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INVENTORY IS OUR
CATEGORICAL LISTING
2018 VERSION**

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carol@monadtrainersaide.com 📧 📞 **1.800.344.6088**

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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
Not So Obvious Art Of Dynamic Collaboration
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
Accentuate 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)

COLLABORATION

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
Between You & Me: Solving Conflict

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 Training Scenes (Respectful
Workplace Series)

Conflict Resolution: A Win-win Approach

Conflict Resolution: The Skill That Makes The
Difference

Conflict: Resolving Conflict (Smart-Start Meeting
Openers)

Conflict: Rules Of Engagement/Pat Heim

Conflicts In The Workplaces: Sources & Solutions
Dealing With Conflict

Don't Shoot The Messenger; Common Workplace
Courtesies To Reduce Tension & Lower Stress

Everybody Wins: How to Turn Conflict Into
Collaboration

Facing Anger

Forget For Success

From No To Yes

How To Resolve Conflict At Work

Jack Cade's Nightmare 2: Double Liability

Managers As Mediators

Managing Conflict At Work: The Art Of Communi-
cation

Resolving Conflict Is...

Resolving Conflicts: Strategies For A Winning
Team

Resolving Team Conflicts (Performance Excellence)

Solving Conflict

Solving People Problems On The Job

Solving Even More People Problems On The Job

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 Rule, 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
 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
 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
 Truly Furr-ific 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
 Hidden Customer, The: Internal Customer Service

Inside Information
Internal Customer, The
It's Your Call
It's Your Call: Connecting With Customers Over
The Phone
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
Millennium 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 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: 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?

HR & EEO Toolbox (Learncom Books)

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 FAIR. Series:

- Just Be FAIR. & FAIR. 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

Gettin' 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

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)

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
Complaint Is A Gift, A: Using Customer Feedback As A Strategic Tool
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...
Bob Knowlton Story, The
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
Do Right: The Plan/Lou Holtz
Don't Panic
Encouraging The Heart
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 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 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 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 Of The Year: A Film About Effective
Listening
Manager Or Mouse
Manager's Balancing Act, The
Managing From The Heart
Managing Me
Managing - Only Just!
Managing Up
Max & Max (Covey Leadership Series)
Memorial Hospital & HealthWorks Kids (Tom
Peters: Re-imagine!)
Millennium-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
Paradigm Pioneers
Paradigm Principles
Recipe For Change (Restaurant)
Recipe For Success (Restaurant)
Re-imagine: Business Excellence In A Disruptive
Age
Restructuring The Organization/Peter Drucker
Sacrifice Is Just Not A Bunt
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
Story Of A New One Minute Management Manager
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)
Transition 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
Accentuate 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 Trading: 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 Really
Talking With Employees
 Union Realities Series:
Module 1. You're The First 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...
 Creating A Positive Workplace: Good Attitudes Are Contagious
 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
 Encouraging The Heart
 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 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
 Mentoring: The Success Connection
 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*
- Millennium Coaching & Performance Feedback Series
The Leader As Coach
Providing Performance Feedback
Coaching & Performance Feedback
- Mixing 4 Generations In The Workplace
 Motivating Employees During Organizational Change
 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
- Restructuring The Organization/Peter Drucker
 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, Respedct & Legal Compliance
FMLA In A Nutshell
Sexual Harassment
- Talent! How To Win The War For Talent
 Talent Management: How To Retain Your Best People
 This Is Going To Hurt Me More Than It Hurts You
 Unorganized Manager Series/John Cleese
Parts 1, 2, 3
- We Are The Ones
 What A Manager Should Say
 Where There's A Will...Leadership & Motivation
 Would I Follow Me?
 Would I Inspire Me?
 Would I Work For Me?
- MARKETING**
 Brilliant, Simply Brilliant Series
Over & Outta Here
Plastic Gold
Play It Again Vin
Thinking Inside The Box
- Ethics Is A Competitive Advantage
 Everything Is Design
 Excellence Files: Coca Cola
 Focusing On The Customer
 Living The Brand: The Patagona Story
 Make It Matter
 One-To-One Future: Building Relationships One Customer At A Time
 Sell?
 Transistion 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
- America³, The Power To Create
 America The Beautiful
 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: Finiding The Itch
Truly Furr-lfic 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 Millenium
 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*
 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 Management 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 (Millenium-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
Part 1. Mentors
Part 2. Mentees
 Training Wheels (Spirit Clips Series)
 Will My Mentor Make A Difference
- MOTIVATION**
 After The Hire: Retaining Good Employees
 America The Beautiful
 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...
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)
5 Skills For Getting A Yes
Getting To Yes
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
Conducting The Performance Appraisal: Be A Coach, Not A Judge
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 (Consultant 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 Appraiser'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)
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
Quick 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: 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 Decision-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 Harassment, 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
Office Safety: It's A Jungle In There
Over Exertion
Prevail
Prevailing Is...
Proper Lifting Techniques
Receipe 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*
 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

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

Sexual Harassment Is...

Sexual Harassment: Is It or Isn't It? (Retail &
 Hospitality versions available)

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: 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

Restructuring The Organization/Peter Drucker

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

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

After The Hire: Retaining Good Employees

Communication Cornerstones: Building Trust

Curse Of The Vanishing Employee

Get To The Point, Keep To The Point

Fish! For Leaders Series:

1. It Starts With Me

2. Be There

3. Play

4. Make Their Day

5. Choose Your Attitude

6. Who Are You Being

Front Of The Class, The

Harassment & Leadership Skills For Supervisors

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

Juggling Elephants For Managers

Just In Time Information (JITI 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)

Legal Survival Skills For The Modern Manager

Let's Face It: Harassment Training For Supervisors

Life Is Short

Management Coach (JITI)

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
SSupervisor 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

America³: 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

Implode! 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

Not So Obvious Art Of Dynamic Collaboration

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

Sacrifice Is Not A Bunt

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

Building 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 2000

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 S.A.F.E. (Not Sorry) Preventing Violence In The
Workplace

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