E-Mail Etiquette*  
*Job Fair Etiquette*  
*Job Interview Etiquette;*  
*Life After Interview*  
*Professional Dress For Men*  
*Professional Dress For Women*  
*The Art Of Mixing & Mingling.*  
Strategies For Success Series  
*1. Key Ways For Gaining That Competitive Edge In The 21st Century*  
*2. How To Overcome Mingle-Phobia*  
*3. Gaining That Edge During Business Meals*  
When The Going Gets Tough  
Working People Smart

**SELLING SKILLS**

Actions Speak Louder Than Words  
Ask For The Order  
Battle For Excellence  
Be Prepared To Sell  
Beyond Needs Assessment: 10 Steps To Consultative Selling  
Beyond Words: Customer Service & Sales Series:  
*Part 1 & Part 2*

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



Successful Selling  
Supersalesman  
Talent! How To Win The Great War For Talent With Tom Peters  
Theirs Not To Reason Why: The Story of Lt. Wm. Sowden Sims  
Time & Territory Management: Turning Time Into Gold  
Unorganized Salesperson Series:  
*Part 1 & Part 2*  
What Do You Say?  
What's Your Pickle?  
Who Sold You This, Then?

#### SERVICE REPS

Best In The Field  
Complaint: Five Tactics For Handling Complaints Effectively  
Complaint Is A Gift, A: Using Customer Feedback As A Strategic Too

#### SEXUAL HARASSMENT

Beyond Sexual Harassment: Other Forms Of Harassment:  
*Manager; Employee; & Vignette Versions*  
Enough! The Consequences Of Sexual Harassment Harassment Is...  
HR Case Files: Sexual Harassment In This Together  
It's Not Enough To Know Better Series:  
*Employee's Version & Manager's Version*  
*You Need To Know...Sexual Harassment Is Illegal*  
It's Up To You: Stopping Sexual Harassment  
*Employee & Manager versions'*  
Let's Get Honest Sexual Harassment Program  
*He Said, She Said*  
Matter Of Respect, A  
Patterns Series:  
*Program 1. Preventing Sexual Harassment*  
*Program 2. Responding To Sexual Harassment*  
*Program 3. Rights & Responsibilities*  
Patterns' Training Scenes  
Person To Person: Creating Respectful Workplaces  
Prevent Sexual Harassment In The Workplace  
Quid Pro Quo: When People With Power Make Demands  
Real World Guide To Sexual Harassment In The Workplace, A (Positive Prevention Series)  
Sexual Harassment A Common Sense Series  
*1. Employee; 2. Manager*  
Sexual Harassment A High Price To Pay Series  
*Program 1. Employee Awareness*  
*Program 2. Management Briefing*  
Sexual Harassment: A Manager's Guide  
Sexual Harassment: A Manager's Guide In CA  
Sexual Harassment & Gender Discrimination  
Sexual Harassment For Education Series:  
*1. Administration, 2. Student*  
Sexual Harassment In The Workplace...Identify, Stop, Prevent II  
Sexual Harassment In Healthcare II  
Sexual Harassment Is...  
Sexual Harassment: Is It or Isn't It? II  
Sexual Harassment: Is It or Isn't It? (Manufacturing)  
Sexual Harassment: Is It or Isn't It? (Retail, Mfg, & Hospitality versions)  
Sexual Harassment: Is It or Isn't It? Situations For Discussions:  
*Manufacturing & Office; Retail; Hospitality; Healthcare; Vignettes*

Sexual Harassment: Is It or Isn't It? Situations For Discussions II (Healthcare and Mfg versions)  
Sexual Harassment: It Can Happen Here  
Sexual Harassment: It's Everyone's Responsibility (Smart-Start Meeting Openers)  
Sexual Harassment: Know Your Rights  
Sexual Harassment: New Perspectives  
Sexual Harassment: New Roles, New Rules  
Sexual Harassment Prevention Kit  
Sexual Harassment Prevention Made Simple  
Sexual Harassment Prevention Made Simple For Managers  
Sexual Harassment: Prevention, Recognition, Correction  
Sexual Harassment Quiz  
Sexual Harassment Series:  
*Understanding The Law*  
*Handling The Complaint*  
Sexual Harassment: Serious Business  
Sexual Harassment (Take Away Series)  
Sexual Harassment: Training For A Harassment-Free Workplace  
Sexual Harassment? You Decide: Real Situations For Discussions  
Sexual Harassment: You Make The Call  
Subtle Sexual Harassment Series:  
*The Issue Is Respect*  
*Management's New Responsibilities*  
Subtle Sexual Harassment Training Scenes

#### SITUATIONAL LEADERSHIP

Miracle On The Hudson: Prepare For Safety  
Styles Of Leadership

#### SOCIAL MEDIA

Legal Social Media At Work

#### SPORTS ORIENTED TITLES

All Pro  
America 3: Power to Create  
And When You Fall/David Janssen  
Do Right/Lou Holtz  
Do Right II/Lou Holtz  
Do Right: the Plan/Lou Holtz  
Everest  
Four Weeks In May  
Get on the Right Bus/Mike "Coach K" Krzyzewski  
If Enough People Care/Lou Holtz  
Instant Replay  
Lance Armstrong Meeting Openers  
*Crossing The Line*  
*Teamwork*  
*Perspective: A Different View*  
Lance Armstrong, "Who Says We Can Do It?"  
Pit Crew Challenge: Driven To Perform  
Sacrifice Is Not Just A Bunt/Joe Torre  
Second Effort/Vince Lombardi  
Solo  
Sportsters  
Survival Run  
Team Of Eagles  
Teamwork/Pat Riley  
Winning Coaches Series  
*Leadership: Influence, Incentives, & Knowledge*  
*Sales Motivation & Results Today*  
*Teamwork Across Generation*  
*Winning Through Innovation*  
Winning Team

#### STRATEGIC PLANNING

Little Big Things, The

Make It Matter  
Miracle On The Hudson: Prepare For Safety  
Roadmaps: Creating Effective Written Actions Plans

#### STRESS

Arrest That Stress: How To Depressurize Your Work Life  
Balancing The Stress Of Life  
Communicating To Reduce Stress  
Dealing With Stress  
Don't Panic  
Fear & Stress In The Workplace  
Gifts From the Mountain  
Happiness Advantage, The  
Humor Prescription Care for the Care Giver  
Humor, Risk & Change  
Just Relax  
Laughing At Stress  
Managing Distress  
Managing Sales Stress  
Managing Stress  
Managing Stress Before It Manages You  
Managing Stress/Ben Bissell  
Moving Forward...In The Aftermath Of Trauma  
Overcoming Stress At Work  
Overcoming Stress, Fear & Anxiety  
Preventing & Managing Stress  
Re-energize Yourself  
Saving For Stress  
Shiftwork: Circadian Survival  
Short Circuiting Stress  
Sick Of Stress  
Stress Is A Gift  
Stress Management  
Stress Management Series: (Dr. David Katz)  
*Recognizing Stress*  
*Managing Stress*  
*Resilience: Mastering Stress*  
*Yoga @ Work*  
*Stress, Weight Control & Emotional Eating*  
Stress You're In Control  
StressBusters/Laroche  
Tackling Stress  
Take Your Job Seriously & Yourself Lightly  
Well, Well, Well  
When The Going Gets Tough  
Working With You Is Killing Me

#### SUPERVISORY SKILLS

Achieving Supervisory Excellence  
After All, You're The Supervisor 3  
After The Hire: Retaining Good Employees  
Communication Cornerstones: Building Trust  
Curse Of The Vanishing Employees  
Front Of The Class, The  
Get To The Point, Keep To The Point  
How To Build A High Performance Workforce...The Keys To Effective Supervision  
How Supervisors Should Appraise Employee Performance  
How To Supervise People  
It's Okay To Be Boss  
It's The Law: The Legal Side Of Management  
Jack Cade's Nightmare 1: A Supervisor's Guide To Laws Affecting The Workplace  
Jack Cade's Nightmare 2: Double Liability  
Jack Cade's Nightmare 3: Caught In The Crossfire  
Juggling Elephants For Managers  
Just In Time Information (JTI Series): Management Solutions In Under 5 Minutes Series:  
*1. Personal Issues*

2. *Discrimination/Legal Issues*  
3. *Conflict Management*  
4. *Performance Management*  
Lead Now! Mini-Video Library  
Leadership (Life's Lessons Series)  
Leadership (Priorities For Life Series)  
Legal Survival Skills For The Modern Manager  
Let's Face It: Harassment Training For Supervisors  
Life Is Short  
Management Coach (JIT)  
Management & Leadership Skills For Supervisors  
Manager Moments  
1. *How To Curb Employee Gossip*  
2. *How To Deal With Difficult Peers*  
3. *How To Manage Upward*  
4. *How To Manage Time Thieves*  
5. *How & When To Delegate*  
Manager Or Mouse?  
Managers As Mentors: Building Partnerships For Learning  
Managing Me  
Managing Up  
New Supervisor: So, Now You're The Boss (Smart-Start Meeting Openers)  
New Supervisor: Skills For Success  
Not Everyone Gets A Trophy  
Once And For All: Resolving Performance Challenges  
Peer Today, Boss Tomorrow  
Pygmalion Effect, The: Managing The Power of Expectations  
Recipe For Success (Restaurant)  
Respectful Supervisor, The, Series  
*Integrity & Inclusion*  
*Motivation & Retaining*  
Setting The Stage For Success  
Sid Story, The  
Smart Questions  
Supervising For Quality  
Supervising The Difficult Employee  
Supervisor On The Scene Series  
*Communication*  
*Conflict Resolution*  
*Coaching For Performance*  
*Decision Making*  
*Meeting Effectiveness*  
*Training Job Skills*  
Takeaway For Managers Series  
*ADA In A Nutshell*  
*Can I Ask That?*  
*Legal Interviewing: Discipline, Documentation & Termination*  
*Diversity, Respedct & Legal Compliance*  
*FMLA In A Nutshell*  
*Sexual Harassment*  
Transistion To Boss Is..  
Would I Follow Me?  
Would I Inspire Me?  
Would I Work For Me?  
You'll Soon Get The Hang Of It

## TEAMWORK

All For One: Team Building In Action  
America<sup>3</sup>: Power To Create  
Apollo 13 Leadership: Down-To-Earth Lessons  
Attitude Virus, The: Curing Negativity In The Workplace  
Bear Essentials Of Business, The  
Best Of Motives, The, Series:  
1. *Nobody Ever Tells Us*  
2. *Nobody Ever Asks Us*  
Bridging The Distance: Virtual Teams On The Road To Results

Building Cooperation: How Everyone Wins At Work  
Building The Perfect Team  
Chilean Mine Rescue: The Unstoppable Team  
Cracked Pot, The (Spirit Clips Series)  
Creating Your DreamTeam: How To Harness The Power Of Teamwork  
Darius Goes West (Spirit Clips Series)  
Do Right 2/Lou Holtz  
Do It Right  
Does The Team Work?  
Doing Our Part  
Effective Teamwork  
Embracing New Ideas  
Essentials Of Effective Teamwork  
Everyone's Teamwork Role  
Excellence Files, The  
File 101: Teams For Success (Excellence Files: Action Agenda Series)  
First Among Equals: Leading A Team  
5 Dysfunctions Of A Team Workshop  
5 Star Teamwork  
Flight Of The Buffalo  
Four Weeks In May  
Get On The Right Bus  
Getting Cooperation: Teambuilding That Works  
Giving Leadership Away  
Global Scenario: Building The Multicultural Team  
Global Scenario: Building The Virtual Team  
Group Think  
How In Hell Do We Manage  
I Wish My Manager Would Just..  
If Enough People Care/Lou Holtz  
Implodel! Building Trust, Teams & Communications...  
Invest Time To Build Trust  
Invisible Rules Revised  
Kingdom Was Lost, The  
Lance Armstrong Meeting Openers  
*Crossing The Line*  
*Teamwork*  
*Perspective: A Different View*  
Leadership: What's Trust Got To Do With It? (2)  
Lessons From Geese  
Life Is Good...And Work Can Be Too  
Little Frog, The (Spirit Clips Series)  
Magic Of We, The  
Manager's Balancing Act, The: Paradoxical Management  
Miracle On The Hudson/Capt Sully Sullenberger  
One For All: Teamwork The Meerkat Way  
One Small Step (Spirit Clips Series)  
Painless Performance Improvement  
Pigeon-Holed In The Land Of Penguins  
Pit Crew Challenge: Driven To Perform  
Power Of Teamwork, The, Inspired By The Blue Angels  
Power Of Words  
Resolving Conflict Is..  
Resolving Conflicts: Strategies For A Winning Team  
Results Rule! Build A Culture That Makes Your Team A Hero  
Sand Castle: Team Work & Diversity  
Sink Or Swim Teamwork: We're All In This Together  
Spirit Of The Dolphins, The  
Supervisor On The Scene  
*Communication*  
*Conflict Resolution*  
*Coaching For Performance*  
*Decison Making*  
*Meeting Effectiveness*  
*Training Job Skills*

Team Approach, The  
Team Building: Techniques That Work  
Team Building: What Makes A Good Team Player  
Team Creativity  
Team Nightmares: Solutions To Your Top Team Problems Series:  
*Volume 1 & Volume 2*  
Team Of Eagles, A  
Team Player  
Team's Series  
Teamwork Essential Video Series  
Teamwork (Life's Lessons Series)  
TEAM.W.O.R.K. (Four Weeks In May companion)  
Teamwork/Pat Riley  
Teamwork Across Generations (Winning Coaches Series)  
Teamwork Essentials Video Series:  
*Part 1. Teams That Work*  
*Part 2. Change Without Anxiety*  
*Part 3. Meetings Under Control*  
*Part 4. Presentations Without Fear*  
Teamwork: How Synergy Succeeds  
Teamwork In Action (Muppet)  
Teamwork In Crisis: Miracle Of Flight 232  
Teamwork What's Trust Got To Do With It?  
The Power Of Teamwork Inspired By The Blue Angels  
Think Or Sink: Professional Team Decision Thinking  
Turn 'Em On Turn 'Em Loose  
12 Angry Men: Teams That Don't Quit  
12 Angry Men: Teams That Don't Quit Updated  
12 Angry Men: Teams That Don't Quit Series  
*We Need To Talk*  
*The Different Kind Of Leadership*  
*The Decision-Making Environment*  
*Diversity And Inclusion*  
Unified Team, The  
*Vision Of Teams*  
*Vision Web Simulation/Game*  
Vision Of Teams  
We Are The Ones  
We're In The Band  
We're On The Same Team, Remember?  
What A Manager Should Say  
When Opposites Complement  
Who Says We Can't Do It?/Lance Armstrong  
Winning Team  
Wisdom Of Teams  
Working Together Works  
Working Together Works Short  
Workteams & The Wizard Of Oz  
Workteams & The Wizard Of Oz Series  
*Buiding A High Performance Team*  
*Building A Diverse Team*  
*Empowered Team Members Discover Hidden Strengths To Solve Problems*  
Yes Lives In The Land Of No  
Your Place In the Team

## TELEMARKETING

Call To Order: Converting Telephone Inquiries Into Sales  
Get To The Point, Keep To The Point  
Make The Connection: How To Be Effective & Productive On The Phone  
Selling On The Telephone  
What's Your Pickle?

## TELEPHONE CUSTOMER SERVICE

Complaint: Five Tactics For Handling Complaints Effectively

Complaint Is A Gift, A: Using Customer Feedback As A Strategic Tool  
 Crash-Course In Sale's Skills, A  
 Customer Service: The Telephone Connection  
 Get To The Point, Keep To The Point  
 Just A Call Away Series:  
*Attitude Is Everything*  
*Really Angry Customers*  
*It's Your Call*  
*Outbound Call, The*  
*Customers With A Difference*  
 Telephone Communication: Clear As A Bell  
 Telephone Customer Service  
 Telephone Courtesy Pays Off II  
 Telephone Courtesy: You Are The Company  
 Wednesday's Touch  
 When The Phone Rings: Telephone Skills For Better Service

**TELEPHONE SKILLS**

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

**TERMINATION**

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

**THEFT**

Crossing The Line (Loss Prevention Programs)  
 Red Flags Rule: Prevention Identity Theft

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

**TIME MANAGEMENT**

Conquer The Chaos: The Best Ideas In Time Management  
 Do More In Less Time: Tame Your Workload By Dramatically Increasing Your Productivity  
 1440 Minutes  
 Get Organized & Stay Organized: The 7 Day Plan For Putting Your Work Life In Order  
 How To Clear Your Desk: The Paper Chase  
 How To Get Things Done  
 How To Juggle Multiple Priorities  
 Juggling Elephants  
 Juggling Elephants For Managers  
 Making Time  
 Manage Your Time Better  
 New Time Of Your Life  
 Perfectly Normal Day, A  
 Personal Efficiency Program, The How To Do More Work In Less Time  
 Simplifying Your Work & Your Life  
 Take Back Your Time: How To Manage Your Workload & Still Have A Life  
 30 Ways To Make More Time  
 Time Challenged  
 Time Management: A Productivity Plan  
 Time Management: Get The Most Out Of Your Time  
 Time Management: Keeping The Monkey Off Your Back  
 Time Of Your Life  
 Time Trap II  
 Unorganized Manager Series/John Cleese  
*Parts 1, 2, 3*

**TRAIN THE TRAINER**

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

**TRUST**

Chilean Mine Rescue: The Unstoppable Team  
 Communication Cornerstones: Building Trust  
 Integrity Is...  
 Leadership: What's Trust Got To Do With It? (2)  
 Lessons From Geese  
 Power Of Teamwork, Inspired By The Blue Angels  
 Servant Leadership  
 Trustworks: Alliance Building As A Foundation For Change

**TQM**

Customer Is Always Dwight  
 Improving Work Systems  
 Making Quality Work  
 Mining Group Gold

**UNION**

Communication: Talk To The Lamp  
 EFCA Card Tricks/EFCA Card Sharks  
 Redesigning A Workplace For Self-Regulation  
 Sign Now, Pay Later (union specific)  
 Union Realities Series:  
*That's Just Reality*  
*Talking With Employees*  
 Union, The, Series:  
*Module 1. You're The First Line Of Defense*

*Module 2. Signing The Union Card*

**VALUES**

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

**VALUE PROGRAMMING**

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



Start Right...Stay Right  
What You Are Is Where You Were When...Again

**VISION**

All Pro  
Celebrate What's Right With The World  
Clarity Imperative, The  
Discovering The Future: The Power Of Vision  
Everyday Creativity  
Focus Your Vision  
Habit Of Winning  
Life Is Good...And Work Can Be Too  
One Small Step (Spirit Clips Series)  
Preventing Workplace Bullying  
Restructuring The Organization/Peter Drucker  
Roadmaps: Creating Effective Written Actions Plans  
Strategies For Success PowerPoint Presentations

*Business Correspondence*  
*Business Greetings & Introductions*  
*Business Ready Dress For Men*  
*Business Ready Dress For Women*  
*Dining Etiquette*  
*E-Mail Etiquette*  
*Job Fair Etiquette*  
*Job Interview Etiquette;*  
*Life After Interview*  
*Professional Dress For Men*  
*Professional Dress For Women*  
*The Art Of Mixing & Mingling.*

Think Again: An Invitation & Creative Meeting Opener

We Will  
We're In The Band

**WOMEN IN BUSINESS**

Changing The Way We Do Business  
Perfectly Normal Day, A  
Strategies For Success PowerPoint Presentations  
*Business Correspondence*  
*Business Greetings & Introductions*

*Business Ready Dress For Men*  
*Business Ready Dress For Women*  
*Dining Etiquette*  
*E-Mail Etiquette*  
*Job Fair Etiquette*  
*Job Interview Etiquette;*  
*Life After Interview*  
*Professional Dress For Men*  
*Professional Dress For Women*  
*The Art Of Mixing & Mingling.*

Women And The Corporate Game  
Woman At The Top  
Woman In The Boardroom  
Women's Millennium Series: Tom Peters  
*The \$3 Trillion Market*  
*Prospective & Strategies*

**WORK REDESIGN**

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

**WORKPLACE VIOLENCE**

Be SAFE. (Not Sorry) Preventing Violence In The Workplace  
Getting Real About Workplace Violence  
*Awareness*  
*Prevention & Response*  
Moving Forward...In The Aftermath Of Trauma  
On The Edge 1.0: Preventing Violence In The Workplace  
On The Edge 2.0: Managing High-Risk Situations  
Respectful Workplace, The: Series:  
*Opening The Right Doors*

*Diffusing Hostility Through Customer Service*  
*Managing Harmony*

Taking Control Of Workplace Violence  
Threat Detector: Your Role In Preventing Workplace Violence  
Ticking Bomb: Defusing Violence In The Workplace Series: *1. Prevention & 2. Preparedness*  
Violence: Reducing Your Risk  
Workplace Violence: Before It's Too Late (Smart-Start Meeting Opener)  
Workplace Bullying Made Simple: Prevention For The Workplace  
Workplace Violence: Employee Training  
Workplace Violence: First Line Of Defense  
Workplace Violence Is...(Healthcare version too)  
Workplace Violence: Looking Out For Each Other  
Workplace Violence Prevention Made Simple  
Workplace Violence Prevention Made Simple For Managers  
Workplace Violence: Series:  
*1. Employees; 2. Managers*  
Workplace Violence: The Calm Before The Storm Managers  
Workplace Violence: The Legal Role In Keeping Your Workplace Safe (Legal Brief Series)  
Workplace Violence: The Risk From Within  
Workplace Violence: Training For Supervisors & Managers

**WRITING**

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