



**THIS CUSTOMIZED LIST
IS OUR 2020 VERSION OF
CATEGORICAL LISTINGS**

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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
Americans With Disabilities Act: Commonsense
 Compliance
HR Case Files: ADA
10 Commandments Of Communicating With
 People With Disabilities, The
Understanding The New A.D.A.

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 Absenteesim
All Pro
All Washed Up
Attitude: Radiating Possibility
Attitude Virus, The: Curing Negativity In The
 Workplace
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: Unconscious Bias:
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
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...
There Is Only Us
Turn 'Em On Turn 'Em Loose
When You're Smilin'
Workplace Wellness Series
 Presenting Being Sober At Work: Tools For
 Addiction
 Presenting Feel Calm At Work: Tools For
 Stress & Anxiety
 Presenting Feel Good At Work: Tools For
 Depression
 Be Focused At Work: Tools For ADHD
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
Disruptive Behavior: Too Great A Cost

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
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
It's About Respect II
Leading With Persuasion
Managing Up
Not Just Another Meeting
Quality Supervision For Industry
Sexual Harassment: Is It Or Isn't It
Sexual Harassment: You Make The Call
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)

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

CASE STUDIES

Big Mac: Inside The McDonald's Empire
Brilliant, Simply Brilliant Series:
Over & Outta Here
Plastic Gold
Play It Again Vin
Thinking Inside The Box
Excellence Files, The
Igniting Exceptional Performance
I'll Be Back
mplode! Building Trust, Teams & Communication...

!Indivisible (Spirit Clips Series)
Life Is Good...And Work Can Be Too
Listen To Your Customers
Living The Brand: The Patagonia Story
Negotiating Corporate Change
Sincere Trust & Belief In People (govt ver too)
Succeeding In A Changing World
3 R's Of Sustainability
Win Teams
Women's Millenium

CHANGE

Accepting Change
All Washed Up
Bob Knowlton Story, The
Brilliant, Simply Brilliant Series:
Over & Outta Here
Plastic Gold
Play It Again Vin
Thinking Inside The Box
C And The Box
Celebrate! Change Your Lens, Change Your Life
Change (Life's Lessons Series)
Change (Priorities For Life Series)
Change & Innovation Through Brainstorming
Change, It's Your Choice
Change Without Anxiety (Teamwork Essentials)
Corporate Culture & Performance/John Kotter
Days Of Change
Egg, The
Ellie Mae: Re-imagine Technology & The Customer
(Tom Peters: Re-imagine!)
Embracing Change
Facing The Challenge Of Change
Finding The Up In Upheaval
Forget For Success
From No To Yes
Happiness Advantage, The
Ideas Into Action
Innovate Or Die/Tom Peters
Into The Millennium
Journey, The: Reflections On Change
Jump
Leadership & The New Science
Living In The Stretch Zone/Marc Bassin
Living The Brand: The Patagonia Story
Make Change Work For You: Anna's Story
Managing Change & Transition
Managing Change: The Complete Perspective
Motivating Employees During Organizational
Change
New Business Of Paradigms: 2nd Edition
New Business Of Paradigms, The
Classic Edition & 21st Century Edition
New Workplace Series:
1. Making The Change
2. Leading The Change
OXO Good Grips:Think Differently (Tom Peters: Re-
imagine!)
Paradigm Mastery Series/Joel Barker:
Change & Leadership
Paradigm Effect
Paradigm Curve
Paradigm Partners
Paradigm Hunting
Paradigm Pioneers
Paradigm Principles
Practicing Possibility
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 & 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 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 You8. 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)

When The Coach Is You

Winning Coaches Series:

- Leadership: Influence, Incentives, & Knowledge*
- Sales Motivation & Results Today*
- Teamwork Across Generation*
- Winning Through Innovation*

You'll Soon Get The Hang Of It

COFFEE BREAKS (see Meeting Openers)

COLABORATION

Partnering intelligence: Creating Value By Building
Strong Alliances

COLLECTION

It's In The Mail

COMMITMENT

Happiness Advantage, The

Spirit Clips Series:

- Cracked Pot, The*
- Darius Goes West*
- Hubble Solution, The*
- Indivisible*
- Little Frog, The*
- Montgomery*
- New Deal, The*
- One Small Step*
- Red*
- Sally*
- Training Wheels*

Start Right...Stay Right

Who Cares

COMMUNICATION

A Look Inside Ourselves

Abilene Paradox (also group)

Achieving Communication (Training Bytes Series)

Becoming A Leader: Communication Techniques
That Motivate, Guide & Inspire Employees...

Berfunkt

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: Unconscious Bias

Elephant, The.; A Simple Fable About Communica-

tion, 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

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

Responsible Business Communications

Right Words At The Right Time

Sacrifice Is Just Not A Bunt

Smart Questions

Solving Even More People Problems On The Job

Solving People Problems On The Job

Speaking Effectively To 1 Or 1000

Speaking Effectively To 1 Person Or A Roomful:

Proven Techniques That'll Make You A Master

Speaking With Confidence, Clarity & Charisma

Straight Talking: The Art Of Assertiveness

Strategies For Success Series

1. Key Ways For Gaining That Competitive Edge

In The 21st Century

2. How To Overcome Mingle-Phobia

3. Gaining That Edge During Business Meals

Talk Isn't Cheap

Tell Me A Story: A Powerful Way To Inspire Action

This Is Going To Hurt Me More Than It Hurts You

Total Awareness: Listening With Your Eyes

Toxic Talk: What Would You Say

Verbal Communication: The Power Of Words

What A Manager Should Say

What Do You Say?

Who's On First

Wild Goose Chase

Working Without A Script

You're Not Listening

COMPETITION

Chase, The

Ethics Is A Competitive Advantage

Who's The Enemy

COMPUTERS

Ergonomics: Preventing Cumulative Trauma....

Ellie Mae: Re-imagine Technology & The Customer

(Tom Peters: Re-imagine!)

It's Time To Stop

Social Media: Reduce The Risk

CONFLICT

A.C.E. It: How To Solve Tough Workplace Problems

As Others See Us

Conflict Resolution: A Win-win Approach

Conflict Resolution: The Skill That Makes The

Difference

Conflict Resolution Training Scenes (Respectful

Workplace Series)

Conflict: Rules Of Engagement/Pat Heim

Conflicts In The Workplaces: Sources & Solutions

Dealing With Conflict

Dealing With Conflict In Helathcare

Everybody Wins: How to Turn Conflict Into

Collaboration

Facing Anger

Forget For Success

From No To Yes

How Was Your Day

Jack Cade's Nightmare 2: Double Liability

Managers As Mediators

Managing Conflict
 Managing Conflict At Work: The Art Of Communication
 Resolving Team Conflicts (Performance Excellence)
 Right/Wrong To Win/Win
 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
 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
 Power Dead-Even Rule, The
 Results Rule! Build A Culture That Makes Your
 Team A Hero
 Worksmarts: How To Get Along, Get Noticed, & Get
 Ahead

CUSTOMER SATISFACTION

Art Of Customer Service
 Can't Be Denied: The Impact Of Customer Discrimi-
 nation
 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 Custom-
 ers
 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 Discrimi-
 nation
 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 Dwlght
 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-imaginel)
 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-imaginel)
 Just Incredible! A Customer Service Story II
 Leadership & The Customer Revolution
 Listen & Win: How To Keep Customers Coming Back
 Listening Under Pressure: The Customer service Challenge
 Little Big Things, The
 Love Your Customers & Love Your Difficult Customers
 Mad About Customer Service
 Make The Connection: How To Be Effective & Productive On The Phone
 Multicultural Customer, The
 Oops! Time For Service Recovery
 Opportunity Imperative, The
 Other Side Of The Window, The: Providing Exceptional Service In Government
 Passion For Customers/Tom Peters
 Passion For Excellence/Tom Peters
 Power OF Customer Service, The
 Quality Service In The Public Sector
 Race Without A Finish Line
 Real Heroes Of Business, The
 Remember Me
 Return, The: Not So Great Moments In Customer Service
 Right Words At The Right Time
Government, Health, Retail, & Hospitality
 Sell! 25 Essentials on Selling with Tom Peters
 Serve! Turn Customer Service into Unforgettable Customer Experiences with Tom Peters
 Service Excellence: Time To Care
 Service Heroes: Customer Service Turnaround
 Service Impact Series
Credibility Through Honesty
Cross-Cultural Communication
Dimensions of Service
Levels of Learning
The Angry Customer
 Service With Soul/Tom Peters
 Serving Customers With Disabilities
 Support The S.A.L.E. 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 C.A.R.E. Of Business
 T.H.A.N.K.S. Enlightened Customer Service
 Truly Furr-lficc Customer Service (Barkles Business Series)
 Truth About Customer Service, The (Truth Series)
 WAYMISH: (Why Are you making It So Hard...For Me To Give You My Money
 Wednesday's Touch
 We're On The Same Team, Remember?
 What Customers Really Want
 What Do You Say?
 What It Really Takes To Be A World Class Co.
 What's In It For Me?
 What's Your Pickle?
 When You're Smiin'
 Who Cares?
 Who Sold You This, Then?
 Winning Customer Loyalty Series:
Eliminate Customer Turnoff
Exceed Customer Expectations
- Winning Over The Most Difficult Customers: Going Beyond "Service With a Smile"
 Working People Smart
 You've Gotta Be Kidding Me!
- CUSTOMER SERVICE (Internal)**
 An Inside Job: Meeting Internal Customer Needs
 Art Of Customer Service
 Bear Essentials Of Business, The
 Beyond Words: Customer Service & Sales Series
Part 1, Part 2, & Actions Speak Louder Than Words
 But I Don't Have Customers (Gov't & Bus versions)
 Can't Be Denied: The Impact Of Customer Discrimination
 Complaint Is A Gift, A: Using Customer Feedback As A Strategic Tool
 Complaints: Five Tactics For Handling Complaints Effectively
 Courtesy Or Consequences
 Customer Service Counts
 Customer Service Gone Viral
 Customer Service (Life's Lessons Series)
 Customer Service: Think like A Customer (Smart-Start Meeting Openers)
 Customer Service Toolkit
 Glad I Could Help
 Golf & The Art Of Customer Service
Basic Concepts Version
Generic/Business Version
Healthcare Version
 Inside Information
 Internal Customer, The
 It's Your Call
 It's Your Call: Connecting With Customers Over The Phone
 Multicultural Customer, The
 We're On The Same Team, Remember?
 What Do You Say?
 What's Your Pickle?
 Working People Smart
 Your Link In The Internal Service Chain
 You've Gotta Be Kidding Me!
- DEALING WITH DIFFICULT PEOPLE**
 Body Language At Work
 Coping With Difficult People:
Parts 1 & 2
 Working With You Is Killing Me
 Can We Count On You
 Complaint: Five Tactics For Handling Complaints Effectively
 Complaint Is A Gift, A: Using Customer Feedback As A Strategic Tool
 Conflicts In The Workplace: Sources & Solutions
 Dealing With Angry Customers
 Dealing With The Irate Customer II
 Difficult Guest, The
 Difficult People: How To Deal With Them
 Everybody Wins: How to Turn Conflict Into Collaboration
 Facing Anger
 More Than One Right Answer
 Negotiations: Solving Tough Problems
 Solving Even More People Problems On The Job
 Solving People Problems On The Job
 Toxic Talk: What Would You Say
 What Do You Say?
 When You're Smiin'
 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
 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
 EEO Made Simple
 Eye Of The Storm/Jane Elliot
 Gateways To Inclusion: Turning Tense Moments
 Into Productive Conversations
 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
 Let's Get Together: Communicating Respect In A
 Diverse Workplace
 Manager's Guide, A
 Matter Of Respect, A
 Montgomery (Spirit Clips Series)
 Ouch! That Stereotype Hurts
 Ouch! Your Silence Hurts
 Plus Of Us, The
 Race, Ethnicity, Language/Religion Workplace Issues
 (Series)
 Read My Lips
 Respect In The Workplace: Avoiding Discrimination
 Tale Of O, A
 Valuing Our Workplace Series
Doing Our Part
Look Inside Ourselves, A
 Wide Eyed
 Without Regard...To Race, Religion, Sex...

DIVERSITY

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

15. *It's All In The Presentation.*
 16. *You Don't Fit My Style.*
 17. *You're Making Me Uncomfortable.*
 18. *Sexual Harassment-Are You Serious?*
 19. *The Skip-Level Meeting.*
 20. *Building Teams In The Global Marketplace.*

Clown

Corporate Culture & Performance
 Cultural Competency: Just Good Healthcare
 Cultural Competency: Problem Solving
 Dealing With Diversity
 Dialogue-Now You're Talking! Series
 1. *Communicating In A Diverse World*
 2. *Dialogue For Cultural Understanding*
 3. *Dialogue Between Genders*
 4. *Dialogue Among Generations*
 Differences
 Different Like You: Appreciating Diversity In The
 21st Century
 Diversity 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 Discrimina-*
tion & Ageism
 3-1. *Performance Appraisal*
 3-2. *Balance Of Work/Family Issues*
 4-1. *Sexual Orientation*
 4-2. *Career Mobility: Language*
 Diversity: Face To Face
 Diversity In The Real World
 Diversity In The Wsorkplace
 Diversity Made Simple Series
Diversity Made Simple
Diversity Made Simple For Managers
Diversity Made Simple: Gov't
Diversity Made Simple For Managers: Gov't
 Diversity: Maximizing Customer Satisfaction
 Through Valuing Employees
 Diversity Now
 Diversity: Respect At Work
 Diversity: The Real Scene
 Diversity, The, Series:
 1. *On The Threshold Of Change*
 2. *Gender & Sex Orientation Workplace Issues*
 3. *Race, Ethnicity, Language & Religion*
 4. *Age & Physical Ability Workplace Issues*
 Diversity, The, Series Training Scenes
 Diversity Unplugged: Provocative Insights, Practical
 Solutions
 Drop by Drop: Unconscious Bias
 Faces
 Gateways To Inclusion: Turning Tense Moments
 Into Productive Conversations
 Gender & Sexual Orientation Workplace Issues
 Global One: Cross-Cultural Understanding
 Global One: Intercultural Communication
 Global One: International Negotiating
 Global Scenario: Building The Multicultural Team
 Global Scenario: Building The Virtual Team
 Global Scenario: Cross-Cultural Communication
 Global Scenario: Cultural Awareness
 Going International Series:
Beyond Culture Shock

Bridging The Culture Gap
Going International-Safely
Living In The USA
Managing The Overseas Assignment Safely
Welcome Home, Stranger
Working In The USA

Harassment & Diversity: Respecting Differences...
How To Deal With Cultural Diversity In The
Workplace

How Was Your Day?

Human Energy At Work Series:

1. *Bottom Line, The*
2. *Relating Across Differences*
3. *Breaking Thru Conflict*
4. *Teams In Action*
5. *Global Contrasts*
6. *Sexual Dynamics*

Inclusion Insights

Is It Bias? Making Diversity work

Just Be FA.I.R. Series:

Just Be FA.I.R. & FA.I.R. In Action

Little Things Mean A Lot

Managing Diversity

Mauritius: Celebrating Differences (Covey Leadership
Series)

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

Seat At The Table: Embracing Diversity

Tale Of O, A

Uh-Oh Syndrome: From Intolerance To Inclusion

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

Wealth, Innovation, & Diversity

We're All Different: Diversity IN The Workplace

Wide Eyed

Worksmarts: How To Get Along, Get Noticed & Get
Ahead

DRUG/ALCOHOL ABUSE

D.O.T. Drug & Alcohol Testing

Recognizing Drug & Alcohol Abuse

Employee & Manager Versions

Substance Abuse: Awareness & Intervention

Substance Abuse: The Manager's Role In Creating
& Maintaining A Drug Free Workplace (Legal
Briefs Series)

E-MAIL

Easywriter

E-mail Essentials

Legal E-mail & Text Messaging At Work

No Privacy: Legal Issues In E-Mail

Professional E-Mail Etiquette

Responsible Business Communications

Straight Scoop On E-Mail

Truth About E-Mail

Undeliverable: E-Mail Etiquette For Today's Work...

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

EEO Made Simple

HR & EEO Toolbox (Learncom Books)

HR Case Files Series

Millenium: Leadership Capsules series

Tale Of O, A

ECONOMICS

3 R's Of Sustainability

Wage & Hour Compliance

EMOTIONAL INTELLIGENCE

A Look Inside Ourselves

Emotional Intelligence

Emotional Intelligence Series, The

Emotional I.Q.

Giving Feedback

How You Think Is Everything: The Power Of
Intelligence

It's Business, Not Personal: Taming Emotions In
The Workplace

Manage Me

EMPLOYEE ASSISTANCE

Can You Spare A Moment

Come Back, The

Family Medical Leave Act

FMLA, The: Everything You Need To Know

Focusing On Quality Solutions

Good News! It's Performance Appraisal Time

Managing Performance Problems

Taking Charge

The Comeback

Troubled Employee

Understanding The New FMLA

Working With You Is Killing Me

EMPLOYEE RELATIONS

..Gettig Ahead By Getting Along: People Skills For
The Workplace

Increasing Emotional Intelligence (Training Byte
Series)

1. *Stay In Control: Managing Your Emotions At
Work*

2. *Half Full Or Half Empty? Choosing To Be
Positive*

3. *Big Picture: Keeping Things In Perspective*

Giving Feedback

Little Things Mean A Lot

Living The Brand: The Patagonia Story

Managing Up

Not Everyone Gets A Trophy

Start Right...Stay Right

There Is Only Us

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 LOG.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

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 (Millennium-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 Series)

3 R's Of Sustainability

FIRST AID

Survival Guide

GENDER DIFFERENCES

Closing The Gap
 Dialogue Between Genders
 Gender-Driven Selling
 In The Company Of Women
 Invisible Rules: Revised
 Mars & Venus In The Workplace/Dr. John Gray
 Men, Woman & Work Series
Listening Between The Lines
Unspoken Messages
 Power Dead-Even Rule, The: Revised
 Talking 9 To 5: Women & Men In The Workplace
 When Opposites Complement

GENERATION ISSUES

Awesome!
 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
 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
 Beyond Words For Healthcare: A Body Language Guide For Healthcare Professionals
 Clown
 Communication In Healthcare
 Communication Nightmares: Solutions To Your Top Communication Problem
 Customer Service: Natural As Child's Play - Trainer's Tool Kit
 Cultural Competency: JJust Good Healthcare
 Cultural Competency: Problem Solving
 Dealing With Conflict: Healthcare
 Difficult Behavior: Breaking Through
 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
 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
 Workplace Wellness Series
Presenting Being Sober At Work: Tools For Addiction
Presenting Feel Calm At Work: Tools For Stress & Anxiety
Presenting Feel Good At Work: Tools For Depression
Be Focused At Work: Tools For ADHD
HOSPITALITY (Customer Service)
 Complaint Is A Gift, A: Using Customer Feedback As A Strategic Tool
 Customer Service Agenda: 6 Steps To Greatness (Customer Service Training Series)
 5 Star Teamwork
 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.
 Working People Smart
 Working With You Is Killing Me
 Worksmarts: How To Get Along, Get Noticed, & Get Ahead

INTERVIEWING SKILLS

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 Ready! How To Prepare For A Successful Job
 Search
 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)
 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
 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.

INTRAPRENEURSHIP

Entrepreneurs: An American Adventure

JAPANESE MANAGEMENT

Challenge For The Deming Prize
 Just In Time: Just In Case

LEADERSHIP

Abilene Paradox II
 Age Of Leadership, The
 Apollo 13 Leadership: Down To Earth Leadership...
 Buck Stops Here, The
 Bury My Heart At Conference Room B
 Character In Action
 Corporate Culture & Performance/John Kotter
 Covey Leadership Library
Tearing Down Walls
Leading By Examples
I Know Just What You Mean
Mauritius: Celebrating Differences
Max & Max
 Difficult People: How To Deal With Them
 Discovering The Future:The Power Of Vision
 Don't Panic
 File 103: Developing 21st Century Leaders
 (Excellence Files: Action Agenda Series)
 First Time Around, The
 5 Questions Every Leader Must Ask
 Flight Of The Buffalo
 Follow The Leader
 Front Of The Class, The
 Get To The Point, Keep To The Point
 Giving Leadership Away
 Great Minds On Leadership (Great Minds Series)
 Group Think
 Hiring The Best
 How Great Companies Get Great People
 In Charge
 In Search Of Excellence/Tom Peters
 Indivisible (Spirit Clips Series)
 It's A Wonderful Life: Leading Through Service
 It's Okay To Be Boss
 Joel Barker's Leadership: 5 Lessons For Leading
 In The 21st Century/Joel Barker
 Lance Armstrong Meeting Openers
Crossing The Line
Teamwork
Perspective: A Different View
 Leader Inside, The
 Leader Madness
 Leader's Guide To Delegating, A
 Leaders Of Character: Leadership, The West Point
 Way
 Leadership
 Leadership (Life's Lessons Series)
 Leadership (Priorities For Life Series)
 Leadership Alliance, The/Tom Peters
 Leadership: An Art Of Possibility
 Leadership & Self-Deception
 Leadership & The Customer Revolution
 Leadership & The New Science
 Leadership At Every Level
 Leadership Feedback: What Employees Want To
 Tell You... But Don't!
 Leadership: Influence, Incentives, & Teamwork (Win-
 ning Coaches series
 Leadership/Management Mix

Leadership Pickles, The
 Leadership: The Myth & The Reality (Smart-Street Meeting Openers)
 Leadership: What's Trust Got To Do With It? (2)
 Leading In A Time Of Change
 Leading More With Less Leading The Way: Negotiating With Influence & Persuasion
 Leading With Persuasion
 Learn To Lead: Lessons With Capt. Sullenberger
 Legal & Effective Employment Series
Legal & Effective Interviewing Skills.
Legal & Effective Performance Appraisals.
Legal & Effective Progressive Discipline.
 Legal & Effective Hiring
 Legal Perils & Management Pitfalls To Avoid
 Legal Survival Skills For The Modern Manager
 Lessons From Miracles On The Hudson Series:
Being Prepared
Investing In Yourself & Your Values
Teamwork
Making Safety A Priority
Importance Of Being Competent
Communication
 Life & Work
 Life Is Short
 Little Big Things, The
 Love & Profit: The Art Of Caring Leadership
 Management & Leadership Skills For Supervisors-
 Manager Moments: How to Build a High-Performing Team
How To Assess Team Strengths & Needs
How To Build Team Unity
How To Diagnose Team Problems
How To Improve Team Communication
How To Mediate A Dispute
How To Restore Team Unity
Understanding The Stages Of A Team
 Manager Or Mouse
 Manager's Balancing Act, The
 Manager's Guide, A
 Managing From The Heart
 Managing Me
 Managing - Only Just!
 Managing Up
 Max & Max (Covey Leadership Series)
 Memorial Hospital & HealthWorks Kids (Tom Peters: Re-imagine!)

Millenium-Leadership Capsules For 21st..Series: (7)
 1. *Leadership Is..*
 2. *The Leader As A Coach*
 3. *The Leader As A Mentor*
 4. *How Leaders Provide Performance Feedback*
 5. *Beginning Employment Relationships*
 6. *Ending Employment Relationships*
 7. *In Compliance*

Miracle On The Hudson: Prepare For Safety
 New Business Of Paradigms: 2nd Edition
 New Business Of Paradigms, The
Classic Edition & 21st Century Edition
 New Deal, The (Spirit Clips Series)
 New Workplace Series:
Making The Change.
Leading The Change
 One Small Step (Spirit Clips Series)
 Ordinary People, Extraordinary Results: True Stories Of Great Leadership
Trim Tab
A Legacy of Winning
Store 334
Emma Brandon
Your Best Moment

Live Love Learn Legacy
 Paradigm Mastery Series
Change & Leadership
Paradigm Effect, The
Paradigm Curve, The
Paradigm Partners
Paradigm Hunting
 Paradigm Pioneers
 Paradigm Principles
 Recipe For Change (Restaurant)
 Recipe For Success (Restaurant)
 Re-Imagine: Business Excellence In A Disruptive Age
 Servant-Leadership
 Smart Questions
 Stephen Covey's Lesson In Leadership Series:
Grandeur Goal, A
Journey To Discovery
Better Way, A
Law Of The Harvest
 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)
 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
 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
 Dealing With Third Parties
 Discrimination/Legal Issues (JITI) Series)
 Documentation & Discipline: One Of Many Termination Techniques
 EEO Made Simple
 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-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 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
 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
 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
USEERRA: Just Trying To Be Helpful
 Understanding The New FMLA
 Union Realities Series:
That's Just Reality
Talking With Employees
 Union Realities Series:
Module 1. You're 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
 Curse Of The Vanishing Employees, The: How To Retain & Motivate Great Employees
 Discussing Performance
 Encouraging Manager, The
 Everything You Always Wanted To Know About Management
 Excellence Files, The
 Flight Of The Buffalo
 Get To The Point, Keep To The Point
 Giving Leadership Away
 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
 Journey Into The Heroic Environment, A
 Juggling Elephants For Managers
 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/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
 Life Is Short
 Love & Profit: Art Of Caring Leadership
 Love "Em Or Lose 'Em
 Management & Leadership Skills For Supervisors
 Manager As Coach, The
 Manager Moments: How To Build A High-Performing Team
1. How To Asses Team Strengths & Needs
2. How To Build Team Unity
3. How To Diagnose Team Problems
4. How To Improve Team Communication
5. How To Mediate A Dispute
6. How To Restore Team Unity
7. Understanding The Stages Of A Team
 Manager Moments: How To Excel In Tricky Situations
1. How To Curb Employee Gossip
2. How To Deal With Difficult Peers
3. How To Manage Upward
4. How To Manage Time Thieves
5. How & When To Delegate
 Manager Moments: Interviewing & Termination Dos & Don'ts
1. How To Interview For Attitude

2. How To Interview Without Bias
3. How To Interview To Predict Performance
4. Terminating For Poor Performance
5. What Is Sexual Harassment
 Manager Or Mouse?
 Management Coach
 Managers As Mentors: Building Partnerships For Learning
 Manager's Balancing Act, The
 Manager's Guide, A
 Managing Change & Transition
 Managing From The Heart
 Managing Me
 Managing - Only Just!
 Managing Up
 Millennium Coaching & Performance Feedback Series
The Leader As Coach
Providing Performance Feedback
Coaching & Performance Feedback
 Millennium-Leadership Capsules For The 21st Century Series: (7)
1. Leadership Is..
2. The Leader As A Coach
3. The Leader As A Mentor
4. How Leaders Provide Feedback
5. Beginning Employment Relationships
6. Ending Employment Relationships
7. In Compliance
 Mixing 4 Generations In The Workplace
 Not Everyone Gets A Trophy
 Once And For All: Resolving Performance Challenges
 Recipe For Success (Restaurant)
 Re-imagine: Business Excellence In A Disruptive Age
 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
 Wisdom Of Caring Leaders
 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

America³, The Power To Create
 And When You Fail
 Art Of Coaching In Business Meeting Openers
1. Combines 7 personalities
2. Herb Kelleher
3. Jack Nicklaus
4. Keith Lockhart
5. Lenny Wilkins
 Bambi Meets Godzilla
 Barkles Business Series
Have A Paws-O-Tive Attitude
Sales 101: 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, Th
 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
 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 Emotioal 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 Manage't For Better Communication
 Conducting A Productive Meeting
 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
 Presentations: What Is A Presentation? (Smart-Start
 Meeting Openers)
 Well Managed-Meeting, The
 We've Got To Stop Meeting Like This
- MEMORY**
 I'll Never Forget What's His Name
- MENTORING**
 .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 That Makes A Difference
Parts 1. Mentors
Part 2. Mentees
 Training Wheels (Spirit Clips Series)
 Will My Mentor Make A Difference
- MOTIVATION**
 After The Hire: Retaining Good Employees
 And When You Fall/David Jansen (ice skater)
 Best Of Motives Series:
 1. *Nobody Ever Tells Us*
 2. *Nobody Ever Asks Us*
- C & The Box
 Capacity & Energy (Priorities For Life Series)
 Continuous Motivation
 Curse Of The Vanishing Employees, The: How To
 Retain & Motivate Great Employees
 Do It Right
 Do Right
 Do Right II
 Don't Fire Them, Fire Them Up
 Drop by Drop: Unconscious Bias
 Encouraging The Heart
 Excelling In A Changing World (Priorities For Life)
 Fall Seven Times, Stand Up Eight
 5 Star Teamwork
 Flight Of The Buffalo
 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: 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
Spirit Of The Dolphin
Sisyphus
Solo
Start Right...Stay Right
Survival Run
Their's Is Not To Reason Why: The Story of Lt. Wm.
 Sowden Sims
Way You Were, The
We Are The Ones
We Will
When The Going Gets Tough
Who Says We Can't Do It/Lance Armstrong
Winning
Yes Lives In The Land Of No
Your Summit Awaits

MOTIVATION (self)

Achieving Peak Performance On The Job
Adversity Quotient
All Pro
And When You Fall/David Jansen (ice skater)
C And The Box
Capacity & Energy (Priorities For Life Series)
Celebrate What's Right With The World
Cracked Pot, The (Spirit Clips Series)
Curse Of The Vanishing Employee: How To...
Darius Goes West (Spirit Clips Series)
Do It Right/Lou Holtz
Do It Right The First Time: Paying Attention To
 Details
Do Right 1 & 2/Lou Holtz
Do Right: The Plan/Lou Holtz
Either Way You're Right
Employee Motivation: Journey To Success
Even Eagles Need A Push
Everybody Loves A Winner
Excelling In A Changing World (Priorities For Life)
Fall Seven Times, Stand Up Eight
Fifth Discipline: The Personal Mastery/Peter Senge
40 Hours: invest In Yourself
Get On The Right Bus
Gifts From The Mountain
Good Company
Great Minds On Motivation (Great Minds Series)
Happiness Advantage, The
Habit Of Winning
How To See Opportunity On The Job
How You Think Is Everything: The Power Of...
Humor, Risk & Change
If Enough People Care/Lou Holtz
If I Were Brave
In Search Of Excellence
Inclusion Insights
Indivisible (Spirit Clips Series)
Juice
Lessons From The New Workplace
Life Is Short
Lincoln
Little Frog, The (Spirit Clips Series)
Live & Learn
Managing Up
Motivation (Life's Lessons Series)
Motivation (Smart-Start Meeting Openers)
Motivation: Dream It, Walk It, Believe
New Deal, The (Spirit Clips Series)
On Your Own
One Small Step (Spirit Clips Series)

Perfect Moment
Power Of Adversity/Tom Sullivan & Charlie Plumb
Retain & Motivate Great Employees
Sacrifice Is Just Not A Bunt
Second Chance, A
Quantum Leap Thinking
Ready, Willing, & Able
Say What?
Second Effort/Vince Lombardi
Seeing Red Cars
Sisyphus
Solo
Sportsters (non-narrative)
Start Right...Stay Right
Starthrower Story, The
Strategies For Success PowerPoint Presentations
 Business Correspondence
 Business Greetings & Introductions
 Business Ready Dress For Men
 Business Ready Dress For Women
 Dining Etiquette
 E-Mail Etiquette
 Job Fair Etiquette
 Job Interview Etiquette;
 Life After Interview
 Professional Dress For Men
 Professional Dress For Women
 The Art Of Mixing & Mingling.

Survival Run
Taking Care Of Your Future Is...
Their's Not To Reason Why: The Story of Lt. Wm.
 Sowden Sims
Train, The
Way You Were, The
We Will
When The Going Gets Tough
Who Says We Can't Do It
Winning Team
Worksmarts: How To Get Along, Get Noticed, & Get
 Ahead
Working Together
Yes lives In The Land Of No
You
You Can Do It
Your Summit Awaits

NEGOTIATING

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

NETWORKING

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

NEW EMPLOYEES

Clerical Skills For New Employees
Do It Right The First Time: Paying Attention To
 Details
Legal & Effective Hiring
Managing Up
Start Right...Stay Right

Starting Your New Job
Succeeding At Work: The Adventure Begins
Working Together Works
Working Together Works: Short

NON-NARRATION

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

ONE-ON-ONE TRAINING

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

ORIENTATION

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

OUTPLACEMENT

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

PEER TO PEER

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

PERCEPTION

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

PERFORMANCE APPRAISAL

Care & Candor: Making Performance Appraisals
 Work
Complete Performance Review Toolkit, The
Conducting Extraordinary Performance Appraisals
Conducting Legal Performance Appraisals
Continuous Performance Appraisal, The
Discussing Performance
Dreaded Appraisal
Good News! It's Performance Appraisal Time

How Am I Doing
 How Supervisors Should Appraise Employee Performance
 Legal & Effective Performance Appraisal (Legal & Effective Employment Series)
 Legal Side Of Evaluating Performance
 Legal Side Of Performance Appraisal: You Be The Judge
 Let's T.A.L.K.: Handling The Difficult Performance Appraisal
 Light The Fire: Leveraging Appraisals For Maximum Performance
 Looking Forward: Your Performance Appraisal Not Just Another Meeting
 One On One: Informal Performance Review
 Painless Performance Improvement
 Performance Appraisal: Getting Results
 Performance Review: Code Red
 Performance Review: Every Manager's Nightmare
 Performance Appraisal: What It's Really About (Smart-Start Meeting Openers)
 Surviving The Appraisal Interview (Performance Management Series)

PERFORMANCE MANAGEMENT

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

PERSONAL GROWTH

A+ In The Workplace: Developing Positive Behavior
 Accountability Toolkit, The (Also Gov't Version)
 Achieving Peak Performance On The Job
 A.C.T. With Integrity
 Activating Attitude
 Adversity Quotient
 Adversity Quotient At Work
 All Pro
 Attitude Virus
 Attitude: A Little Thing That Makes A Big Difference
 Attitude Your Most Priceless Possession

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

In The 21st Century
 2. *How To Overcome Mingle-Phobia*
 3. *Gaining That Edge During Business Meals*
 Succeeding At Work: The Adventure Begins
 Success Is An Attitude
 Supervisory Self-Appraisal
 Survival In The Workplace
 Taking Care Of Your Future (Smart-Start Meeting Opener)
 Taking Care Of Your Future Is...
 Taking The Initiative On The Job
 There Is Only Us
 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
 Workplace Wellness Series
 Presenting Being Sober At Work: Tools For Addiction
 Presenting Feel Calm At Work: Tools For Stress & Anxiety
 Presenting Feel Good At Work: Tools For Depression
 Be Focused At Work: Tools For ADHD

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)
 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
 Personal Issues (Consultant, The, Series)
 Personal Issues (JITI) Series)
 Sally (Spirit Clips Series)
 There Is Only Us
 Total Awareness: Listening With Your Eyes
 Truth About Business Casual, The (Truth Series)
 Virtual office
 Working People Smart
 Workplace Wellness Series
 Presenting Being Sober At Work: Tools For Addiction
 Presenting Feel Calm At Work: Tools For Stress & Anxiety
 Presenting Feel Good At Work: Tools For Depression
 Be Focused At Work: Tools For ADHD

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 Managng 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
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

ACE. It: How To Solve Tough Workplace Problems
Act On It: The Art Of Decelision-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
Group Productivity
Happiness Advantage, The
How To Juggle Multiple Priorities
How To Receive Work Assignments (Empowerment Series)
Humor, Risk & Change
Journey Into The Heroic Environment
Leadership & The Customer Revolution
Learning After Doing
Learn While Doing (Putting The Learning...Series)
Listening: The Key To Productivity
Managing Productivity (Training Bytes Series)
Once And For All: Resolving Performance Challenges
Organizational Climate
Painless Performance Improvement
Personal Efficiency Program, The How To Do More Work In Less Time
Pygmalion Effect, The: Managing The Power of Expections
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 Managng 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
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

Anyone Can Be An Ally

As Simple As Respect: Other Forms Of Harassment
 Beyond Sexual Harassment
 Bullying & Respect In The Workplace
 Clown
 Creating The Respect Effect; Preventing Harassment, Discrimination & Retaliation
 Differences
 Do Respect
 Don't Shoot The Messenger; Common Workplace Courtesies To Reduce Tension & Lower Stress
 Drop by Drop: Unconscious Bias
 Generations In The Workplace
 Harassment: A New Look For Employees
Industrial & Office Versions
 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 II
 It's Not Like I Hit Her!
 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
 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
 Preventing Workplace Bullying: How To Recognize & Respond To Bullies At work
 Quid Pro Quo: When People With Power Make Demands
 Red (Spirit Clips Series)
 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
 Social Media: Reduce The Risk
 Step Up, Speak Up
 There Is Only Us
 Toxic Talk: What Would You Say?
 Valuing Our Workplace Series:
Doing Our Part
A Look Inside Ourselves
 With All Due Respect: Promoting A Respectful Workplace
 Workplace Bullying Prevention Made Simple

Workplace Harassment: & Abuse & Contact (WHAC)
 Workplace Harassment: Prevention & The Law
 Worksmarts: How To Get Along, Get Noticed & Get Ahead
 You Call That Respect?
 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.)

RETAIL

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
 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

Anthrax Awareness
 Anthrax Threat, The
 Back Care & Safety
 Bloodborne Pathogens
 Driven To Distraction
 Driver Safety: A Lifetime Of Learning
 Emergency Action Plan: Crisis Under Control
 Facility Security: The Critical Link
 Fatal Distractions: Keep Your Eyes On The Road
 Fire Prevention & Safety
 Fire Safety & Evacuation
 Forklift Operation & Safety
 Forklift Safety: Inspection
 Forklift Safety: The Experienced Operator
 Golf Cart & LSV Safety: On & Off The Cart
 Hand Safety: You Control It
 Hazard Communication
 Hearing Conservation: You Decide What To Hear
 It's Personal (Restaurant)
 Lessons From Ground Zero: Evacuations & Emergency Action Plans
 Lockout-tagout Procedures
 Miracle On The Hudson: Prepare For Safety
 Mr. Unexpected
 Moving Forward...In The Aftermath Of Trauma
 No Injury, No Accident?
 Office Safety: It's A Jungle In There
 Proper Lifting Techniques
 Recipe For Health & Safety (Restaurant)
 Redesigning A Workplace for Self-Regulation
 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
 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
 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...
ay You Were, The
You

SELF DIRECTED WORK TEAMS

Smart Workplace

SELF MANAGEMENT

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

SELLING SKILLS

Actions Speak Louder Than Words
Ask For The Order
Battle For Excellence
Be Prepared To Sell
Beyond Needs Assessment: 10 Steps To
Consultative Selling
Beyond Words: Customer Service & Sales Series:
Part 1 & Part 2
Business-to-Business Prospecting Series:
Part 1: Determine & Reach Key Decision
Makers: Sticking To It
Part 2: Verify The Decision Maker & Ask For
The Business: Develop The Thirst
Part 3: Listening & Addressing Resistance:
Prepare For Obstacles
Communicating Effectively With Customers Series:
1. *Effective Communication Starts With You*
2. *Communication Is Selling*
3. *Art Of Questioning, The*
4. *Professional Word Power*
5. *Effective Telephone Communication*
6. *Communicating Withirate 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 Is A Gift, A: Using Customer Feedback
Effectively
Complaint Is A Gift, A: Using Customer Feedback
As A Strategic Too

SEXUAL HARASSMENT

Brassment 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's Versions
Let's Get Honest Sexual Harassment Program
He Said, She Said
Matter Of Respect, A
Once & For All: Stopping Sexual Harassment At Work
Introduction
Quid Pro Quo Sexual Harassment
Hostel Work Environment Sexual Harassment
Third-party & Bystander Sexual Harassment
The Epilogue: Legal Definitions Of Sexual Harassment
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 It
Sexual Harassment: Is It Or Isn't It
Sexual Harassment: Know Your Rights
Sexual Harassment: New Perspectives
Sexual Harassment: New Roles, New Rules
Sexual Harassment Prevention Kit
Sexual Harassment Prevention Made Simple
Sexual Harassment Prevention Made Simple For Managers
Sexual Harassment: Prevention, Recognition, Correction
Sexual Harassment Quiz
Sexual Harassment Series:
Understanding The Law
Handling The Complaint
Sexual Harassment: Serious Business
Sexual Harassment (Take Away Series)
Sexual Harassment: The Untold Story
Sexual Harassment: Training For A Harassment-Free Workplace
Sexual Harassment? You Decide: Real Situations For Discussions
Sexual Harassment: You Make The Call
Subtle Sexual Harassment Series:
The Issue Is Respect
Management's New Responsibilities
Subtle Sexual Harassment Training Scenes

SITUATIONAL LEADERSHIP

Miracle On The Hudson: Prepare For Safety
Styles Of Leadership

SOCIAL MEDIA

Legal Social Media At Work

SPORTS ORIENTED TITLES

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

STRATEGIC PLANNING

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

STRESS

Arrest That Stress: How To Depressurize Your Work Life
Balancing The Stress Of Life
Communicating To Reduce Stress
Dealing With Stress
Don't Panic
Fear & Stress In The Workplace
Gifts From the Mountain
Happiness Advantage, The
Humor Prescription Care for the Care Giver
Humor, Risk & Change
Just Relax
Laughing At Stress
Managing Distress
Managing Sales Stress
Managing Stress
Managing Stress Before It Manages You
Managing Stress/Ben Bissell
Moving Forward...In The Aftermath Of Trauma
Overcoming Stress At Work
Overcoming Stress, Fear & Anxiety
Preventing & Managing Stress
Re-energize Yourself
Saving For Stress
Shiftwork: Circadian Survival
Short Circuiting Stress

Sick Of Stress
Stress Is A Gift
Stress Management
Stress Management Series: (Dr. David Katz)
Recognizing Stress
Managing Stress
Resilience: Mastering Stress
Yoga @ Work
Stress, Weight Control & Emotional Eating
Stress You're In Control
StressBusters/Laroche
Tackling Stress
Take Your Job Seriously & Yourself Lightly
Well, Well, Well
When The Going Gets Tough
Working With You Is Killing Me

SUPERVISORY SKILLS

Achieving Supervisory Excellence
After All, You're The Supervisor 3
After The Hire: Retaining Good Employees
Communication Cornerstones: Building Trust
Curse Of The Vanishing Employees
Front Of The Class, The
Pit To The Point, Keep To The Point
How To Build A High Performance Workforce...The Keys To Effective Supervision
How Supervisors Should Appraise Employees Performance
How To Supervise People
It's Okay To Be Boss
Jack Cade's Nightmare 1: A Supervisor's Guide To Laws Affecting The Workplace
Jack Cade's Nightmare 2: Double Liability
Jack Cade's Nightmare 3: Caught In The Crossfire
Juggling Elephants For Managers
Lead Now! Mini-Video Library
Leadership (Life's Lessons Series)
Leadership (Priorities For Life Series)
Legal Survival Skills For The Modern Manager
Let's Face It: Harassment Training For Supervisors
Life Is Short
Management Coach (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
Smart Questions
Supervising For Quality
Supervising The Difficult Employee

Supervisor On The Scene Series

Communication
Conflict Resolution
Coaching For Performance
Decision Making
Meeting Effectiveness
Training Job Skills

Takeaway For Managers Series

ADA In A Nutshell
Can I Ask That?
Legal Interviewing: Discipline, Documentation & Termination
Diversity, Respedct & Legal Compliance
FMLA In A Nutshell
Sexual Harassment

Transistion To Boss Is..

Would I Follow Me?
 Would I Inspire Me?
 Would I Work For Me?
 You'll Soon Get The Hang Of It

TEAMWORK

All For One: Team Building In Action
 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..
 Invisible Rules Revised
 Kingdom Was Lost, The
 Lance Armstrong Meeting Openers
Crossing The Line
Teamwork

Perspective: A Different View

Leadership: What's Trust Got To Do With It? (2)
 Lessons From Geese
 Life Is Good..And Work Can Be Too
 Little Frog, The (Spirit Clips Series)
 Magic Of We, The
 Manager's Balancing Act, The: Paradoxical Management
 Miracle On The Hudson/Capt Sully Sullenberger
 One For All: Teamwork The Meerkat Way
 One Small Step (Spirit Clips Series)
 Painless Performance Improvement
 Pigeon-Holed In The Land Of Penguins
 Pit Crew Challenge: Driven To Perform
 Power Of Teamwork, The, Inspired By The Blue Angels
 Power Of Words
 Resolving Conflicts: Strategies For A Winning Team
 Results Rule! Build A Culture That Makes Your Team A Hero
 Sand Castle: Team Work & Diversity
 Sink Or Swim Teamwork: We're All In This Together
 Spirit Of The Dolphins, The
 Supervisor On The Scene
Communication
Conflict Resolution
Coaching For Performance
Decison Making
Meeting Effectiveness
Training Job Skills
 Team Approach, The
 Team Building: Techniques That Work
 Team Building: What Makes A Good Team Player
 Team Creativity
 Team Nightmares: Solutions To Your Top Team Problems Series:
Volume 1 & Volume 2
 Team Of Eagles, A
 Team Player
 Team's Series
 Teamwork Essential Video Series
 Teamwork (Life's Lessons Series)
 T.E.A.M.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 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 (Millennium-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

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)

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

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

VALUE PROGRAMMING

Just Get It

Massey Triad Series:

What You Are Is Where You Were When

What You Are Is Not What You Have To Be

What You Are Is Where You See

Start Right...Stay Right

What You Are Is Where You Were When...Again

VISION

All Pro

Celebrate What's Right With The World

Clarity Imperative, The

Discovering The Future:The Power Of Vision

Everyday Creativity

Focus Your Vision

Habit Of Winning

Life Is Good..And Work Can Be Too

One Small Step (Spirit Clips Series)

Preventing Workplace Bullying

Restructuring The Organization/Peter Drucker

Roadmaps: Creating Effective Written Actions Plans

Strategies For Success PowerPoint Presentations

Business Correspondence

Business Greetings & Introductions

Business Ready Dress For Men

Business Ready Dress For Women

Dining Etiquette

E-Mail Etiquette

Job Fair Etiquette

Job Interview Etiquette;

Life After Interview

Professional Dress For Men

Professional Dress For Women

The Art Of Mixing & Mingling.

Think Again: An Invitation & Creative Meeting

Opener

We Will

We're In The Band

WOMEN IN BUSINESS

Changing The Way We Do Business

Perfectly Normal Day, A

Strategies For Success PowerPoint Presentations

Business Correspondence

Business Greetings & Introductions

Business Ready Dress For Men

Business Ready Dress For Women

Dining Etiquette

E-Mail Etiquette

Job Fair Etiquette

Job Interview Etiquette;
Life After Interview
Professional Dress For Men
Professional Dress For Women
The Art Of Mixing & Mingling.
Women And The Corporate Game
Woman At The Top
Woman In The Boardroom
Women's Millennium Series: Tom Peters
The \$3 Trillion Market
Prospective & Strategies

WORK REDESIGN

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

WORKPLACE VIOLENCE

Be SAFE. (Not Sorry) Preventing Violence In The Workplace

Bullying & Respect In The Workplace
Getting Real About Workplace Violence
Awareness
Prevention & Response
It's Not Like I hit Her
Let's Talk..Bulllying, Abusive Conduct & The Consequences
Managing Workplace Bullying
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
Preventing Workplace Bullying: How To Recognize & Respond To Bullies At Work
Red
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
Workplace Violence: Reducing Your Risk
Workplace Bullying Made Simple: Prevention For The Workplace

Workplace Violence: First Line Of Defense
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

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