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**A+ IN THE WORKPLACE: DEVELOPING POSITIVE BEHAVIOR**

(MERIDIAN) 18 minute DVD

Forces the viewer to think about their negative behavior, its affect on their success on the job, and the actions for correcting it.

*Purchase only, \$195*

**ABSENCE MINDED: MANAGING ABSENTEEISM**

(VIDEO ARTS) 23 minute DVD

This engaging and humorous video points out various absenteeism problems, and the skills and actions needed to counter them.

*DVD purchase only, \$999. Weekly digital rental only.*

**ABILENE PARADOX, THE II**

(MEDIA PARTNERS) 22 minutes DVD, CD with ancillary materials

Upgraded to reflect the current environment, but still set in the 50's & 60's, it illustrates poor decision making, when participants in a group acquiesce without communicating their reservations to one another.

*Purchase only, \$995*

**ABOUT SEXUAL HARASSMENT SERIES**

(LIVE ACTION) 6 VHS/DVD program, averaging 15 minutes each ,with ancillary materials' CD

Each of these 6 programs focus on the many issues revolving around harassment, discrimination, respect, etc., in various settings.

**1. Go For The Gold.** A male manager discusses potential advancement with a female employee.

**2. Seeing The Light.** Based on a complaint by a female employee, a male supervisor is called "on the carpet" by his female manager, a longtime friend and former peer.

**3. Boyz In The Room.** On her first day, a lone female goes to work in an all-male work group.

**4. Do Or Die.** At a local bar, a female manager meets a male subordinate with whom she's been having a romantic relationship.

**5. Man Oh Man.** A veteran female supervisor subjects the lone male in her group to gender bashing, intimidation and other offensive conduct.

**6. Getting Real.** 2 supervisors discuss harassment, reflecting on the different perspectives that the genders often have, over this issue.

*Either Format. Each. Purchase only, \$295; 2nd is \$245; 3rd is \$195*

**ACCEPTING CHANGE**

(7-DIMENSIONS) 5 minute DVD with ancillary materials

One of the 7 videos that make up their "Managing Change, Standards & Culture Series, this video shows how to solve the frustration and the resistance, people experience when having to deal with change.

*Purchase only, \$275*

**A.C.E. IT: HOW TO SOLVE TOUGH WORKPLACE PROBLEMS**

(VISIONPOINT/MONAD) 19 minute DVD, with ancillary materials

Offers a model to help employees to address and resolve stressful workplace problems; manager to employee, co-worker to co-worker or individually.

*Purchase only, \$795*

**ACCENTUATE THE POSITIVE**

(SOLLAH) 3 minutes

A stand alone, enchanting meeting opener showing the various animals of SeaWorld; or to be used in conjunction with the Whale Done! program.

*Purchase only, \$198; DVD only, \$99*

**ACCEPTING CHANGE**

(7-DIMENSIONS) 5 minute DVD with ancillary materials

One of the 7 videos that make up their "Managing Change, Standards & Culture Series, this video shows how to solve the frustration and the resistance, people experience when having to deal with change.

*Purchase only, \$275*

**ACCOUNTABILITY TOOLKIT, THE**

(MEDIA PARTNERS) 56 minute DVD with ancillary materials

This program contains 38 clips focusing on 9 accountability areas and illustrat-

ing behaviors in a variety of workplace settings; such as generic environments, manufacturing, hospitality, healthcare, and education.

*Purchase only, \$695. Buy Can We Count on You? Save \$278.*

**ACCOUNTABILITY TOOLKIT: GOVERNMENT VERSION**

(MEDIA PARTNERS) 52 minute DVD, with ancillary materials

Designed specifically for government training, the 9 categories contain 35 video clips demonstrating people holding themselves, each other, and the organization accountable for commitments and achieving results.

*Purchase only, \$695*

**ACCOUNTABILITY THAT WORKS**

(MEDIA PARTNERS) 22 minute DVD with ancillary materials

Participants will learn the tools of accountability, seeing it as a simple, before, during and after, ongoing process and structure; common to all tasks. Handled properly, it will ensure clarity, empowerment, effectiveness, increased productivity and the completion of any task.

*Purchase \$995*

**ACHIEVING COMMUNICATION EXCELLENCE (TRAINING BYTES SERIES)**

(VISIONPOINT/SOLLAH) 11 minute DVD with ancillary materials

3 modules deal with all aspects of communication, focusing on these skills.

**Module 1. Listen Up! Listening For Effectiveness. Module 2. Speak Up! Communicating For Effectiveness. Module 3. So, How Am I Doing? Giving & Receiving Feedback.**

*Purchase only, \$495*

**ACHIEVING SUPERVISORY EXCELLENCE**

(MONAD) 22 minute DVD

Various office and factory supervisors deal with an array of common situations, problems and challenges, using 5 key strategies for success.

*Rental \$195; Purchase \$395*

**ACHIEVING PEAK PERFORMANCE ON THE JOB**

(BRIEFINGS) 26 minute DVD with leaders guide

Helps viewers to become peak performers by knowing what questions to ask, being efficient and productive, so as to constantly get tasks done right.

*Purchase only, \$195*

**ACT ON IT! THE ART OF DECISION-MAKING**

(MONAD/MIINDLINK) 17 minute DVD

Through a keynote speech and animated parable, viewers learn easy-to-follow, simple to implement tools for making well thought-out, thorough and productive decisions.

*Rental \$225; Purchase \$495*

**A.C.T. WITH INTEGRITY**

(VISIONPOINT/MONAD) 18 minute VHS/DVD, with ancillary materials

With 12 case studies, this video offers business ethics training for use as a vital compliment to any business practices and legal compliance program.

*Purchase only, \$895*

**ACTIONS SPEAK! BEHAVIOR-BASED INTERVIEWING**

(MEDIA PARTNERS) 24 minute DVD with ancillary materials

Dr. Paul Green hosts this program that's based on a time-tested truth, "Past Actions, Predict Future Performance." It combines elements of memorable storytelling, practical content, and realistic scenarios, as it presents updated skills for today's new generation of interviewers.

*Rental \$350; Purchase \$895*

**ADA CUSTOMER SERVICE COURSE**

(ENTERPRISE MEDIA) 34 minute DVD with ancillary materials

Designed to help viewers by offering 5 modules dealing with the most common ADA issues; and how they can properly provide superior service to customers with disabilities. Available in Spanish & French.

*Rental \$495; Purchase \$995*

**ADA REVISITED, THE**

(QMR) 24 minute DVD with ancillary materials

Legal experts, disabled employees and managers, examine the law's requirements and provide a balanced view of how to implement it.

*Rental \$295; Purchase \$625 for link or for DVD \$725*

**ADA MADE SIMPLE, THE**

(TRAINING ABC) 8 minute DVD with ancillary materials  
Modeled after The Civil Rights Act of 1964, the ADA is the "Equal Opportunity" law for people with disabilities. This program updates the original law.  
*Purchase only, \$295*

**ADA, THE, SERIES**

(AUDIO GRAPHICS TRAINING) 2 program DVD totaling 47 minutes  
**1. Understanding the Law.** A docudrama on the misconception, anxieties, manage, and work within the new confines of ADA.  
**2. Common Sense Compliance.** Instructs supervisors/managers on the parameters, reviewing all aspects of a legal job interview and understanding the accommodations needed in implementing the law.  
*Rental \$150; Purchase \$379*

**ADVENTURES IN SALES, SERVICE & SELF-ESTEEM**

(ENTERPRISE MEDIA) 25 minute DVD  
Peter Glen hosts and presents 7 key points for inspired sales and service. Animation, music, other effects, and 5 minutes of angry customer scenarios, reinforce them.  
*Purchase only, \$195*

**ADVENTURES IN SERVICE**

(ENTERPRISE MEDIA) CD time open-self paced  
Peter Glen's unique blend of humor and real life to help participants develop sales and service techniques for successful customer interaction. Simulating an auto trip, each "exit" becomes a review of this 6 step training program.  
*Purchase only, \$249*

**AFTER ALL YOU'RE THE SUPERVISOR 3**

(MEDIA PARTNERS) 22 minutes DVD with ancillary materials  
A comprehensive program for new and experienced supervisors, offering an array of tools, focusing on 8 key components for success in today's workplace.  
*Purchase \$995.*

**AFTER THE HIRE: RETAINING GOOD EMPLOYEES**

(MVID EDGE PRODUCTIONS) 24 minutes  
Viewers see the need, the cost, and what must be done for organizations to retain their best employees.  
*Rental \$250; Purchase \$695*

**AGE OF LEADERSHIP, THE**

(GROH) 22 minute DVD with ancillary materials  
Focusing on global change, this video presents 10 key points that require extensive skills and radically new leadership in a way that promotes innovation, accelerates performance, motivation and productivity.  
*Rental \$375; Purchase \$1,095*

**ALL FOR ONE: TEAM BUILDING IN ACTION**

(MERIDIAN) 15 minutes  
Presenting 4 key points, this video shows how to make a group of individuals come together as an effective team.  
*Purchase only, \$195*

**ALL WASHED UP**

(STAR THROWER) 6 minute DVD with ancillary materials  
Takes viewers on a journey of understanding, showing why it's hard to get people to change their behavior.  
*Purchase only, \$495*

**AMERICA THE BEAUTIFUL**

(PROPOSITIONS) 3 minute DVD  
Ray Charles classic singing of "America The Beautiful." Emotional, and highly motivational, it sparkles with spectacular scenes of the USA.  
*DVD Purchase \$295. Online rentals only.*

**AMERICA<sup>3</sup>: THE POWER TO CREATE**

(ENTERPRISE MEDIA) 2 DVD versions, 26 minutes and \*4 minutes  
The 1992 Americas's Cup victory that came about through a new paradigm of Teamwork, Technology and Talent; assembled and empowered by successful businessman Bill Koch.  
*Rental \$275, \*\$200; Purchase \$745, \*\$300*

**AMERICANS WITH DISABILITY ACT: COMMONSENSE COMPLIANCE**

(AGTS) 25 minute DVD  
This program for managers and supervisors clearly defined the intent of the ADA and how to comply with disabled job applicants in pre-employment interviews, post job offer discussions, and daily workplace relationships.  
*Rental \$150; Purchase \$379*

**AN ALLY IS...**

(SOLLAH) 2 minute DVD with ancillary materials  
This short video helps employees understand the importance of supporting associates and other individuals in the workplace by being available to listen, understand, respect and support.  
*Purchase only, \$295. Special online license available. Call for details*

**AN EXTRA EFFORT FOR SAFETY'S SAKE**

(Sollah) 15 minutes, VHS, DVD, & On-line  
Addresses the importance of safety, the financial and emotional impact of accidents and injuries; why safety needs to be a part of every task performed; and the best practices for preventing them.  
*Purchase only, \$295*

**AN INSIDE JOB: MEETING INTERNAL CUSTOMER NEEDS**

(VIDEO ARTS) 30 minute DVD  
Recognizing the needs and implementing the service for internal customers; and how it contributes to a successful and smoothly running organization.  
*DVD purchase only, \$999. Weekly digital rental only.*

**AN INVISIBLE MAN MEETS THE MUMMY**

(MEDIA PARTNERS) 18 minutes  
This 8 step program humorously shows customer service in the eye of the givers; and how inflexibility blinds them blind to the customer's needs. . Government, Manufacturing and \*Healthcare versions available.  
*Only available for online programs. Call for pricing.*

**AMERICA THE BEAUTIFUL**

(PROPOSITIONS) 3 minute DVD  
Ray Charles classic singing of "America The Beautiful." Emotional, and highly motivational, it sparkles with spectacular scenes of the USA.  
*DVD Purchase \$300. Online rentals only.*

**ANGRY EYE, THE**

(ADMIRE) 30 minutes  
Jane Elliott's famous "blue eyed" exercise is sprung upon college students, in exploring the nature of prejudice.  
*Purchase only, \$295*

**ANOTHER LOOK: DEFINING RESPECT IN HEALTHCARE**

(VISIONPOINT/SOLLAH) DVD with ancillary materials  
Using powerful, video scenarios, it shows how to create an inclusive work environment, enabling the delivery of respectful and culturally of appropriate healthcare. Plus making viewers aware of their mindsets and biases, in demonstrating how to resolve situations caused by hidden differences.  
*Purchase only, \$595*

**ANOTHER MEETING?**

(ENTERPRISE MEDIA) 5 minute DVD  
A meeting opener that focuses on having innovative, creative, productive, and inspiring meetings.  
*Rental \$145; Purchase \$295*

**ANYONE CAN BE AN ALLY**

(SUNSHOWER LEARNING) 14 minute DVD with ancillary materials  
This comprehensive training program, is based on Brian McNaught's book, "Anyone Can Be An Ally." Considered a world leading corporate, diversity consultant, he demonstrates how to create a respectable workplace that is inclusive of gay, lesbian, bisexual, and transgender co-workers.  
*Purchase only, \$795*

**APOLLO 13: DOWN-TO-EARTH LESSONS FOR YOU & YOUR ORGANIZATION**

(PROPOSITIONS) 30 minute DVD with ancillary materials  
Jim Lovell and Jim Belasco show the teamwork and leadership strategies that safely brought Apollo 13 to Earth, against incredible odds.  
*DVD Purchase \$595. Online rentals only.*

**ARE YOU WITH ME?**

(STAR THROWER) 22 minutes  
Subtitled, "common courtesy on the phone," the video focuses on it being an extension of one's pleasantness. Correlating the phone usage with face-to-face actions. For instance, transferring a call, is introducing two people; putting a caller on hold is keeping a visitor waiting at the door; etc.  
*Rental \$295; Purchase \$495*

**ARE WE REALLY SO DIFFERENT, YOU AND I?**

(TRAINING ABC) two, 2 minute videos with male and female narrators versions on the same DVD  
This inspirational video file of the circle of life, highlighting the common values and motivations that we share as human beings, focusing on the reality of what we have in common rather than what makes us different.  
*Purchase only, \$295*

**ARREST THAT STRESS: HOW TO DEPRESSURIZE YOUR WORK LIFE**

(BRIEFINGS) 21 minute DVD with leaders guide  
Helps all employees with techniques to alleviate stressful situations when dealing with bosses, colleagues, and customers.  
*Purchase only, \$195*

**ART OF COACHING IN BUSINESS**

(GREYLOCK ASSOCIATES) 20 minutes  
7 unique individuals in various fields of endeavor (including Herb Kelleher, Chairman of Southwest Airlines and Jack Nicklaus, world famous golfer), share their knowledge, experience, and the key points of successful coaching.  
*Rental \$250; Purchase \$795*

**ART OF COACHING IN BUSINESS MEETING OPENERS Series**

(GREYLOCK) four 4 minute and one \*7 minute DVD  
These videos are a compilation of the best leadership and coaching philosophies from many highly successful personalities.  
**1. Combines the best of the following 4 and other personalities. 2. Herb Kelleher, Chairman of Southwest Airlines. 3 Jack Nicklaus & Jim Flake (Jack's golf coach). 4 Keith Lockhart, the Boston Pops' conductor. 5. Lenny Wilkins, the NBA's winningest coach.**  
*Each: Purchase only, \$295; entire Series, \$695*

**ART OF CRITICISM...GIVING & TAKING**

(KANTOLA) 2 video program, averaging 21 minutes  
**Part 1. The Art Of Giving Criticism.** How to plan and deliver constructive and tactful criticism, to avoid defensive responses.  
**Part 2. The Art Of Taking Criticism.** How to take criticism professionally, without being defensive or feeling humiliated.  
*Purchase only, \$149*

**ART OF NETWORKING, THE**

(MEDIA PARTNERS) 22 minute DVD with Leaders Guide  
Author/speaker, Mark Jeffries, highly entertaining program covers gracefully joining a group of strangers at a reception; the correct way of presenting or accepting business cards; getting busy decision-makers to take your call.  
*Rental \$350; Purchase \$695*

**ART OF RESOLVING CONFLICTS IN THE WORKPLACE**

(KANTOLA) 30 minutes  
6 techniques for managing and resolving conflicts successfully; plus a section for viewers to test the techniques presented.  
*Purchase only, \$95*

**ART OF SELLING, THE**

(VIDEO ARTS) 28 minute DVD only with ancillary materials  
Helps viewers learn the key skills, techniques and behaviors of selling that creates the atmosphere with the buyer of not being sold, just receiving good customer service.  
*DVD purchase only, \$999. Weekly digital rental only.*

**AS OLD AS YOU FEEL**

(VIDEO ARTS) 10 minute DVD with ancillary materials  
This animated program demonstrates manager's/supervisor's role in promoting a positive, inclusive approach to age and diversity.  
*Purchase only, \$395*

**AS SIMPLE AS RESPECT**

(ATS) 24 minute DVD, with ancillary materials  
Using vignettes of healthcare, manufacturing, retail, and office settings, this video offers "7 common sense guidelines" that are broken down into simple steps for correcting disrespectful behavior.  
*Rental \$295; Purchase: \$795*

**ASSERT YOURSELF: LEARNING TO BE ASSERTIVE**

(VIDEO ARTS) 28 minute DVD only with ancillary materials  
Shows viewers what assertive behavior is, when and how to use it; and especially saying what is wanted, needed, but are direct, honest, and appropriate, while respecting the rights of those being addressed.  
*DVD purchase only, \$999. Weekly digital rental only.*

**ASK FOR THE ORDER**

(PROPOSITIONS) 26 minute DVD, CD of Ancillary Materials, & a Meeting Kit  
For selling strategies and levels of salespeople, this program shows how to succeed in getting their orders, rather than losing them to the competition.  
*DVD Purchase \$795. Online rentals only.*

**ATTITUDE: RADIATING POSSIBILITY!**

(GROH PRODUCTIONS) 17 minutes, VHS/DVD  
Ben Zander, the world-renowned conductor of the Boston Philharmonic Orchestra, as he delivers an engaging, high-impact approach; transforming negativity and doubt to attitudes of courage and possibility.  
*Rental \$350; Purchase \$895*

**ATTITUDE VIRUS, THE: CURING NEGATIVITY IN THE WORKPLACE**

(MEDIA PARTNERS) corporate version: 27 minutes, government version: 21 minutes  
Demonstrates a 5 step process for fostering positive work-related attitudes, while curing and preventing negative ones.  
*Purchase: \$895*

**AVOIDING LITIGATION LANDMINES: A SURVIVAL GUIDE FOR MANAGERS**

(COASTAL/DUPONT) 30 minute DVD with ancillary materials  
Presents 9 situations open to costly litigation, how to defuse them, and create positive tools for developing productive employees.  
*Rental \$195; Purchase \$595, DVD has Spanish*

**AVOIDING SEXUAL HARASSMENT: A SHADOW OF A DOUBT**

(COASTAL/DUPONT) 25 minute DVD with ancillary materials  
An unusual plot focuses on 2 types of sexual harassment, inappropriate behaviors, how to change them, and create a respectful workplace.  
*Rental \$195; Purchase \$395, DVD has Spanish*

**AWESOME!**

(QMR) 2 part program, 10 minutes each with ancillary materials

Enlightening and entertaining, it helps viewers prepare for the task of engaging, inspiring and productively channeling Gen Y's energies.

**Part 1. "A New Generation @ Work"** shows 24 Gen Y employees from a wide range of occupations, sharing what makes them tick.

**Part 2. "Engaging Gen Y"** presents 5 managers and their views on how to help Millennials succeed.

*Rental \$295; Purchase \$625 for link or for DVD \$725*

#### **BACK CARE & SAFETY**

(MARCUM) 15 minutes

A 7 step program, progressing from details about the back, the types of injuries, care, and safety practices.

*Purchase only, \$99*

#### **BAD APPLES: HOW TO DEAL WITH DIFFICULT ATTITUDES**

(VISIONPOINT/SOLLAH) 23 minute DVD with ancillary materials

This program shows all employees easy to use techniques for countering bad attitudes and eliminating negativity in the workplace.

*Purchase only, \$695*

#### **BALANCE SHEET BARRIER, THE**

(VIDEO ARTS) 30 minute DVD with ancillary materials

This light-hearted, animated remake with John Cleese, takes the fear out of financial documents and complex concepts; making them easily understood.

*Purchase only, \$999. Weekly digital rental only.*

#### **BALANCING THE STRESS OF LIFE**

(STRESS STOP+) 20 minutes

12 stressful scenarios shows 3 different characters 4 mental techniques, for coping with each situation they encounter.

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#### **BARKLES BUSINESS SERIES**

(ENTERPRISE MEDIA) 3 DVD series averaging 3 minutes each

Using puppet dogs in live action scenarios, humorously, they focus on critical business issues.

**Having A Paws-O-Tive Attitude.** Focuses on having a positive attitude, why it matters, and its effect in the workplace.

**Sales 101: Finding The Itch.** Shows how to overcome objections, connect with the customer, and close the sale.

**Truly Furr-ific Customer Service.** Shows how to do with a difficult customer, reversing their attitude, and delivering terrific customer service.

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#### **BASIC FACILITATION**

(WORKPLACE PUBLISHING) 29 minute DVD video program

A total program for productive meetings, offering skills and techniques for successful openings, interactions, and closings.

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#### **BASICS OF BUSINESS ETIQUETTE**

(ENTERPRISE MEDIA) 45 minute video, audio, & book\*; 70 minute CD & book  
When meeting with supervisors, peers, clients, or customers, this program offers the right things to do and say, for being a success in a business or social environment.

*Purchase only, \$129.95*

#### **BASICS OF HOW TO PLAN, WRITE & GIVE A WINNING PRESENTATION, THE**

(ENTERPRISE MEDIA) 30 minute DVD with post-test and book\*

Divided into 3 sections; planning, writing and giving a presentation, this new program will help speakers overcome "presentation jitters, delivering the great speech the audience expects. \*75 Ways to Improve Your Next Speech.

*Purchase only, \$129.95*

#### **BASICS OF PROFITABLE CUSTOMER SERVICE, THE**

(ENTERPRISE MEDIA) 35 minutes

10 points on profitable customer service; focusing on the concept of customers not caring about what you know, until knowing how much you care.

*Purchase only, \$129.95*

#### **BE PREPARED FOR MEETINGS**

(KANTOLA) 24 minutes

How to maximize the benefits, while minimizing time and money costs.

*Purchase only, \$95*

#### **BE PREPARED TO SELL**

(KANTOLA) 24 minutes

How to do group sales presentations, plus their design and preparation.

*Purchase only, \$95*

#### **BE PREPARED TO SPEAK**

(KANTOLA) 30 minutes

An excellent video on the basic skills of giving a presentation.

*Purchase only, \$89*

#### **BE S.A.F.E. (NOT SORRY) PREVENTING VIOLENCE IN THE WORKPLACE**

(VISIONPOINT/MONAD) 17 minute, VHS/DVD with ancillary materials

Using the acronym SAFE, it shows viewers the actions to take in being aware of how to head off workplace threats and keep themselves safe.

*Purchase only, \$795*

#### **BEAR ESSENTIALS OF BUSINESS, THE**

(ENTERPRISE MEDIA) 19 minute video, DVD, and ancillary materials

A case study of the Vermont Teddy Bear Company showing its unique philosophy of happy customers and employees, and a successful organization.

*Rental \$295; Purchase \$595*

#### **BECOMING A LEADER: COMMUNICATION TECHNIQUES THAT MOTIVATE, GUIDE, & INSPIRE EMPLOYEES TO EXCEL**

(BRIEFINGS) 20 minute, DVD with leaders guide

This program offers 8 key communication principles to help viewers be successful leaders.

*Purchase only, \$195*

#### **BEHAVIORAL INTERVIEWING: TAKING THE GUESSWORK OUT OF RECRUITING**

(VIDEO ARTS) 26 minute DVD only

Shows viewers how to conduct effective interviews, developing the skills for assessing past behavior, taking guesswork out of recruitment and for predicting future behavior.

*DVD purchase only, \$999. Digital rental only, \$95 per day.*

#### **BEING ASSERTIVE**

(MEDIA PARTNERS) 23 minutes and ancillary materials

This engaging video shares the 'how tos' of assertive communication, without denying the rights of others, while identifying those actions prone to cause difficulties in the workplace.

*Purchase \$695*

#### **BEING EMPOWERED: MAKING A DIFFERENCE**

(VIDEO ARTS) 22 minute DVD

Team members taking responsibility and substituting for one another.

*DVD purchase only, \$795. Weekly digital rental only.*

#### **BEING POSITIVE IN THE WORKPLACE: GOOD ATTITUDES ARE CONTAGIOUS**

(BRIEFINGS) 20 minute DVD with leaders guide

This program offers 6 key points for countering negativity, disagreements, complaints, and criticisms; culminating in a positive work environment.

*Purchase only, \$195*

#### **BERFUNKLE**

(MONAD) 10 minute DVD

This humorous animation demonstrates the problems of verbal communication; and how a single word (or phrase) can mean different things to different people. Especially when the word's meaning can be altered by personal action, voice inflection, and facial expression.

*Rental \$195; Purchase \$395*

#### **BEST IN THE FIELD: THE 5 STARS OF SERVICE SUCCESS**

(MONAD) 22 minute DVD

Focusing on people skills, 3 people involved in field servicing, review 5 key points of maintaining their customer's equipment, as well as their good graces.  
*Purchase only, \$249*

**BEST OF MOTIVES, THE, Series**

(VIDEO ARTS) 2 DVDs, 30 minutes each

Deals with problems for team leaders when trying to motivate the team.

**1. Nobody Ever Tells Us.** Focuses on how each team member's job fits into the goal of the team. *Purchase \$999*

**2. Nobody Ever Asks Us.** The how and why of consulting each member, actively including them in the team's decisions.  
*Purchase \$695, Weekly digital rental only.*

**BEST OF SHOW: ESSENTIAL DOT POINTS TO SUCCESSFUL EXHIBITING**

(VIDEOMEDIA) 10 minute DVD with ancillary materials

This is a fast-paced, hard-hitting training program, presenting powerful information about all aspects of exhibiting.

*Rental \$295; Purchase \$695*

**BETTER BUSINESS GRAMMAR**

(BRIEFINGS) 12 minute DVD with leaders guide

This program offers tips for avoiding grammar and usage errors that can undermine communication, whether writing or speaking.

*Purchase only, \$195*

**BETTER MEETING MANAGEMENT FOR BETTER COMMUNICATION**

(ENTERPRISE MEDIA) 22 minute video, audio and guide

Presents a 7 step process to create productive and successful meetings.

*Purchase only, DVD \$129.95*

**BETWEEN YOU & ME: SOLVING CONFLICT**

(PROPOSITIONS) 23 minute DVD

Deals with conflict resolution, showing the skills, methods, and attitudes needed for concerned parties to settle an issue, by focusing only on it. Public sector and Government versions.

*DVD Purchase \$695. Online rentals only. DVD has Spanish*

**BEYOND IMPOSSIBLE**

(LIGHTWORKS MEDIA) 9 minutes

Challenges viewers to go beyond their boundaries, discover their capabilities, self-motivate, problem solve and believe in themselves.

*Rental \$125; Purchase \$295*

**BEYOND NEEDS ASSESSMENT: 10 STEPS TO CONSULTATIVE SELLING**

(BRIEFINGS) 23 minute DVD with leaders guide

This program shows viewers how to become problem solvers by building rapport with prospects, determining their needs and supplying solutions.

*Purchase only, \$195*

**BEYOND SEXUAL HARASSMENT: OTHER FORMS OF HARASSMENT**

(PROPOSITIONS) 15 minute DVD; Manager and Employee versions.

Attorney Greg Naylor helps employees/viewers identify and prevent illegal actions involving gender, religion, age, disability, and subtle forms of harassment.

*DVD Purchase \$745. Online rentals only. DVD has Spanish*

**BEYOND SEXUAL HARASSMENT: OTHER FORMS OF HARASSMENT VIGNETTES**

(PROPOSITIONS) 9 minutes, DVD

Only has the vignettes from the video, "Beyond Sexual Harassment: Other Forms Of Harassment"

*Purchase \$745. Online rentals only.*

**BEYOND WORDS: CUSTOMER SERVICE & SALES Series**

(EMPLOYEE UNIVERSITY) 2 DVD program with ancillary materials

Covers basic and intermediate skills for understanding and applying body language effectively in sales or customer service situations.

**Part 1.** (11") How to successfully approach customers; read their body language; and use nonverbal communications.

**Part 2.** (21") Focuses on such specifics as: eye contact; eyebrow; genuine

smile; handshake; tilted head; etc.

**Actions Speak Louder Than Words** (29"). Jan Hargrave's video on body language, free with a series purchase. Plus a FREE copy of this series.

*Each. Rental \$275; Purchase \$495; series, \$695*

**BEYOND WORDS FOR HEALTHCARE: A BODY LANGUAGE GUIDE FOR HEALTHCARE PROFESSIONALS**

(ENTERPRISE MEDIA) 24 minute DVD, with ancillary materials

This video focuses on learning body language cues to help viewers diagnose patients more accurately, enabling the viewer to strike a balance between business efficiency and providing needed bedside manners.

*Rental \$295. Purchase \$695*

**BEYOND WORDS: HIRING & INTERVIEWING Series**

(EMPLOYEE UNIVERSITY) 3 DVD program with ancillary materials

This program covers basic, intermediate, and advanced skills for understanding how to read individual, nonverbal nuances, that help reveal deeper subconscious messages. For sales or customer service situations.

**Negative** (14")\*. Focuses on negative nonverbal/body language cues.

**Positive** (22")\*. Focuses on positive nonverbal/body language cues.

**Body Language Clusters: Putting It All Together** (24")\*. Focuses on reading an applicant's level of adaptability, initiative, and job knowledge.

**Actions Speak Louder Than Words** (29"). Jan Hargrave's video on body language, free with a series purchase. An additional copy of this series free.

*\*Each. Rental \$275; Purchase \$495. Series. Rental \$350; Purchase \$795*

**BEYOND WORDS FOR MANAGERS**

(EMPLOYEE UNIVERSITY) 15 minute DVD with ancillary materials

Shows how to manage employees through successful, effective communication, and interpersonal skills.

**Actions Speak Louder Than Words** (29"). Jan Hargrave's presentation on all aspects of body language. Included free with series purchase. Plus a second copy of this program free.

*Rental \$275; Purchase \$495*

**BIG MAC: INSIDE McDONALD'S EMPIRE**

(FILMS MEDIA) 60 minute DVD

An NBC News program on the history and working philosophy behind the world's largest food-service corporation offering interviews, case studies, and their strategies for the future in China and in the nutrition-conscious America.

*Purchase only, \$295*

**BLUE MOVIE, THE: GENERATING GREAT IDEAS**

(VIDEO ARTS) 12 minute DVD

Viewers see how to tap "the bottomless depths of creativity," think multi-dimensionally, entertain the impossible and open their minds to new ideas.

*DVD purchase only, \$695. Weekly digital rental only.*

**BODY LANGUAGE AT WORK**

(MONAD) 11 minute DVD

This program, featuring Peter Clayton, offers 8 key points for successfully dealing with this unspoken form of communication that everyone experiences daily.

*Rental \$295; Purchase \$495*

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

(BRIEFINGS) 17 minute DVD with ancillary materials

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

*Purchase only, \$387*

**BRAIN POWER II**

(KARL ALBRECHT) 18 minute DVD ancillary materials

Expanding upon the original video and Dr. Karl Albrecht's best-seller, it offers vital mental exercises, information and training; and encourages innovation to translate new thinking skills into organizational success.

*Purchase only, \$495*

### **BREAKTHROUGH LISTENING**

(MONAD) 20 minute DVD

Offers 3 key points in developing the skills to counter the issues that block effective communication and undermine productive listening.

*Rental \$195; Purchase \$395*

### **BRIDGING THE DISTANCE: VIRTUAL TEAMS ON THE ROAD TO RESULTS**

(MONAD/MIINDLINK) program with a 17 minute DVD

Based on Deborah Dininocenzo's book, "101 Tips for Telecommuters," the video offers 7 key points for developing virtual team success.

*Rental \$225; Purchase \$495*

### **BRILLIANT, SIMPLY BRILLIANT! Series**

(PRO-MEDIA) 4 DVDs averaging 6-7 minutes each

Hosted by Dr. Roger Firestien, (a member of the creativity think-tank at the University of Buffalo and consultant to an impressive list of corporations) who reviews each situation, detailing the problem, how it was researched, and the methods used to uncover the solution. Viewers see how to define problems and find solutions, without being rocket scientists.

**Over And Outta Here.** How The Golden Gate Bridge set in motion an unusual, unique customer service solution that was highly successful; but was not implemented until 10 years after it was initially presented.

**Plastic Gold.** How falling autumn leaves played a golden concerto of green dollars, solving a critical marketing problem for a one product business; and opened an extensive, adjunct product line.

**Play It Again Vin.** A marketing concept which understood the paradigm shift that gave anyone, regardless of age or ability, the means to create a humorous video.

**Thinking Inside The Box.** A problem that forced one of Kodak's multi-divisional teams to create a solution that satisfied informational, environmental, financial and productivity needs; but required a 180 degree turn, in their approach to find the answer.

*Each: Purchase only, \$295; all -\$895. Shorter quantity discounts.*

### **BUCK STOPS HERE, THE**

(MONAD) 6 minute DVD

Hosted by Chuck Connors, and based on president Harry S. Truman's famous saying, this historical, Western drama, focuses on the critical skills of leadership, decision-making, responsibility, risk-taking, and accepting challenge.

*Rental \$195; Purchase \$395*

### **BUDGETING**

(VIDEO ARTS) 30 minute DVD

Shows how to design, develop and implement a budget for the purpose of creating a path to accomplishing an organization's financial goals.

*DVD purchase only, \$695. Weekly digital rental only.*

### **BUILDING A DIVERSE WORKFORCE FOR THE GLOBAL MILLENNIUM Series**

(ENTERPRISE MEDIA) 20 DVDs, 8-13 minutes each

This Series deals with all levels of workers involved in various diversity issues, as well as mentoring, team building, communication, interviewing, change management, coaching, globalization, conflict resolution, and much more.

**1. Do We Speak The Same Language?** Should language and cultural style impact performance evaluations?

**2. Double Standards In Performance Appraisals.** The effects on work, family, and global travel.

**3. Why Can't We Attract And Keep People Of Color?** Recruiting and retaining people of color.

**4. Will My Mentor Make A Difference?** Mentoring people of color for successful careers.

**5. Is It The Cement Ceiling Or Is It Me.** Career issues for non-management people of color.

**6. What about Me?** Diversity's impact on the careers of non-management white males.

**7. I Deserved It Didn't I?** The impact on the careers of white male managers.

**8. Disbanding The "Good Old Boy Network."** Inclusive vs. non-inclusive.

**9. Old School Vs. New School.** How much change is too much, too fast?

**10. But We've Always Done It That Way!** How much change is too much, too fast? (management setting)

**11. Fatal Interview, The.** Recruiting people of color.

**12. Balancing Act, The.** Gender issues; career development; work vs. family.

**13. Worlds Apart.** Building of effective teams globally.

**14 Making a Good Impression.** Cross-cultural conflicts in global interviews and recruitment

**15. It's All In The Presentation.** A double standard for women.

**16. You Don't Fit My Style.** Cross cultural challenges in performance evaluations.

**17. You're Making Me Uncomfortable.** Gender conflicts in cross-cultural global communications.

**18. Sexual Harassment-Are You Serious?** Gender issues in the plant and in the office.

**19. The Skip-Level Meeting.** How to talk to the manager's manager.

**20. Building Teams In The Global Marketplace.** Overcoming cultural conflicts in the European Community.

*Either Format. Rental \$225, all-\$2,125; Purchase \$395, all-\$3, 450.*

### **BUILDING EMPLOYEE MORALE: MISSED OPPORTUNITIES**

(EMPLOYEE UNIVERSITY) 13 minute DVD, with ancillary materials

Individually available, this segment from "One on One" offers a solution for the problem of employees feeling rated poorly, although assessed as meeting performance standards.

*Purchase only, plus 1 free; DVD \$295*

### **BUILDING THE PERFECT TEAM**

(VIDEO ARTS) 29 minute DVD

Dr. Meredith Belbin believes that team members should be selected on how a functional skill and personality would fit into a team.

*DVD purchase only, \$695. Weekly digital rental only.*

### **BULLY & RESPECT IN THE WORKPLACE**

(KANTOLA) 19 minute DVD with ancillary materials

In 5 dramatizations victims and witnesses show how to speak up and challenge mean-spirited behavior in ways that maintain their respect; as well as how to approach HR/senior management

*Purchase only, \$189*

### **BURY MY HEART AT CONFERENCE ROOM B**

(VISIONPOINT/MONAD) 24 minute DVD with ancillary materials

Featuring Stan Slap and a revolutionary program to increase management commitment, reduce turnover, and get support for corporate strategies.

*Purchase only, \$198; DVD only \$99.*

### **BUSINESS COMMUNICATION Series**

(MERIDIAN) 4 videos, averaging 15 minutes each

A back-to-basics, business communication Series, individually focusing on each of the critical skills. **Listening. Writing. Speaking. Reading.**

*Purchase \$195, Series \$500*

### **BUSINESS ETHICS: A 21st-CENTURY PERSPECTIVE**

(FILMS MEDIA) 22 minute DVD

Global marketing, cultural and ethnic issues will affect business being conducted in an ethical manner. This program deals with making difficult choices that reflect ethics individuals can personally stand behind.

*Purchase only, \$195*

### **BUSINESS ETHICS IN THE NEW ECONOMY WITH DR. MARIANNE JENNINGS**

(COASTAL/DUPONT/DUPONT) 22 minute DVD with ancillary materials

Her presentation of the "gray areas" that make it imperative for employees at all organizational levels to conduct themselves ethically and in compliance with applicable laws. Focusing on 5 key points, viewers gain an awareness of what is, or is not, ethical in today's new global marketplace.

*Rental \$195; Purchase \$595*

### **BUSINESS TO BUSINESS PROSPECTING**

(COASTAL/DUPONT) 3 DVD program, averaging 15 minutes each

**Part 1. Determine & Reach Key Decision Makers: Sticking to It.** How to get past the gatekeeper and reach the decision maker.



**Part 2. Verify The Decision Maker & Ask For The Business: Develop The Thirst.** Determine client needs, while developing trust and rapport.

**Part 3. Listening & Addressing Resistance: Prepare For The Obstacles.** Focusing one's selling skills to counter objections when asking for business.  
*Rental \$195; Purchase \$995*

**BUSINESS WRITING: GETTING STARTED**

(COASTAL/DUPONT) 19 minutes

Whether you're writing memos, letters, reports or proposals, this program shows business people four simple effective steps, to getting started.

*Rental \$195; Purchase \$425*

**BUT I DON'T HAVE CUSTOMERS**

(COASTAL/DUPONT) 21 minute DVD

Shows viewers the steps and techniques for defining internal customers, appropriately serving them while creating positive environments effecting external customers too. \*Government version *\$395.*

*Rental \$195; Purchase \$595, DVD has Spanish*

**C & THE BOX**

(MONAD) 6 minute DVD program

A humorous, animated video, illustrating the need for people to break free of old assumptions, limitations, negativity, etc., so as to grow, develop, and innovate.

*Rental \$195; Purchase \$395*

**CALL OF THE MUMMY**

(MEDIA PARTNERS) 19 minutes

Entertaining vignettes of customer service reps in business, government and healthcare, illustrate the dos and don'ts on the phone.

*Purchase \$695*

**CALL TO ORDER: CONVERTING TELEPHONE INQUIRIES INTO SALES**

(VIDEO ARTS) 22 minute DVD

How to effectively handle telephone inquiries and turn them into sales.

*DVD purchase only, \$999. Weekly digital rental only.*

**CAN YOU SPARE A MOMENT?**

(VIDEO ARTS) 2 DVDS, 25 & 3 minutes

A remake of a 4 stage structured approach for managers to spot impending problems, creating opportunities to talk confidentially, remain neutral and friendly, and not imposing their solutions, when counseling staff.

*DVD purchase only, \$999. Weekly digital rental only.*

**CAN'T BE DENIED: THE IMPACT OF CUSTOMER DISCRIMINATION**

(EDGE TRAINING) 19 minute DVD with Leader Guide

Real-life vignettes show various examples of customer discrimination; resulting in lost customers, lost business, and millions of dollars in litigation/settlements.

*Purchase only \$795. Add \$200 for unlimited reproduction rights.*

**CAN WE COUNT ON YOU?**

(MEDIA PARTNERS) 24 minute DVD with ancillary materials

Designed to make people, especially first-time entrants, become highly valued employees; by providing an overview of accountability in day-to-day behaviors.

**Purchase The Accountability ToolKit. and Save \$278.**

*Purchase \$695*

**CARE & CANDOR: MAKING PERFORMANCE APPRAISALS WORK**

(COASTAL/DUPONT) 18 minute DVD with ancillary materials

Offers 5 key points, demonstrating the importance of a caring attitude and honest feedback are the foundations for productive appraisal meetings.

*Rental \$195; Purchase \$595,*

**CARE & CONTROL: A BETTER APPROACH TO TERMINATION**

(COASTAL/DUPONT) 21 minute DVD

Offers 6 steps for conducting a systematic, sensitive and legal termination.

*Purchase only, \$95*

**CASE OF THE VANISHING CUSTOMER, THE**

(VIDEO ARTS) 28 minute DVD

Viewers see how suppressing unwanted emotions (anger or boredom) and actively promoting positive emotions (enthusiasm and cheerfulness) allows them to deal with even the most difficult customers; leaving them satisfied.

*DVD purchase only, \$870. Weekly digital rental only.*

**CASINO: A CUSTOMER SERVICE STORY**

(VIDEO MEDIA) 17 minutes

Shot in one of the largest casinos on the West Coast, it documents the giving of great service by the actual casino employees.

*Rental \$295; Purchase \$795*

**CELEBRATE! CHANGE YOUR LENS, CHANGE YOUR LIFE**

(STAR THROWER) 19 minute DVD with ancillary materials

DeWitt Jones filming of the beautiful island of Molokai, Hawaii proposes change reminding us that we have the power to choose how we see the world and how we want to live in it.

*Rental \$295; Purchase \$795*

**CELEBRATE WHAT'S RIGHT WITH THE WORLD**

(STAR THROWER) 22 minutes DVD; CD & ancillary materials

National Geographic's photographer, Dewitt Jones, presents his philosophies of developing, recognizing, and maintaining a vision; whether for yourself or for your organization.

*Either Format. Rental \$295; Purchase \$795*

**CHALLENGE TO AMERICA**

(FILMS FOR THE HUMANITIES) 4 videos, 58 minutes each

Hedrick Smith hosts innovative companies and classrooms in Japan, Germany, and the U.S., revealing the uniqueness strengths and weakness of each.

**Old Ways, New Game.** A look at global mass, craft, and lean production in various industries; and how the U.S. is competing.

**Heart Of The Nation, The.** Explores the central values of Japan, Germany, and the U.S., focusing on what drives each society.

**Winning Strategies.** Shows the strategies that American companies, communities and political leaders are using to capture America's competitive edge, improve efficiency and productivity.

*Each: Rental \$195; Purchase \$295*

**CHANGE & INNOVATION THROUGH BRAINSTORMING**

(MEDIA PARTNERS) 2 DVD program (15" and 12") with ancillary materials

Based on his book, "Innovation At The Speed of Laughter," John Sweeney hosts this program for both management and employees, offering 8 points for successfully brainstorming and implementing innovation.

*Rental: \$350; Purchase \$895*

**CHANGE, IT'S YOUR CHOICE**

(MONAD/MINDLINK) 5 minute DVD

This fast-moving video uses a myriad of quotes and limited images that pop up vigorously. Viewers experience an instant and overwhelming sense of what is change.

*Rental \$195; Purchase \$395*

**CHARACTER IN ACTION**

(ADVANCED KNOWLEDGE) 23 minutes, DVD or VHS, and leader's guide

Bestselling author, Donald T. Phillips (Lincoln On Leadership) uses the example of the US Coast Guard in demonstrating 3 major strategies for leadership that maximizes productivity and creates successful organizations.

*Rental \$250; Purchase \$695*

**CHARACTER IS DESTINY**

(STAR THROWER) 16 minutes, VHS/DVD

Ethics expert, Russell W. Gough, focuses on developing strong character" and its affect on the success of the individuals and organizations.

*Rental \$295; Purchase \$395*

**CHASE, THE**

(LIGHTWORKS MEDIA) 4 minutes

Using a life and death chase on the plains of Africa, the video emphasizes

the need for individuals to help their companies out run their competition.

*Rental \$125; Purchase \$295*

**CHILEAN MINE RESCUE: THE UNSTOPPABLE TEAM**

(ADVANCED KNOWLEDGE) 20 minute DVD with ancillary materials

This program shows the miraculous life-saving rescue of 33 miners in 2010, while sharply focusing on 3 key elements teams need to implement for success. Plus reviewing the interactions that all team leaders and members must be aware of, so as not to undermine the team's ability to function.

*Rental \$225; Purchase \$695*

**CLARITY IMPERATIVE, THE**

(MEDIA PARTNERS) 20 minute program with ancillary materials

Features John Jenson and his inspirational stories to make sure viewers understand the organization's purpose and direction; and can effectively express them to others.

*Purchase \$795*

**CLASS DIVIDED, A**

(ADMIRE) 60 minutes

Filed 15 years after "Eye Of The Storm", this sequel explores the after effects on the children in Jane Elliott's classroom experiment

*Purchase only, \$295*

**CLERICAL SKILLS FOR NEW EMPLOYEES**

(MERIDIAN) 19 minutes

Focusing on skills for entry-level employees, it addresses filing, sorting mail, organizing a desk for maximum efficiency, privatizing tasks, providing good customer service, plus punctuality, dependability, and neatness.

*Purchase only, \$195*

**CLIFF'S CUSTOMER SERVICE ADVENTURE**

(MEDIA PARTNERS) 13 minutes

Designed for young trainees, this funny, zany video presents customer service scenarios; providing humor and tips in creating a positive experience for the provider and the customer.

*Purchase \$695*

**CLOWN**

(MONAD) 12 minute DVD

Originally viewed on HBO, this unique, entertaining and thought-provoking program deals with all aspects of diversity and discrimination; applicable to everyone.

*Rental \$295; Purchase \$595*

**COACHING & COUNSELING: MAXIMIZING OPPORTUNITIES**

(EDGE TRAINING) 24 minute DVD with Leader Guide

Shows viewers how and when to use coaching and/or counseling with peers and subordinates. Increasing productivity and a positive working climate. .

*Purchase only \$795. Add \$200 for unlimited reproduction rights.*

**COACH, THE: IMPROVING WORKPLACE PERFORMANCE**

(COASTAL/DUPONT) 23 minute DVD with ancillary materials

While highly effective for new managers, experience the ones can benefit too. The program offers 5 key points using the mnemonic STEER; spot opportunities, tailor training to the individual, explain, demonstrate, encourage, and review.

*Rental \$195; Purchase \$395*

**COACHING CHALLENGES Series**

(ASH QUARRY) 4 DVD program averaging 9 minutes each with Facilitator Guide This program presents various scenarios challenging to anyone who coaches; plus offering the skills and how to implement them for positive solutions.

**Can We Talk?** Focuses on how to institute a sensitive conversation, when dealing with major problems.

**Still You Agree with Me?** How to deal with your manager when issues or disagreements exist.

**What's Really Going On?** How to discuss problems with a subordinate, when their performance is down.

**Why Are We Stuck?** How to deal with personal style problems that are resistant to change.

*Purchase only \$495, Series \$1,485*

**COME BACK, THE**

(STAR THROWER) a 7 minute DVD program with ancillary materials

This program discusses the topic of grief and loss; and how unsure co-workers can interact with the suffering individual. Bonus DVD, "Understanding Grief" is a 30 minute interview with grief expert Paul Johnson offering additional insights and analysis of grief and coping with loss.

*Rental \$295; Purchase \$595*

**COMMENDABLE CUSTOMER SERVICE**

(MERIDIAN) 16 minutes

A good, basic video on customer service and how to provide exceptional service with a smile, professional appearance, and a positive attitude; whether the face-to-face or over the phone.

*Purchase only, \$195*

**COMMUNICATING FOR RESULTS: HOW TO BE CLEAR, CONCISE & CREDIBLE**

(BRIEFINGS) 17 minute, DVD with leaders guide

This program offers 12 key communication strategies to help viewers to get their messages accepted, understood and acted upon.

*Purchase only, \$195*

**COMMUNICATING NON-DEFENSIVELY**

(MEDIA PARTNERS) 25 minutes

Explains how defensive communication takes place; defining step-by-step procedures to counter it, and the importance of giving and receiving criticism.

*Purchase \$795*

**COMMUNICATING WITH CUSTOMERS**

(BRIEFINGS) 21 minute, DVD with leaders guide

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

*Purchase only, \$195*

**COMMUNICATION BREAKDOWN**

(COASTAL/DUPONT) 18 minute DVD with ancillary materials

This program identifies and shows solutions for 7 of the most important problems affecting organizations; resulting in clear, effective, and productive communication.

*Rental \$195; Purchase \$595, DVD has Spanish*

**COMMUNICATION CORNERSTONES: BUILDING TRUST**

(COASTAL/DUPONT) 24 minute DVD with ancillary materials

This program presents 5 key points for building excellent communication skills; forging a solid trust between employees and managers.

*Rental \$195; Purchase \$595, DVD has Spanish*

**COMMUNICATION COUNTS**

(MEDIA PARTNERS) 19 minute DVD with ancillary materials

This program deals with 6 key issues that undermine productive communication within organizations. Plus offering solutions to counter and solve these issues.

*Purchase \$695*

**COMMUNICATION ESSENTIALS VIDEO SERIES**

(ASH QUARRY) 4 videos, averaging 15 minutes each

Peter Quarry's keys for effective communication for teams and individuals.

**Listening and Understanding.** 5 keys for being effective.

**Conveying Information.** 3 steps for doing it well.

**Exercising Personal Power.** Shows 5 influencing and persuading skills, and where to apply them.

**Overcoming Negative Behaviors.** Dealing with negative and difficult people.

*Rental \$150, all-\$495; Purchase \$495, all-\$1,485*

**COMMUNICATION IN HEALTHCARE**

(MEDIA PARTNERS) 20 minutes

Combining humor and drama, this video will help your team turn frustrating communications into successful exchanges.

*Purchase \$595*

**COMMUNICATION NIGHTMARES: SOLUTIONS TO YOUR TOP COMMUNICATION PROBLEMS**

(COASTAL/DUPONT) 26 minute DVD & self-study workbooks

Using various scenarios, communication problems are defined and solved, using the appropriate techniques.

*Rental \$195; Purchase \$595, DVD has Spanish*

**COMMUNICATION SKILLS THAT BUILD WINNING RELATIONSHIPS**

(ENTERPRISE MEDIA) 22 minute DVD, audio and guide

Offers 2 key categories of communication in helping viewers understand how to create effective and successful communication.

*Purchase only, \$129.95*

**COMMUNICATION SKILLS...WHAT EVERYONE NEEDS TO KNOW**

(ENTERPRISE MEDIA) 30 minute DVD with post-test and book\*

This program offers practical techniques for improving all communication skills; written, oral, electronic, and face-to-face. \*Everyday Communication Techniques for the Workplace.

*Purchase only, \$129.95*

**COMMUNICATION: THE NON VERBAL AGENDA**

(MEDIA PARTNERS) 30 minutes

Concepts of nonverbal communication, body language and their affects.

*Only available for online programs. Call for pricing.*

**COMMUNICATION TOOLKIT**

(MEDIA PARTNERS) approximately 60 minutes on CD or DVD with Leader's Guide 39 video clips, ranging from 20 seconds to 3 minutes, showing examples of every type of communication scenario one could conceive of.

*Purchase only, \$795 either CD or DVD*

**COMPETITIVE EDGE**

(MEDIA PARTNERS) 17 minutes

Shows salespeople how to incorporate collaboration as part of their sales technique, by presenting 7 key points to help close the sale.

*Only available for online programs. Call for pricing.*

**COMPLAINT IS A GIFT, A: USING CUSTOMER FEEDBACK AS A STRATEGIC TOOL**

(ENTERPRISE MEDIA) 12 minute DVD with ancillary materials

A humorous, animated parable, illustrating why and how being open to customer complaints can be gifts in disguise.

*Rental \$225; Purchase \$595*

**COMPLAINTS: FIVE TACTICS FOR HANDLING COMPLAINTS EFFECTIVELY**

(VIDEO ARTS) 25 minute DVD with ancillary materials

Enables customer service staffs to effectively and successfully manage customer complaints.

*DVD purchase only, \$999. Weekly digital rental only.*

**COMPLETE BLUE-EYED, THE Series**

(California Newsreel) DVD or 3 video program, and Trainer's Guide Jane Elliott made headlines in the '70s, with the video, "The Eye Of The Storm." It's was a filming of her 3rd grade class exercise about the impact of discrimination. Over the years while conducting diversity workshops, she had the original video revised, edited and shortened into the following versions.

**Blue-Eyed/Brown-Eyed.** The original 90 minute version.

**Essential Blue-Eyed, The.** A 2 segment video, totaling 87 minutes

**Trainer's Edition.** Is a powerful, dramatic 50 minutes of the original exercise.

**Debriefing.** Is a 36 minute adult experience and reorientation.

**30 Minute Blue-Eyed, The.** Edited to the 30 most dramatic minutes.

*Purchase only, \$295*

**COMPLETE PERFORMANCE REVIEW TOOLKIT, THE**

(BRIEFINGS) 22 minute DVD with ancillary materials

This complete system with ready-to-use forms make your reviews hassle free, turn them into comfortable meetings, motivate your employees, and continually help to improve their performance all year long.

*Purchase only, \$199*

**COMPLIANCE IS JUST THE BEGINNING**

(QMR) 2 title DVD program and extensive ancillary materials

This program deals with the relationship of ethical and compliance decision-making; and their effects.

**Program 1. 3 Steps To Ethical Decisions** (24 minutes). An Enron executive and 6 ethics experts review the pressures that could lead to poor decisions; offering 3 steps to take when faced with tough, ethical choices.

**Program 2. Ethical Situations To Consider** (32 minutes). Presents 8 dramatic scenarios, dealing with familiar ethical issues, and applying the 3 step process for the best possible decision.

*Rental \$295; Purchase \$625 for link or for DVD \$725*

**CONDUCTING A PRODUCTIVE MEETING**

(MERIDIAN) 13 minutes

Offering simple, but key points, it is geared to anyone wanting to conduct a speedy, efficient and productive meeting.

*Purchase only, \$195*

**CONDUCTING EXTRAORDINARY PERFORMANCE APPRAISALS**

(TRAINING ABC) 16 minute DVD ancillary materials

This program shows managers/supervisors the skills and tools needed to conduct extraordinary performance appraisals. Resulting in employees receiving constructive feedback, coaching, recognition and inspiration, while creating a productive workplace.

*Purchase only, \$495. Special online license available, call for details.*

**CONDUCTING HIGH-IMPACT, LOW-STRESS, PERFORMANCE REVIEWS**

(BRIEFINGS) 22 minute DVD with leaders guide

This program shows viewers the critical skills needed and how to apply them for creating comfortable, successful and productive reviews.

*Purchase only, \$195*

**CONDUCTING LEGAL PERFORMANCE APPRAISALS**

(TRAINING ABC) 14 minute DVD ancillary materials

This program guides managers/supervisors in the requirements, methods, skills and tools needed to conduct legal performance appraisals. A necessity to protect an organization against unnecessary and costly litigation.

*Purchase only, \$495. Special online license available, call for details.*

**CONDUCTING THE PERFORMANCE APPRAISAL: BE A COACH, NOT A JUDGE**

((COASTAL/DUPONT)) 34 minutes

Shows how to repair, the common document, and follow-up (using SMART method) to make the appraisal beneficial for supervisor and employee.

*Purchase only, \$99.95*

**CONFLICT CLOCK: TAKING T.I.M.E. TO RESOLVE CONFLICT IN THE WORKPLACE**

(SOLLAH) 24 minute DVD with ancillary materials

Using the T.I.M.E. model, it helps employees and teams to successfully respond to workplace conflict, by presenting 4 proven strategies to break old and negative response habits. DVD also includes the Manager Version and the short video, "Resolving Conflict Is..."

*Purchase only, \$995*

**CONFLICT CLOCK: TAKING T.I.M.E. TO RESOLVE CONFLICT IN THE WORKPLACE - MANAGER VERSION**

(SOLLAH) 9 minute DVD with ancillary materials

Gives managers tools and a roadway for successfully resolving workplace conflict by using the T.I.M.E. model.

*Purchase only, \$395*

**CONFLICT RESOLUTION: A WIN/WIN APPROACH**

(COASTAL/DUPONT) 25 minute DVD with ancillary materials  
Offering 3 key points, this program presents the nature of conflict, as it shows successful conflict resolution methods; and how to master the techniques that ensure a win-win situation.  
*Rental \$195; Purchase \$595*

**CONFLICT RESOLUTION: THE SKILL THAT MAKES A DIFFERENCE**

(EDGE TRAINING) 16 minute DVD with Leader Guide  
Offers 5 key points to help viewers better manage conflict and build productive relationships by learning and practicing conflict resolution skills.  
*Purchase only, \$795. Add \$200 for unlimited reproduction rights.*

**CONFLICT: THE RULES OF ENGAGEMENT.**

(HEIM) 44 minute DVD with ancillary materials  
Dr. Heim takes viewers through proven strategies to immediately neutralize and turn complex conflicts into manageable ones; resulting in a respectful and productive and organization.  
*Purchase only, \$495*

**CONFLICTS IN THE WORKPLACE: SOURCES & SOLUTIONS**

(KANTOLA) 17 minute DVD with a study guide  
Offers easy to learn skills to keep disagreements constructive, resolve conflicts, solve problems, and maintain positive relationships.  
*Purchase only, \$189*

**CONNECTIONS: BASIC TELEPHONE TECHNIQUES**

(MERIDIAN) 30 minutes  
Deals with basic telephone techniques of answering the phone, placing calls, handling incoming calls, and using related telecommunication equipment.  
*Purchase only, \$195*

**CONSCIOUSLY OVERCOMING UNCONSCIOUS BIAS**

(ATS MEDIA) 5 minute DVD with ancillary materials  
This program helps viewers recognize their unconscious biases, micro-inequities, and micro-affirmations. Plus offering 4 actions to counter and control these attitudes.  
*Rental \$195; Purchase \$395*

**CONSTRUCTIVE COMMUNICATION: HOW TO GIVE & HOW TO TAKE IT**

(COASTAL/DUPONT) 2 videos 19 and 12 minutes  
Offers 3 key techniques for giving criticism, creating a positive environment and behavioral change. The second video offers 9 vignettes as examples.  
*Rental \$195; Purchase \$395, DVD has Spanish*

**CONTAINER STORE, THE: RE-IMAGINE CUSTOMER SERVICE & TALENT (Re-imagine! Series)**

(ENTERPRISE MEDIA) 18 minute DVD and workbook  
One of Fortune Magazine's "Top 100 Best Companies To Work For" for 5 consecutive years. Its philosophy created the reputation of offering the best customer service and most enthusiastic, positive employees available.  
*Rental \$345; Purchase \$795. Quantity discounts.*

**CONTINUOUS MOTIVATION**

(COASTAL/DUPONT) 23 minute DVD  
Harry Anderson and his magic act, shows a step-by-step procedure for planning and implementing team motivation.  
*Rental \$195; Purchase \$595, DVD has Spanish*

**CONTINUOUS PERFORMANCE APPRAISAL, THE**

(COASTAL/DUPONT) 21 minute DVD  
Harry Anderson's humor conveys this video's points on good preparation, a well-executed appraisal meeting, and effective follow-through by coaching.  
*Rental \$195; Purchase \$595, DVD has Spanish*

**CONQUER THE CHAOS: THE BEST IDEAS IN TIME MANAGEMENT**

(BRIEFINGS) 21 minute DVD with leaders guide  
This program offers simple, time-tested techniques to contain workloads,

overcome procrastination, limit interruptions, master delegation, and use technology productively.  
*Purchase only, \$195*

**CONTROL OF WORKING CAPITAL**

(VIDEO ARTS) 26 minute DVD  
John Cleese sets up a business; and learns about all the problems (and how to solve them) that put him into a cash flow bind.  
*DVD purchase only, \$695. Weekly digital rental only.*

**COPING WITH DIFFICULT PEOPLE I & II**

(COASTAL/DUPONT) 2 DVDs, 20 minutes each  
Shows the way to handle the 6 most difficult personality types:  
**Part 1.** Know-it-alls, Experts, Stallers, Snipers.  
**Part 2.** Tanks, Super-Agreeables, Complainers.  
*Each. Rental \$195; Purchase \$395*

**CORNERSTONES OF QUALITY**

(KANTOLA) 24 minutes  
Establishes how to use the 4 cornerstone principles for making an organization more flexible, more responsive, and more profitable.  
*Purchase only, \$89.95; instructor's manual \$17.95*

**CORPORATE CULTURE & PERFORMANCE**

(ENTERPRISE MEDIA) 62 minute DVD with ancillary materials  
John Kotter establishes a clear connection between a company's culture and its long-term financial success; emphasizing the leadership that creates the culture to meet the needs of customers, employees, shareholders, and implement change when needed.  
*Rental \$295; Purchase \$695*

**CORPORATE CULTURE IS...**

(SOLLAH) 2 minute DVD with ancillary materials  
Your organization's culture affects and defines how people feel about the organization, whether it's good or bad, they're inside or out, and whether it's created deliberately or accidentally.  
*Purchase only, \$295. Special online license available, call for details.*

**COST OF QUALITY, THE**

(FILMS FOR THE HUMANITIES) 12 minutes  
Told as an animated fable, this video humorously communicates the concept of, and successfully utilizing, Total Quality Management.  
*Rental \$195; Purchase \$295*

**COST, PROFIT AND BREAK-EVEN**

(VIDEO ARTS) 23 minute DVD  
John Cleese learns about 3 factors; cost, price and volume, whose relationship effect the success of a business.  
*DVD purchase only, \$695. Weekly digital rental only.*

**COURAGE 2 COACH**

(SOLLAH) 19 minute DVD with ancillary materials  
This program turns common sense into common practice with a 4 step process that can be applied to any employee performance situation. Convert the original title to this one and save \$100, but only till 12/31/2016.  
*Purchase only, \$895. Special online license available, call for details.*

**COURAGE TO COACH, THE**

(VISIONPOINT/SOLLAH) 19 minute DVD with ancillary materials  
Showing several workplaces, 5 key steps of coaching are illustrated using, "What would you do?" style vignettes. Retail version also available.  
*Purchase only, \$695*

**COURAGE TO COACH RETAIL, THE**

(VISIONPOINT/MONAD) 19 minute DVD with ancillary materials  
Showing several workplaces, 5 key steps of coaching are illustrated using, "What would you do?" style vignettes.  
*Purchase only, \$198; DVD only \$99*

**COURAGEOUS FOLLOWERS, COURAGEOUS LEADERS**

(MEDIA PARTNERS) 19 minutes

Based on Ira Chaleff's book, "The Courageous Follower-Standing Up To and For Our Leaders," this video presents 4 steps to help "followers" gain the skills and confidence needed in empowerment.

*Purchase \$795*

**COURTESY OR CONSEQUENCES**

(MONAD) 27 minutes

A humorous video for salespeople (and other persons) reviewing many aspects of business etiquette, common courtesy and concern for others.

*Rental \$195; Purchase \$395*

**COVEY LEADERSHIP LIBRARY, THE**

(MEDIA PARTNERS) 5 DVD Series averaging 23 minutes each

Features introductions and summaries by Dr. Stephen Covey, as the videos present concepts on various management and leadership skills.

**Tearing Down Walls.** The Berlin Wall is a metaphor for change and dismantling barriers. The video focuses on eliminating miscommunication, distrust, and stereotyping for better team and organizational performance.

**Leading By Example.** Mentoring and coaching for effective leadership is based on the dramatic stories of Anne Sullivan and Helen Keller.

**I Know Just What You Mean!** A handful of conversations in Otto's, a busy restaurant, demonstrates overcoming roadblocks to effective communication by showing 4 common, listening mistakes. Purchase, \$495

**Mauritius: Celebrating Differences.** What can organizations learn from a nation with 4 major religions and 9 spoken languages? This video offers insights on how to create an environment where people subordinate "mine" to "ours," and "now" to "the future".

**Max & Max.** What do a recent college graduate and a dog have in common? A shortsighted manager, who uses the same style of leadership with both man and dog; undermining the potential in both.

*Each: Purchase only, \$495*

**CRACKED POT, THE (Spirit Clips Series)**

(SPIRIT EMX) 4 minute DVD

A charming animated video of perseverance, purpose, and each team member's role and/or value in a work environment.

*Purchase only, \$295. Quantity discounts.*

**CREATING A DRUG-FREE WORKPLACE: BACK ON TRACK**

(COASTAL/DUPONT) 36 minutes

Offers information and guidance for management and employees in complying with the federal Drug-Free Workplace Act.

*Rental \$195; Purchase \$395*

**CREATING A POSITIVE WORKPLACE: GOOD ATTITUDES ARE CONTAGIOUS**

(BRIEFINGS) 22 minute DVD with leaders guide

This program shows viewers the critical skills needed to create and maintain positive, productive workplaces.

*Purchase only, \$195*

**CREATING THE REPEAT CUSTOMER**

(KANTOLA) 17 minute DVD

Ross Shafer shares his experience while taking a camera crew on a fast-paced tour of businesses that both keep and scare away customers.

*Purchase only, \$139*

**CREATING THE RESPECT EFFECT: PREVENTING HARASSMENT, DISCRIMINATION & RETALIATION**

(PROPOSITIONS) 2 part training program for managers and employees

The program is a cost-effective, results-oriented, vignette-based training program for employers seeking to improve work environments and reduce the risk of legal issues.

*DVD Purchase \$995. Online rentals only.*

**CREATING YOUR DREAM TEAM: HOW TO HARNESS THE POWER OF TEAMWORK**

(BRIEFINGS) 18 minute DVD with leaders guide

This program offers viewers universal strategies and techniques needed to motivate, persuade, teach, criticize, praise and evaluate; creating effective, productive teams.

*Purchase only, \$195*

**CROSS-CULTURAL UNDERSTANDING**

(BIG WORLD) 45 minute DVD with ancillary materials

This program presents all the key components of culture and communication, including values and beliefs, social structure, perceptions of time, communication styles, proper etiquette and much more.

*Purchase only, \$695*

**CROSSING THE LINE**

(LIGHTWORKS MEDIA) 24 minute DVD with ancillary materials

Viewers see the experiences of 4 different aged of people who decided to steal; and the resulting consequences that permanently changed their lives.

*Rental \$295; Purchase \$625*

**CUBAN MISSILE CRISIS, THE: A CASE STUDY IN DECISIONMAKING & ITS CONSEQUENCES**

(ADVANCED KNOWLEDGE) 23 minutes

This is an examination of 5 essential elements of leadership; and the work processes used to create the decision that neutralized the threat of nuclear attack.

*Rental \$225; Purchase \$795*

**CULTURAL BAGGAGE**

(PYRAMID) 9 minutes

A change of pace for diversity training programs, as it parodies the stereotypes people are often labeled with.

*Purchase only, \$295*

**CULTURAL COMPETENCY: JUST GOOD HEALTH CARE**

(COASTAL/DUPONT) 16 minute DVD with ancillary materials

The program addresses the delicate nature of cultural competency by having healthcare providers be sensitive to the cultural and religious beliefs of the communities they serve. Available in Spanish.

*Rental \$105 Purchase \$395*

**CULTURAL COMPETENCY: PROBLEM SOLVING**

(COASTAL/DUPONT) 19 minute DVD with ancillary materials

Healthcare providers learn 5 steps for interacting smoothly and sensitively with patients of differing cultural and religious beliefs so as to gain the information they need for assessing a patient's needs. Spanish available.

*Rental \$105 Purchase \$395*

**CURSE OF THE VANISHING EMPLOYEES, THE: HOW TO RETAIN & MOTIVATE GREAT WORKERS**

(MEDIA PARTNERS) 20 minutes

Using special effects and humor, the video shows the skills and their application, in countering the problems that lead to high turnover.

*Only available for online programs. Call for pricing.*

**CUSTOMER IS ALWAYS DWIGHT**

(VIDEO ARTS) 21 minute DVD

Dwight is a person "on the front line" whose philosophy is to maintain quality control by doing the job right the first time, and to be allowed to successfully service an internal or external customer.

*DVD purchase only, \$870. Weekly digital rental only.*

**CUSTOMER SERVICE CENTRAL: THE ESSENTIALS OF GREAT SERVICE**

(MONAD) 18 minutes

Darell Hammond (in a retail setting) offers key skills for initiating strategies and guidelines that creates exceptional customer service.

*Rental \$195; Purchase \$395*

**CUSTOMER SERVICE: COUNTS**

(KANTOLA) 18 minute DVD with ancillary materials

Uses humor to show viewers that good customer service and taking pride

in one's work is not only a job requirement, is personally satisfying too.  
*Purchase only, \$189*

**CUSTOMER SERVICE: DIFFICULT CUSTOMER ALERT**

(COASTAL/DUPONT) 22 minute DVD with ancillary materials  
Offers 3 key points, for helping your staff deal with angry customers and turn unpleasant encounters into positive interactions.

*Rental \$195; Purchase \$395*

**CUSTOMER SERVICE GONE VIRAL**

(VIDEO VISIONS) 16 minute DVD with ancillary materials  
Shows how to avoid customer service problems causing negative feedback. It guides viewers, using a variety of problems, presented as viral videos, recorded phone conversations, music videos, rants and blogs. Each problem is followed by a practical, real-world solution.

*Rental \$395; Purchase \$795*

**CUSTOMER SERVICE: MAKE IT EASY!**

(ACCESS TRAINING) 18 minute DVD with ancillary materials  
Reinforces 4 essential customer service concepts: Acknowledge, Observe, Listen and Act. It causes viewers to review their actions, while showing how frustrating customers can get when these concepts are forgotten.

*Purchase only, \$795. Special online license available, call for details.*

**CUSTOMER SERVICE: NATURAL AS CHILD'S PLAY**

(COASTAL/DUPONT) 25 minute DVD & Trainer's Toolkit  
Humorously hosted, this program shows how easy and natural, hospital internal and external customer service can be.

*Rental \$105; Purchase \$395*

**CUSTOMER SERVICE: THE ROYAL TREATMENT**

(COASTAL/DUPONT) 18 minute DVD with ancillary materials  
This program explores the 5 rules of exceptional service, showing viewers how to make customers feel like royalty.

*Rental \$195; Purchase \$395*

**CUSTOMER SERVICE: THE TELEPHONE CONNECTION**

(KANTOLA) 17 minute DVD with ancillary materials  
Shows how dedication, skill, enthusiasm responsiveness, problem solving and product knowledge are the tools needed to convey the right impression for building customer loyalty over the telephone.

*Purchase only, \$189*

**CUSTOMER SERVICE TO THE RESCUE!**

(ENTERPRISE MEDIA) 5 minute DVD  
A meeting opener that goes to extreme lengths (or heights) to make points about the importance of good customer service.

*Rental \$145; Purchase \$295*

**CUSTOMER SERVICE TOOLKIT**

(MEDIA PARTNERS) 75 minute DVD and CD program with ancillary materials  
72 situation-specific, high quality, video clips for all aspects of training. Included are 20 different workplaces including: General office, call center, government, healthcare, automotive/transportation, financial services, etc.

*Purchase only, \$995*

**CUSTOMER SERVICE ZONE**

(ENGAGING TRAINING) 18 minute DVD with ancillary materials  
Based on the TV Program, "Twilight Zone," this program offers viewers 4 key learning points for how to create and maintain exceptional customer service.

*Rental \$295; Purchase \$795*

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

(BRIEFINGS) 19 minute DVD with ancillary materials  
Offering 5 examples, it shows how to steer clear of behaviors that destroy morale, productivity, lead to bitter, frustrated and disengaged employees.

*Purchase only, \$387*

**DARE TO DREAM**

(LIGHTWORKS MEDIA) 7 minutes  
Using this story of how Coca-Cola was born, this video challenges viewers to take risks, recognize and expect change, and think creatively.

*Rental \$125; Purchase \$295*

**DARIUS GOES WEST (Spirit Clips Series)**

(SPIRIT EMX) 4 minute DVD  
Uses raising money for muscular dystrophy research to demonstrate teamwork, collaboration, perseverance that despite individual obstacles make sacrifices for a greater cause.

*Purchase only, \$295. Quantity discounts.*

**DASHBOARD, THE**

(MEDIA PARTNERS) 8 minute DVD with ancillary materials  
The Younger Brothers Construction Company devised a graphic tool, allowing them to review all types of data. Using color coding it determined whether a problem existed, and if required immediate attention.

*Only available for online programs. Call for pricing.*

**DAYS OF CHANGE**

(VIDEO ARTS) 6 minute DVD  
Based on the ideas of Phillip Hudson, this dynamic video offers a simple model to guide viewers through the emotional, intellectual and behavioral processes of coming to terms with change.

*DVD purchase only, \$870. Weekly digital rental only.*

**DEALING WITH ANGRY CUSTOMERS**

(PROPOSITIONS) 18 minute DVD  
Presents techniques to help employees from becoming defensive or escalating sessions with angry customers.

*DVD Purchase \$585. Online rentals only.*

**DEALING WITH CONFLICT**

(MEDIA PARTNERS) 20 minutes  
Showing 5 basic positions people take in conflicts, offering viewers choices for destructive or constructive actions; plus skills for positive outcomes.

*Purchase only, \$895; Thomas-Killmann exercise \$11.25*

**DEALING WITH CONFLICT: HEALTHCARE**

(MEDIA PARTNERS) 20 minutes  
Based on the Thomas-Killmann Instrument, this video shows 5 conflict positions, the insights, skills, and strategies for achieving positive results.

*Purchase \$595*

**DEALING WITH DIVERSITY**

(COASTAL/DUPONT) 26 minute DVD  
Focuses on understanding the diversity concept, implementing actions to allow individuals to be seen as such, while effectively and productively incorporating them into the organizations' culture and goals.

*Rental \$195; Purchase \$595*

**DEALING WITH STRESS**

(COASTAL/DUPONT) 16 minute DVD  
Highlights stress producing scenarios unique to industrial environments; plus showing the techniques for identifying and countering it.

*Rental \$115; Purchase \$395. DVD has Spanish*

**DEALING WITH THE IRATE CUSTOMER II**

(KANTOLA) 21 minute DVDs  
How to resolve disputes and calm angry customers quickly and professionally.

*Purchase only, \$189. Includes 1 workbook, additional \$10.95 each*

**DEALING WITH THIRD PARTIES**

(COASTAL/DUPONT) 13 minute DVD with ancillary materials  
Offers 5 key points for dealings abroad in which your organization faces third-party risks. This video educates you on these issues and strengthens

your organization's defense against fraud, bribery, and corruption.

*Rental \$195; Purchase \$595*

#### **DECISIONS, DECISIONS**

(VIDEO ARTS) 30 minute DVD

John Cleese is a manager, who is prone to poor decision making. All the wrong moves are humorously corrected by famous leaders of history.

*DVD purchase only, \$870. Weekly digital rental only.*

#### **DEFEATING UNCONSCIOUS BIAS**

(SUNSHOWER) 15 minute program with ancillary materials.

Offering 3 key vignettes and 5 practical strategies, this program addresses hidden biases that can affect hiring, promoting, and teambuilding; hindering the creation of inclusive workplaces.

*Purchase only. DVD, \$695; USB Flash Drive, \$745. Call for Online Streaming and E-Learning pricing.*

#### **DEMANDING CUSTOMERS: CUSTOMERS CARE MADE PERFECT**

(VIDEO ARTS) 26 minute DVD

How to deal with the extreme demands of irritating and frustrating customers in a productive manner, so as to keep their business.

*DVD purchase only, \$999. Weekly digital rental only.*

#### **DIALOGUE-NOW YOU'RE TALKING**

(QMR) 4 video program averaging 23 minutes, with ancillary materials

This program focuses on how to effectively communicate to a diverse population of employees.

**1. Communicating In A Diverse World.** An overview of what dialogue is, when to use it, and how to use it based on 3 key skills.

**2. Dialogue For Cultural Understanding.** Dramatizes how dialogue opens communications, uncovered is hidden assumptions, breaks down stereotypes, and facilitates more productive relationships.

**3. Dialogue Between Genders.** Based on program 1, this one focuses on breaking down gender stereotypes and improving communications between men and women at work.

**4. Dialogue Among Generations.** How to bridge the personal and professional differences that exist between employees of different ages.

*Each: Rental \$295; Purchase \$625 for link or for DVD \$725*

#### **DIFFERENCES**

(STAR THROWER) 4 minute DVD with ancillary materials

Created by BJ Gallagher, co-author of the diversity classic, A Peacock In The Land of Penguins, explores people's differences through the voices of dogs that really results in a common bond.

*Rental \$295; Purchase \$395*

#### **DIFFERENT LIKE YOU: APPRECIATING DIVERSITY IN THE 21st CENTURY**

(EDGE TRAINING) 20 minute DVD with ancillary materials

This video focuses on the uniqueness of individuals, and how this diverse group is essential for an organization success.

*Purchase only \$795. Add \$200 for unlimited reproduction rights.*

#### **DIFFICULT BEHAVIOR: BREAKING THROUGH**

(COASTAL/DUPONT) 21 minutes & employee handbooks

Focuses on disruptive patient behavior, such as challenging rules, being noisy, name calling, etc.

*Rental \$105; Purchase \$295*

#### **DIFFICULT GUEST, THE**

(MEDIA PARTNERS) 25 minute DVD with ancillary materials

Humorous, entertaining, with unforgettable characters in situations of recognizing, understanding, and servicing difficult customers.

*Rental \$350; Purchase \$895. Ask about Combo offer.*

#### **DIFFICULT PEOPLE: HOW TO DEAL WITH THEM**

(COASTAL/DUPONT) 38 minute DVD

Based on the book, "Coping With Difficult People" by Dr. Robert M. Bramson, this video shows the needed critical skills and their application.

*Rental \$195; Purchase \$395, DVD has Spanish*

#### **DIFFUSING HOSTILITY: CUSTOMER SERVICE TRAINING SCENES**

(QMR) 14 minute DVD with ancillary materials

This program contains 4 scenes in providing viewers with the tools to stimulate discussion about the complex issue of dealing with hostile customers

*Rental \$295; Purchase \$625 for link or for DVD \$725*

#### **DIMENSIONS OF COACHING**

(WORKPLACE PUBLISHING) 27 minutes DVD with ancillary materials

Today's business climate ordains coaches by their knowledge, willingness, and availability to help. This video shows various styles for any situation.

*Rental \$295 Purchase \$695*

#### **DISCOVERING THE FUTURE: THE POWER OF VISION**

(STAR THROWER) 30 minutes

Joel Barker's on successful individuals/organizations, with clear views of the future; creating goals of meaning and purpose for the present too.

*Rental \$295; Purchase \$695*

#### **DISCOVERING THE FUTURE: THE BUSINESS OF PARADIGMS**

(STAR THROWER) 35 minute DVD

The original version of Joel Barker showing the "paradox of paradigms" using unique examples, that show how to avoid paradigm paralysis," create open minds, foster individual and organizational change.

*Rental \$295; Purchase \$495*

#### **DISCUSSING PERFORMANCE**

(MEDIA PARTNERS) 20 minutes

Shows managers the importance of tackling contentious issues, focusing on outcomes, identifying employee training needs, and formalizing plans for training or any other needed actions.

*Purchase \$695*

#### **DISTRACTED DRIVING: GAME OVER**

(COASTAL/DUPONT) 13 minute DVD with ancillary materials

This program drives home the point about the critical danger of distracted driving. According to the National Highway Traffic Safety Administration, in 1 year, over 5000 people were killed and 448,000 injured, in motor vehicle crashes from this cause.

*Rental \$115; Purchase \$295*

#### **DIVERSE TEAMS AT WORK SERIES**

(TRAINERS TOOLCHEST) 2 DVD program

Based on the book by Lee Gardenswatz and Anita Rowe, the program shows how to identify and manage differences inherent in today's teams.

**Diverse Teams at Work: 10 Characteristics for Success (25").** Introduces and creates introspection by viewers in preparing them for successfully functioning in diverse teams; offering 10 characteristics for success.

**Diverse Teams at Work: Capitalizing on the Power of Diversity (12").** Focuses on understanding the 4-layer diversity filter that can affect their success or failure as a diverse team.

*Purchase only, \$595*

#### **DIVERSITY 101 SERIES**

(SOLLAH) an 8 segment, 36 minute DVD with ancillary materials

8 dramatic, thought-provoking vignettes that entertain while taking a creative approach to dealing with the core components of diversity, inclusion and respect in the workplace.

*Purchase only, \$895. Special online license available, call for details.*

#### **DIVERSITY ADVANTAGE: FOOD FOR THOUGHT**

(COASTAL/DUPONT) 20 minutes, DVD & Trainer's Toolkit

Shows employees how to value diversity, acknowledge differences, confront biases, change paradigms and build the skills for successful relationships.

*Rental \$195; Purchase \$595, DVD has Spanish*

#### **DIVERSITY CHALLENGES: WHAT WOULD YOU DO?**

(PROPOSITIONS) 2 segment, 16 minute DVD with ancillary materials

Designed to deal with the day-to-day reality of diversity, this program uses 2-part scenarios integrating it into such concepts as: interviewing; coaching;

managing conflict; performance management; empowerment/delegation; teamwork; and managing/supervising/leading.

*Purchase \$495. Online rentals only.*

**DIVERSITY: CREATING SUCCESS FOR BUSINESS & PEOPLE**

(ENTERPRISE MEDIA) 4 DVD modules, 20 minutes each

Each module has 2 videos, and each title is indicative of the content.

**MODULE 1-1. Sexual Harassment and Gender Discrimination.** Examines these and other issues regarding males and females working together,

**2. Disabilities: Hiring and Promotion.** Deals with the issues of job mobility for employees with disabilities, portraying the conflicts faced by certain protected groups who are poorly represented in the workforce.

**MODULE 2-1. Career Development: Minority Issues.** Examines career development, the perception of a glass ceiling, and exclusive corporate cultures.

**2. Career Development: Reverse Discrimination and Ageism.** Explores these issues in a changing work environment.

**MODULE 3-1. Performance Appraisal.** Deals with transitions from an old system to a new performance management process. The question of subtle racism and people being measured by different "yardsticks" is examined.

**2. Balance of Work/Family Issues.** Discusses dilemmas of balancing work and family; child/elder care, single parenting and dual-career families.

**MODULE 4-1. Sexual Orientation.** Examines the issue of sexual orientation and the impact this has on one's career. Portrays the conflict between personal values and employees' rights to equal treatment.

**2. Career Mobility: Language.** Portrays the impact of bilingualism on working relationships and career mobility. Explores subtle biases toward those who speak English as a second language.

*Each module. Rental \$225, all-\$495; Purchase \$495, all-\$1,595*

**DIVERSITY: FACE TO FACE**

(ATS) 18 minute DVD with ancillary materials

A new program exploring 4 main aspects of diversity: stereotypes, similarities, unity and benefits, by presenting the thoughts of characters who actually live and work in a diverse world. Includes 4 minute meeting opener entitled "Opening Lines: Facing Diversity."

*Rental \$295; Purchase \$795*

**DIVERSITY IN THE REAL WORLD**

(COASTAL/DUPONT) 18 minute DVD

A revise of the video, "Diversity Now," it does away with references to 9/11, but continues to focus with the problem of diverse workers confronting concerns, fears and biases in dealing with people of other cultures.

*Rental \$195; Purchase \$395*

**DIVERSITY IS...**

(SOLLAH) 3 minute DVD

This thought-provoking, short video uses impactful imagery and music to raise awareness and reinforce the concept of diversity.

*Purchase only, \$295*

**DIVERSITY MADE SIMPLE SERIES**

(TRAINING ABC) 4 DVD programs with ancillary materials

These 2016 programs focus on 3 critical questions about accepting and including all of the diverse traits, beliefs, talents, knowledge, styles and experience employees bring to the workplace. Resulting in productivity, efficiency, employee morale and retention. Their titles: Diversity Made Simple; Diversity Made Simple For Managers (both 11 minutes each). Diversity Made Simple: Government Version; Diversity Made Simple For Managers: Government Version (both 13 minutes each).

*Purchase only, \$295, 2 programs \$495. Special online license available, call for details.*

**DIVERSITY: MAXIMIZING CUSTOMER SATISFACTION THROUGH VALUING EMPLOYEES**

(ENTERPRISE MEDIA) 30 minute DVD with ancillary materials

Containing 3 video vignettes, this program examines diversity issues involving personnel procedures, minority issues, the glass ceiling, and customer service.

*Purchase only, \$395*

**DIVERSITY NOW**

(COASTAL) 20 minutes

It reflects the diversity issues created by today's terrorism, reviewing these points: updating your diversity policy; harnessing its power; understanding and respecting differences; legal and training issues; and interacting with foreign-descent co-workers.

*Rental \$195; Purchase \$595*

**DIVERSITY: RESPECT AT WORK**

(COASTAL/DUPONT) 16 minute DVD with ancillary materials

This program offers 6 key points in helping employees develop a diversity friendly working culture by understanding, accepting and valuing differences.

*Rental \$195; Purchase \$595*

**DIVERSITY SERIES, THE**

(QMR) 4 DVDs averaging 20 minutes with ancillary materials

**1. On The Threshold Of Change.** Explores the broad reach of Diversity, the individuals and their backgrounds, the conflicts, fears and prejudices, the legal issues; and the need for training to successfully manage such workforces.

**2. Gender & Sexual Orientation Work Place Issues.** Addresses stereotypes about gays, lesbians, straight men/women, their effect on respect, legal and barrier issues; and how they effect acceptable workforce behavior.

**3. Race, Ethnicity, Language & Religion Work Place Issues.** Reviews stereotypes that divide different races, ethnic or religious groups, the fears they generate, and the communication skills needed to resolve the resulting conflicts.

**4. Age & Physical Ability Work Place Issues.** Dispels the myths surrounding people who are young, old or differently disabled; evaluating fears and stereotypes substituted for knowledge, while reviewing the ADA .

These are based on "Diverse Teams" books, by Lee Gardenswartz and Anita other legislation prohibiting age or disability discrimination.

*Each: Rental \$295; Purchase \$625 for link or for DVD \$725*

**DIVERSITY SERIES, THE: TRAINING SCENES**

(QMR) 18 minutes

6 dramatized scenarios on gender, race, religion, sexual orientation, age and physical ability, work place issues. Each is followed by detailed discussions between human resource and diversity experts.

*Rental \$295; Purchase \$625 for link or for DVD \$725*

**DIVERSITY: THE REAL SCENE**

(COASTAL/DUPONT) 20 minute DVD, with ancillary materials

Scenarios invite participants to think about behavior that is discriminatory; how coworkers can work together; plus understanding today's diversity issues and behaviors to create a welcoming and productive environment.

*Rental \$195; Purchase \$595, DVD has Spanish*

**DO I KNOW YOU? DEFINING, DISCOVERING & DECIDING WHO TO HIRE**

(STAR THROWER) 20 minutes

Using 3 simple steps, this video offers a unique process for making successful hiring decisions.

*Rental \$295; Purchase \$395*

**DO IT RIGHT**

(MONAD) 4 minute DVD

A fast-paced, motivational video, dealing with quality, and being committed to completing tasks successfully. Extremely upbeat!

*Rental \$195; Purchase \$395*

**DO IT RIGHT THE FIRST TIME: PAYING ATTENTION TO DETAILS**

(BRIEFINGS) 20 minute DVD with leaders guide

Offers a step-by-step approach for making success a permanent habit, by accomplishing tasks correctly the first time.

*Purchase only, \$195*

**DO MORE IN LESS TIME: TAME YOUR WORKLOAD BY DRAMATICALLY INCREASING YOUR PRODUCTIVITY**

(BRIEFINGS) 21 minute DVD with leaders guide

Offers 5 smart work habits to help manage your time and boost productivity.

*Purchase only, \$195*



**DO RESPECT**

(STAR THROWER) 3 minute DVD with ancillary materials  
This short, animated program is a simple way to focus on the issue of respect, in or out of the workplace; having the potential to open, close, or be the program.  
*Purchase only, \$295*

**DO RIGHT**

(REAL LIFE) 30 minute DVD  
Lou Holtz discusses his philosophy of motivation; based on giving his utmost to every facet of life and deep regard for the rights of others.  
*Purchase only, \$595*

**DO RIGHT II**

(REAL LIFE) 30 minute DVD  
Lou Holtz expands the original philosophies stated in Do Right, giving it more of a team orientation. If you liked the original you'll love this sequel.  
*Purchase only, \$595*

**DO RIGHT: THE PLAN**

(REAL LIFE) 30 minute DVD  
Lou Holtz offers a plan for implementing personal and organizational success, based on his concepts of motivation; giving one's all in life; and deep regard for the rights of others.  
*Purchase only, \$695*

**DO YOU BELIEVE IN MIRACLES?**

(MONAD) 24 minute DVD  
Want to see a great moment in Olympic history? Then see how an amateur, underdog, but highly motivated US Hockey Team won a 1980 Olympic Gold Medal; and it's stunning upset of the top seeded, professional, Russian National Hockey Team.  
*Rental \$195; Purchase \$395*

**DOCUMENTING DISCIPLINE**

(PROPOSITIONS) 22 minute DVD  
Provides the steps to ensure solid, consistent documentation procedures throughout your company; and legally address performance issues.  
*Purchase \$845. Online rentals only. DVD has Spanish*

**DOCUMENTING DISCIPLINE II**

(PROPOSITIONS) 21 minute DVD, with ancillary materials  
Demonstrates clearly and concisely how managers and supervisors should daily deal with employee performance issues.  
*Purchase \$845. Online rentals only. DVD has Spanish*

**DOCUMENTING DISCIPLINE: MANUFACTURING VERSION**

(PROPOSITIONS) 24 minutes  
Using a concept, FOSA, managers will see how to ensure consistent, legal documentation for the employee's, their's and their organization's benefit.  
*Purchase \$845. Online rentals only. DVD has Spanish*

**DOES THE TEAM WORK?**

(VIDEO ARTS) 25 minute DVD  
Based on the work of Dr. Meredith Belbin, this video orients the viewer to all aspects of creating and implementing effective teams.  
*DVD purchase only, \$870. Weekly digital rental only.*

**DOING BUSINESS IN ARGENTINA**

(PROPOSITIONS) 48 minute, DVD only  
Steeped in a European heritage, this program offers insight into etiquette, history, communicating, relationships, values, and an authoritarian posture.  
*Purchase \$595. Online rentals only.*

**DOING BUSINESS IN BRAZIL**

(PROPOSITIONS) 38 minute, DVD only  
Discover a relaxed attitude that governs much of what does and doesn't get done; and how to accomplish your objectives anyway.  
*Purchase \$595. Online rentals only.*

**DOING BUSINESS IN CHILE**

(PROPOSITIONS) 43 minute, DVD only  
Learn what sets it apart from its Latin American neighbors to the proper etiquette for building and managing relationships.  
*Purchase \$595. Online rentals only.*

**DOING BUSINESS IN INDONESIA**

(PROPOSITIONS) 44 minute, DVD only  
17,000 islands and the world's largest Muslim population, require you to become an expert at reading body language and silence to understand what's really being said; so as to successfully do business there.  
*Purchase \$595. Online rentals only.*

**DOING BUSINESS IN MALAYSIA**

(PROPOSITIONS) 46 minute, DVD only  
A tropical kingdom of exotic cultural traditions with technological innovations; where the people cherish harmony and intricate webs of negotiating.  
*Purchase \$595. Online rentals only.*

**DOING BUSINESS IN MEXICO**

(PROPOSITIONS) 33 minute, DVD only  
Meet Mexicans, learn how they really are, how they see you, the world around them, and how to recognize what's fact or fiction.  
*Purchase \$595. Online rentals only.*

**DOING BUSINESS IN SINGAPORE**

(PROPOSITIONS) 44 minute, DVD only  
A sparkling city-state blending modern business efficiency and ancient superstitious beliefs; doing business in the open or behind closed doors, and the concern of "loss of face,"  
*Purchase \$595. Online rentals only.*

**DOING OUR PART**

(ATS) 4 minute DVD  
This program offers ways to understand our and others' verbal and nonverbal signals by using compassion, unity, empathy and sharing to create productive communication, teamwork, and problem solving.  
*Purchase only, \$295*

**DON'T FIRE THEM, FIRE THEM UP**

(MONAD) 20 minute DVD  
Shows the success concepts, sales managers, need to instill in their people to induce motivation, positive attitudes and customer concern.  
*Rental \$195; Purchase \$395*

**DON'T MIND HIM, HE'S ONLY A CUSTOMER**

(VIDEO ARTS) 20 minute DVD  
Shows the common mistakes made by service staff who deal with customers regularly, forgetting or ignoring that their function is to provide service.  
*DVD purchase only, \$435. Weekly digital rental only.*

**DON'T PANIC**

(QMR) 24 minute DVD with ancillary materials  
Offers 5 key elements of constructive responses to circumstances that might intimidate or frighten; as it shows 8 people who have successfully navigated challenging or stressful situations come together to cook a meal.  
*Rental \$295; Purchase \$625 for link or for DVD \$725*

**DON'T SHOOT THE MESSENGER: COMMON WORKPLACE COURTESIES THAT REDUCE TENSION & LOWER STRESS**

(BRIEFINGS) 22 minute DVD with leaders guide  
Viewers learn how to effectively stop bad and inconsiderate workplace behavior; defusing tension in creating enjoyable workdays.  
*Purchase only, \$195*

**D.O.T. DRUG & ALCOHOL TESTING**

(COASTAL/DUPONT) 26 minutes  
D.O.T. mandates commercial drivers participate in drug and alcohol testing.

The video explains it to supervisors and employees to alleviate their fears.  
*Rental \$115; Purchase \$295*

**DRAWING THE LINE: CREATING A HARASSMENT FREE WORKPLACE**

(SOLLAH) an Online program

A detailed course on preventing harassment and discrimination, consisting of 12 modules designed for supervisors and managers; offering examples in healthcare, industrial, retail, office and general.

*Call for pricing.*

**DREADED APPRAISAL, THE/THE APPRAISAL INTERVIEW**

(VIDEO ARTS) 30 minute DVD

By using 3 examples, John Cleese gets managers focused on making appraisals effective, by keeping people happy and motivated.

*DVD purchase only, \$999. Weekly digital rental only.*

**DRIVEN TO DISTRACTION**

(COASTAL/DUPONT) 16 minute DVD with ancillary materials

Presents, the everyday distractions that can undermine one's concentration when driving; and how they might result in serious injury or death.

*Rental \$115 Purchase \$295*

**DROP BY DROP**

(COASTAL/DUPONT) 20 minute DVD with ancillary materials

This diversity program, shows how negative gestures called, "micro-inequities," are small communications of disrespect, prejudice, inequality, small slights, subtle discriminations and tiny injustices are destructive; occurring daily in organizations.

*Rental \$195; Purchase \$595, DVD has Spanish*

**DROP, COVER & HOLD, EARTHQUAKE PREPAREDNESS**

(KANTOLA) 10 minute DVD with ancillary materials

Produced by a major corporate insurer, it shows viewers how to prepare, react and stay safe during an earthquake; whether indoors, outdoors, in a stairwell, driving a car, or in a restroom.

*Purchase only, \$139*

**E.ASYWRITER**

(SUPERNOVA) 17 minute DVD with ancillary materials

Using humor, this program offers 4 key learning points in promoting effective, legal, common sense e-mails.

*Rental \$295; Purchase \$795*

**E-MAIL ESSENTIALS**

(QMR) DVD & Online with ancillary materials

Groups of Legal, HR and Technology experts discuss each scenario, suggesting guidelines for using your e-mail in a manner that is legal, appropriate and consistent with the values of your organization. Versions for employees (24"), managers (28"), private, and public sector organizations.

*Rental, \$295; Purchase \$625 for link or for DVD \$725*

**EEO COMPLIANCE FOR SUPERVISORS & MANAGERS**

(MONAD) 23 minute DVD

A review of Age Discrimination in Employment, plus the laws that cover everything from religious discrimination to sexual harassment.

*Rental, \$195; Purchase, \$395*

**EEO MADE SIMPLE**

(TRAINING ABC) 10 minute DVD with ancillary materials

This 2015 version of the Equal Employment Opportunity Law provides a thorough, 11 point overview of the US employment laws on discrimination.

*Purchase only, \$295*

**EFCA CARD TRICKS**

(AGTS) 9 minute DVD program

The Employee Free Choice Act (EFCA) would take away an employees right to secret ballot elections and voting for union representation. Available in Spanish. Also a second edition called ELCA Card Sharks.

*Rental, \$150; Purchase, \$499*

**EFFECTIVE PEOPLE SKILLS VIDEO SERIES**

(WORKPLACE PUBLISHING) 8 modules, 6 minutes per

A program of 8 modules for teaching the essential skills for productive performance, interpersonal effectiveness and better relations with coworkers.

**1. Determining the Right Response to Conflict. 2. Handling Overt Conflict. 3. Handling Covert Conflict. 4. The Aikido Approach To Conflict. 5. Working Collaboratively. 6. Listening. 7. Asserting. 8. Giving & Receiving Feedback.**

*Each. Purchase only, \$150, all-\$800*

**EFFECTIVE PERFORMANCE MANAGEMENT: BUILDING A QUALITY ORGANIZATION**

(ENTERPRISE MEDIA) 20 minute video, audio and guide

Provides the necessary tools to develop and implement a performance management system that ensures everyone is working for the same results.

*Purchase only, DVD \$129.95*

**EFFECTIVE TEAMWORK**

(ENTERPRISE MEDIA) 39 minute video, audio, & book

Offers 5 points for your workforce to develop and maintain a cooperative, creative, and productive team environment.

*Purchase only, \$129.95*

**EGG, THE**

(MONAD) 1 minute

Meeting opener dealing with change, how it occurs, and resistance to it

*Rental, \$195; Purchase, \$295*

**EITHER WAY YOU'RE RIGHT II**

(COASTAL/DUPONT) 8 minute DVD

Features familiar and famous personalities (Ray Charles, Oprah Winfrey, Jim Abbott, Dolly Parton, Steven Spielberg, etc.) of today, and how they persevered through many failures until success.

*Rental \$195; Purchase \$395*

**ELEPHANT, THE: A SIMPLE FABLE ABOUT COMMUNICATION, PERCEPTION, &...AN ELEPHANT**

(POSITIONS) 7 minute DVD

This excellent, animated video illustrates in rhyme the importance of seeing the big picture. Showing how we see things from our own point of view, it emphasizes the importance of communication between individuals, teams, and throughout organizations.

*Purchase \$320. Online rentals only.*

**ELLIE MAE: RE-IMAGINE TECHNOLOGY & THE CUSTOMER (Re-imagine! Series)**

(ENTERPRISE MEDIA) 7 minute video and workbook

Shows how a company can respond to new challenges in the mortgage industry, fearlessly using technology and an innovative approach to change.

*Rental \$345; Purchase \$595. Quantity Discounts*

**E-MAIL ESSENTIALS**

(QMR) a 24 minute employee DVD and 28 minute manager DVD with ancillary materials

Offering 8 scenarios and various tools, this program helps organizations exchange e-mails appropriately and legally; maintaining productivity and avoiding litigation issues.

*Rental \$295; Purchase \$625 for link or for DVD \$725*

**EMBRACING CHANGE**

(STAR THROWER) 4 minute DVD with ancillary materials

Fast-paced and funny, it introduces a cast of characters dealing with change, who are required to put their opinions into action.

*Purchase only, \$395*

**EMBRACING NEW IDEAS**

(7-DIMENSIONS) 7 minute DVD with ancillary materials

One of the 7 videos that make up their "Building Effective & Motivated Teams Series, this video shows how to encourage team members to offer and ac-

cept new ideas.

*Purchase only, \$275*

#### **EMMA'S CHOICE**

(MONAD) 17 minute DVD

A happy, productive, team oriented employee, creates a dilemma for her manager. She's entitled to a promotion, but he doesn't want to lose her. For Employee Retention, Communication, and Career Development programs.

*Rental, \$195; Purchase, \$495*

#### **EMERGENCY ACTION PLAN: CRISIS UNDER CONTROL**

(COASTAL/DUPONT) 15 minute DVD

This video focuses on how to develop an Emergency Action Plan for keeping employees and property safe in disasters.

*Rental \$115; Purchase \$395*

#### **EMOTIONAL INTELLIGENCE**

(MEDIA PARTNERS) 25 minutes; CD & ancillary materials

Recognition of Emotional Intelligence (EI) as a managerial tool is the basis for this video, which shows viewers a structured, step-by-step approach to developing the emotional competencies, that bring more creativity, energy and intuition, to their work.

*Purchase \$695 for DVD. Manufacturing version only available for online programs. Call for pricing.*

#### **EMOTIONAL INTELLIGENCE SERIES, THE/Daniel Goldman**

(STRESS STOP) a 3 part video; 15 minutes each with ancillary materials Hosted by Daniel Goleman, who presents the latest findings on emotional and social intelligence while providing practical instruction on how to use these skills to increase overall well-being, on-the-job performance, decrease stress, and increase productivity.

**1. Understanding Emotional Intelligence; 2. Demonstrating Emotional Intelligence; 3. Emotional Intelligence & Optimal Performance.**

*Purchase only. Each: \$195; Series \$595*

#### **EMOTIONAL IQ**

(MONAD) 12 minute DVD

ABC News's John Stossel and a psychologist, explore the concept, how it affects dealing with anger, anxiousness, reading, nonverbal, and deferring gratification.

*Rental, \$195; Purchase, \$450*

#### **EMPATHIC LISTENING**

(MEDIA PARTNERS) 4 DVD program, with ancillary materials

This program explains the concept, showing how it helps us truly understand, and successfully communicate with others.

**1. Nobody's Listening** (11"). What happens when a manager fails to listen to an employee; and how active listening can avert problems.

**2. Diagnose Before You Prescribed** (8"). Stephen Covey provides insights on this key step in the process.

**3. I Know Just What You Mean** (21"). The difference between listening with the intent to respond and the intent to understand; plus techniques to minimize miscommunication.

**4. Tonesetter** (10"). Quotes and music to be played before, during, and after the program.

*Purchase, \$795*

#### **EMPLOYEE 101: RESPECTING THE TEAM**

(COASTAL/DUPONT) 20 minute DVD

Offers 4 critical points, that do double duty for training new employees and refreshing the current ones.

*Rental \$195; Purchase \$395*

#### **EMPLOYING GENERATION WHY**

(ADVANCED KNOWLEDGE) 8 DVD/Module program with ancillary materials

Eric Chester hosts the DVDs, acquainting viewers with the 16 to 24 year olds, their values, their attitudes, and why they are different from any other generation.

*Purchase only, \$195 per module; all 8, \$995*

#### **EMPLOYMENT LAW IS...**

(SOLLAH) 3 minute DVD

This thought-provoking, powerful short video focuses on employment legal issues and their ramifications.

*Purchase only, \$295*

#### **EMPOWERING EMPLOYEES**

(ENTERPRISE MEDIA) 30 minute video, audio, & book

Offers 4 key points for helping employees assume responsibilities, and experience risk or rewards associated with making their own decisions.

*Purchase only, \$129.95*

#### **ENCOURAGING MANAGER, THE**

(STAR THROWER) 16 minutes

Using humorous examples, the video explores what is needed to create productive environments and enthusiastic employees.

*Purchase \$295*

#### **ENCOURAGING THE HEART**

(JOHN WILEY) 20 minutes, DVD only

James M. Kouzes and Barry Z. Posner show leaders how to voice caring and courage in mobilizing people to personal and organizational greatness.

*Purchase only, \$499*

#### **ENTREPRENEURS: AN AMERICAN ADVENTURE**

(ENTERPRISE MEDIA) 50 minutes each VHS.

Robert Mitchum hosts 6 videos of fascinating success stories about unlocking creativity, risk-taking, having fun on the job, increasing productivity, sponsoring intrapreneurship and managing risk. **1. The Entrepreneurs; 2. Opportunity: The Land And Its People; 3. Expanding America; 4. Made In America; 5. The Salesman: Giving 'Em What They Want; 6. Instant America.**

*Series purchase only, \$299*

#### **ERGONOMICS: PREVENTING CUMULATIVE TRAUMA DISORDERS**

(SOLLAH) 21 minutes

The majority of occupational injuries is because of repeated stress on tissues and joints of the body. Focusing on tasks of repetitive motion or repetitive force, showing how to reduce or eliminate many of the risk factors.

*Purchase only, \$295*

#### **ERRAND RUN, THE**

(OLD IRON MEDIA) 20 minute DVD

Viewers see how to think of their jobs as a stream of activities (value stream) by correlating them to going on a series of errands to various stores; and showing how to create value stream maps that maximize value added work, while eliminating non-value added waste by applying continuous improvement principles.

*Purchase only, \$199.95*

#### **ESSENTIALS OF EFFECTIVE TEAMWORK**

(BRIEFINGS) 22 minute DVD with ancillary materials

This comprehensive, 3 segment multimedia program shows how to create a foundation for effective teamwork, covers basic principles and strategies for leading high-performance and successful teams. The 3 segments are entitled: **Section 1: Getting Back To Basics; Section 2: Building A Foundation; Section 3: Teaching Core Values.**

*Purchase only, \$287*

#### **ETHICS IN CORPORATE AMERICA: A CRISIS OF CREDIBILITY**

(FILMS MEDIA) 36 minute DVD

This NewsHour program in a 3 part segment, reviews business ethics by detailing and offering such examples as; Arthur Andersen, Stew Leonard Sr, Enron, Tyco, Morgan Stanley, and Merrill Lynch.

*Purchase only, \$195*

#### **ETHICS 4 EVERYONE**

(MEDIA PARTNERS) 15 minute DVD

Narrated by noted ethicist Eric Harvey, it illustrates the cause and effect of

corporate and individual responsibility for making decisions that insure a greater ethical response to business issues.

*Purchase \$995*

**ETHICS IN ACTION 6 PILLARS OF CHARACTER, THE**

(LIGHTWORKS MEDIA) 24 minutes

Michael Josephson of the Josephson Institute of Ethics, offers strong, clear guidance to strengthen and build your company's ethical culture.

*Rental \$250; Purchase \$695*

**ETHICS IS A COMPETITIVE ADVANTAGE WITH DR. MARIANNE JENNINGS**

(COASTAL/DUPONT) 20 minute DVD

Dr. Marianne Jennings offers 5 key points while using real-world examples, data, and research to reinforce why ethical organizations' performance and credibility has a high a level of success in the marketplace.

*Rental \$195; Purchase \$595*

**ETHICS MADE SIMPLE**

(TRAINING ABC) 8 minute DVD with ancillary materials

This is a comprehensive workplace, ethics training program that covers virtually every major issue to make sure your employees are armed with the facts about what behaviors are unacceptable.

*Purchase only, \$295*

**ETHICS: SPEAKING UP WITHOUT FEAR WITH DR. MARIANNE JENNINGS**

(COASTAL/DUPONT) 15 minute DVD with ancillary materials

Dr. Jennings shows viewers why it's everyone's responsibility to speak up and communicate, we aware of a misstep; showing the importance of doing so with data, personal research on whistleblowers and by presenting real-world examples.

*Rental \$195; Purchase \$595*

**ETHICS: THE L.O.G.I.C. OF RIGHT**

(COASTAL/DUPONT) 22 minute DVD with ancillary materials

Features a knowledgeable host offering the benefits of ethical work environments, while showing a variety of realistic scenarios. The ethical dilemmas require viewer participation and discussion.

*Rental \$195; Purchase \$595*

**ETHICAL LEADERSHIP: TONE AT ALL LEVELS WITH DR. MARIANNE JENNINGS**

(COASTAL/DUPONT) 20 minute DVD with ancillary materials

Dr. Jennings gives the importance of the examples employees can set from the bottom to the top; analyzing how pressure, communication, personal complacency, and indifference to educate, resonates with each and every employee's ethics.

*Rental \$195; Purchase \$495*

**EVEN EAGLES NEED A PUSH**

(WORKPLACE PUBLISHING) 24 minute DVD with ancillary materials

David McNally outlines strategy, as he illustrates 5 qualities of confident, empowered people, showing how to remove limiting beliefs while creating the courage to move forward.

*Rental \$295; Purchase \$495*

**EVEREST**

(MEDIA PARTNERS) 14 minute DVD with ancillary materials

Climbing Mount Everest is hard, but blind it's impossible; or is it? This true story follows Erik Weihenmayer quest to reach to reach the summit; and the amazing team that made it possible.

*Purchase \$645*

**EVERY CALL COUNTS**

(FILMS MEDIA) 35 minute DVD

Presents real world scenarios, this video illustrates key concepts/skills for proper telephone techniques and communication etiquette such as; delivering the perfect reading, screening calls, handling irate callers, transferring callers,

and using voicemail.

*Purchase only, \$195*

**EVERYBODY LOVES A WINNER!**

(LIGHT WORKS MEDIA) 3 minute DVD

A fast-paced, upbeat celebration of individual effort; being challenged, doing our best, playing to win, winning, and having a great time doing it.

*Rental \$125 Purchase \$295*

**EVERYBODY WINS: HOW TO TURN CONFLICT INTO COLLABORATION**

(VISIONPOINT/MONAD) 19 minute DVD with ancillary materials

Shows how to deal and recognize 3 common conflict situations in the workplace: Peer-to-Peer; Work-Team; and Manager-to-Employee.

*Purchase only, \$795*

**EVERYDAY CREATIVITY**

(STAR THROWER) 20 minute DVD; CD & ancillary materials

National Geographic photographer Dewitt Jones uses his experiences and inspirational photos, in presenting 4 key points to help viewers be creative and search for new ideas.

*Rental \$295; Purchase \$795*

**EVERYONE'S CUSTOMER SERVICE ROLE**

(BRIEFINGS) 13 minute DVD with leaders guide

Demonstrates how the actions of each employee can strengthen or break the vital link to customer service success.

*Purchase only, \$195*

**EVERYONE'S TEAMWORK ROLE**

(BRIEFINGS) 19 minute DVD with leaders guide

Offers 6 key points for confirming that team members understand their roles and responsibilities for better cooperation, productivity, and success.

*Purchase only, \$195*

**EVERYTHING IS DESIGN**

(ENTERPRISE MEDIA) 41 minute DVD

Tom Peters and the necessity of "great design" in creating interest for an emotional tie between an organization and its customers; creating the opportunity to implement the actions that meet their needs and desires.

*Rental \$295; Purchase, \$495*

**EVERYTHING YOU ALWAYS WANTED TO KNOW ABOUT MANAGEMENT**

(PROSITIONS) 25 minute DVD

This video displays 10 key points including delegating, empowerment, communication, and motivation to assist managers to do their job successfully.

*Purchase, \$595. Online rentals only.*

**EVERYTHING YOU ALWAYS WANTED TO KNOW ABOUT SUPERVISION**

(COASTAL/DUPONT) 30 minute DVD

Introduces the pitfalls and solutions for newly appointed supervisors.

*Rental \$295; Purchase, \$595*

**EXCEEDING EXPECTATIONS**

(COASTAL/DUPONT) 14 minute DVD

Starring Harry Anderson, this video focuses on going beyond basic customer service. The kind of treatment that pleasantly surprises, inducing customers to return, as you have increased the value of their purchase.

*Rental \$295; Purchase, \$695*

**EXCELLENCE FILES ACTION AGENDA Series**

(ENTERPRISE MEDIA) 3 part, 86 minute DVD

**File 101: Building Teams For Success.** A case study of a team at Rubbermaid's Little Tykes division, successfully developing and launching a product that revolutionized the day care playground equipment market.

**File 102: Creating World Class Customer Service.** Employees and managers present 6 core skills, that allowed their companies (Southwest Airlines, Whole Foods Market and USAA Insurance) to achieve superior customer service.

**File 103: Developing 21st Century Leaders.** Presents success strategies by

top performing leaders and managers at Coca-Cola, \*Southwest Airlines, USAA Insurance, The Defense Personnel Support Center and Whole Foods Market.  
*Each. Rental \$245, all-3 \$595, Purchase \$595, all-3 \$995*

#### **EXCELLENCE FILES, THE**

(ENTERPRISE MEDIA) 86 minutes

Presents 8 case studies of major companies preparing for success in the 21st century, by responding to the needs of the new workforce and their customers.  
*Each. Rental \$245, all-\$275; Purchase \$495, all-\$ 795.*

#### **EXPLORING HUMAN NATURE**

(KANTOLA) 57 minute DVD

Dr. Phillip Zimbardo, Professor Emeritus of Psychology at Stanford University, narrates this video about the underlying forces driving individual and group behavior; as it present in 20 situations that test the boundaries of individual and group mentality. Similar to the type of situations presented in the video, "Abilene Paradox."  
*Purchase only, \$159*

#### **EXTRAORDINARY LEADER, THE: GOING FROM GOOD TO GREAT**

(VISIONPOINT/SOLLAH) 25 minute, DVD with ancillary materials

Featuring Jack Zenger and Joseph Folkman, who collected solid, quantitative data of over 25,000 real world leaders; and their concept of what is necessary to impact as a great leader.

*Purchase only, \$795*

#### **EYE OF THE STORM, THE**

(ADMIRE) 25 minutes

Jane Elliott's filming of her third grade class exercise on discrimination, and its impact. See the video "Blue-Eyed/Brown-Eyed" for an update on this exercise and its application to diversity programs.

*Purchase only, \$295*

#### **FACE TO FACE**

(MONAD) 30 minutes

Ferd Fournier's on successfully coaching and counseling of subordinates.

*Rental \$195; Purchase \$395*

#### **FACES**

(MONAD) 1 minute

Meeting opener for programs on teamwork, diversity and cultures.

*Rental \$195; Purchase, \$295*

#### **FACING ANGER**

(GERALD T. ROGERS) 20 minutes

5 personalities represent classic examples of workplace anger, the video then offers techniques and their implementation for successfully handling anger.

*Rental \$165; Purchase, \$495*

#### **FACING THE CHALLENGE OF CHANGE**

(W. R. SHIRAH) 36 minute DVD with ancillary materials

Dr. Ben Bissell shows viewers new ways to accept and deal with change in today's stressful and challenging work and personal environments.

*Purchase only, \$295*

#### **FAIRNESS FACTOR, THE, Series**

(MEDIA PARTNERS) 3 videos, 20 minutes each

Focuses on 5 questions, managers should constantly ask themselves.

**How To Recruit, Interview & Hire To Maximize Effectiveness & Minimize Legal Liability.** Viewers go through 8 steps of the hiring process. From defining the job, recruiting widely, interviewing, testing, making an offer and orientation.

**How To Manage Performance & Discipline & Minimize Legal Liability.**

How to daily and constructively manage performance reviews or disciplinary sessions from preparation, the meeting, documentation, and follow-up.

**How To Manage Employee Termination To Minimize Legal Liability.**

It lays out guidelines, dramatizes legal ramifications, stresses the importance of exit interviews, and the documentation for terminations and resignations.

*Only available for online programs. Call for pricing.*

#### **FALL SEVEN TIMES, STAND UP EIGHT**

(ADVANCED KNOWLEDGE) 4 minute DVD

Using quotes, still images, and video clips of well-known personalities; Winston Churchill, Steve Jobs, Oprah Winfrey, the Beatles, and Michael Jordan. Demonstrating how their perseverance and resiliency achieved success.

*Purchase only, \$295*

#### **FAMILY MEDICAL LEAVE ACT**

(POOL & CREW) 2 videos, each averaging 15 minutes

The Series features a top FMLA attorney and a HRD administrator, both of whom have extensive knowledge on implementing the programs.

**1. Understanding The Law. 2. Avoiding The Pitfalls.**

*Purchase only, \$499*

#### **FATAL DISTRACTIONS: KEEP YOUR EYES ON THE ROAD**

(COASTAL/DUPONT) 82 minute DVD consisting of 12 independent segments

Presents 12 interviews with people who lost loved ones because of distracted driving; detailing the tragedies that resulted, while emphatically emphasizing the need to stay alert behind the wheel.

*Rental \$115; Purchase \$395*

#### **FATHER & SON**

(MEDIA PARTNERS) 5 minute video with ancillary materials

Based on a classic brain teaser, this meeting opener offers a unique way to jump start programs on perception, problem solving, creativity, etc.

*Only available for online programs. Call for pricing.*

#### **FEAR AND STRESS IN THE WORKPLACE: MANAGING THE GLOBAL CHALLENGE**

(COASTAL/DUPONT) 22 minute DVD

Focuses on these points: the difference between fear and anxiety; 'normal' reactions to crisis or tragedy; visiting the 'emotional gym' in managing fear and stress; controlling the impact of fear in the workplace; acknowledging and moving beyond fear; the unexpected benefits of living through tragedy.

*Rental \$115; Purchase, \$495*

#### **FEARLESS FACILITATION!**

(VISIONPOINT/SOLLAH) 2 DVD programs with ancillary materials

Offer viewers key skills for productive meetings and training sessions.

**How to Lead Effective Training.** 19 minutes. Participants learn how to generate quality discussions, make smooth transitions between activities, and manage disruptive behaviors.

**How to Lead Effective Meetings.** 16 minutes. Participants learn how to manage relationships, increase the value and outcomes of meetings, yielding productive decisions and actions.

*Purchase only, \$795*

#### **FEEDBACK FOR PERFORMANCE**

(VIDEO ARTS) 23 minute DVD, workbook and skills pack

Viewers learn how to give and receive feedback, as a critical team skill.

*DVD purchase only, \$870. Weekly digital rental only.*

#### **FEEDBACK SKILLS FOR SUPERVISORS**

(ENTERPRISE MEDIA) 30 minute DVD, audio, & book

Offers 5 points for enhancing one's ability to effectively use feedback and positive reinforcement.

*Purchase only, \$129.95*

#### **FEEDBACK SOLUTIONS VIDEO SERIES**

(ASH-QUARRY) 4 videos, averaging 17 minutes each

**Giving Feedback: Basic Skills.** Structuring successful feedback.

**Giving Feedback: Advanced Skills.** Handling individuals countering giving it.

**Receiving Feedback: Basic Skills.** Skills needed for feedback.

**Receiving Feedback: Advanced Skills.** How to handle individuals countering your attempts to get feedback.

*Rental \$150, all-\$495; Purchase \$495, all-\$1,485*

#### **50 ACTIVITIES FOR DIVERSITY TRAINING**

(TRAINING ABC) book

Contains activities, trainer's notes, handouts and overheads for dealing with all the direct and ancillary issues that surface in a diverse workplace.

*Purchase only, \$139.95*

**50 WAYS TO KEEP YOUR CUSTOMERS Program**

(ENTERPRISE MEDIA VIDEO) 60 minute DVD, audio and guide  
Offers hands on, do it now techniques, that keep customers happy and ensure they come back

*Purchase only, \$129.95*

**FINDING PERSONAL & PROFESSIONAL BALANCE**

(MERIDIAN) 20 minutes  
Successful; motivated, effective employees know how to balance work, personal and family needs. Viewers learn how to do it, keeping themselves sane and/or stress free while attempting to accomplish the balance.

*Purchase only, \$195*

**FINDING THE UP IN UPHEAVAL**

(COASTAL/DUPONT) 22 minute DVD  
Deals with surviving the emotional and professional challenges of change; while coming to grips with the new environment it creates.

*Rental \$195; Purchase \$595, DVD has Spanish*

**FIRST AMONG EQUALS**

(VIDEO ARTS) 25 minute DVD  
Focuses on the skills needed by team leaders, offering 3 steps to help them guide their teams successfully.

*DVD purchase only, \$999. Weekly digital rental only.*

**FIRST MILE, THE: THE ESSENTIAL ART OF CUSTOMER SERVICE**

(EDGE TRAINING) 15 minute DVD with Leader Guide  
Humorous and engaging, it focuses on the basics of customer service by expressing the concept of going the first mile, before going the extra mile. Fee based on number of employees and includes unlimited duplication.

*Purchase only \$795. Add \$200 for unlimited reproduction rights.*

**FIRST TIME AROUND, THE**

(MONAD) 25 minute DVD  
Ferdinand Fourmies' concepts of Work Planning for preventing errors, delays, misunderstandings, and nonperformance, assuring that tasks are successfully completed the first time.

*Rental \$195; Purchase, \$395*

**FISH!**

(CHARTHOUSE) 18 minute DVD with ancillary materials  
Seattle's world-famous Pike's Place Fish Market, and a concept of employees bringing energy, passion, fun and a positive attitude to the workplace.

*Rental \$450; Purchase, \$949*

**FISH! CULTURE**

(CHARTHOUSE)  
A comprehensive DVD program, featuring the original FISH video; plus additional vignettes and extensive materials for instituting, implementing and maintaining the productivity that results from the FISH philosophy, and its on-going journey of conversation, experience and reflection.

*Purchase only, \$1,649*

**FISH! FOR LEADERS Series**

(CHARTERHOUSE) 6 DVDs averaging 8 minutes, with ancillary materials  
This series consists of 6 distinct programs to help leaders apply The FISH! Philosophy to their work and their lives.

**1. It Starts with Me.** Focusing on whatever you want to achieve, you must first create the change in yourself, that you seek in others.

**2. Be There.** Focuses on people not needing you all the time, but when they do, they need all of you.

**3. Play.** Focus is on building a culture that is enthusiastic, lighthearted, and safe for people to "play" with ideas to do their jobs better, handle unique situations and improve business.

**4. Make Their Day.** Focuses on showing leaders how to fuel commitment, teamwork, and acknowledge and appreciate them.

**5. Choose Your Attitude.** Focuses on how to show up for your team, but in a way that picks them up and doesn't drag them down.

**6. Who Are You Being.** Focuses on seeing that your deeds match your words, allowing you to lead with great influence and fulfillment.

*Each title, \$299, series, \$999; Rental \$495; Purchase \$995. Adjustable pricing for various program parts.*

**FISH! STICKS**

(CHARTHOUSE) 17 minute DVD with ancillary materials  
A later filming at the Pike's Place Fish Market, showing some refinements, but the continued process of creating and sustaining the vision of an uncommon, productive, work environments by defining 3 key steps.

*Rental \$450; Purchase, \$825*

**FISH! TALES: BUILDING TRUST**

(CHARTHOUSE) 12 minute DVD with ancillary materials  
Tile Tech, a roofing company, and how the Fish philosophy improved teamwork, creating a safe, productive and highly motivated organization.

*Rental \$185; Purchase, \$295*

**FISH! TALES: JUMP START**

(CHARTHOUSE) 12 minute DVD with ancillary materials  
Rochester Ford Toyota had the worse record for sales, customer service, and abysmal employee retention in their sales region; but did a 180 degree, becoming first, when a new owner instituted the FISH! Philosophy.

*Rental \$185; Purchase, \$295*

**FISH! TALES: PEAK EXPERIENCE**

(CHARTHOUSE) 9 minute DVD with ancillary materials  
The Aspen Skiing Company introduced the FISH! Philosophy resulting in phenomenal growth, improved employee satisfaction, elevated customer service and strongly branded it resorts.

*Rental \$185; Purchase, \$295*

**FISH! TALES: SPRINT**

(CHARTHOUSE) 5 minute DVD with ancillary materials  
Sprint Global Communications has transformed its call centers as unfavorable workplaces into ones where you can "hear the smiles in the agent's voices" jumping productivity and employee retention 25%.

*Rental \$185; Purchase, \$295*

**FISH! TALES: VITAL SIGNS**

(CHARTHOUSE) 12 minute DVD with ancillary materials  
Missouri Baptist Medical Center successfully applied the FISH! Philosophy to help its staff deal with stressful and demanding issues, they daily face.

*Rental \$185; Purchase \$295*

**5 DYSFUNCTIONS OF A TEAM WORKSHOP/Patrick Lincioni**

(WILEY) DVD program with ancillary materials  
This program provides an extensive combination of printed materials, a CD, and a DVD, for dealing with the issues that can undermine teams.

*Purchase only, \$710. Video purchase only, \$378*

**5 QUESTIONS EVERY LEADER MUST ASK: ENGAGING YOUR TEAM TO ACHIEVE ANY GOAL**

(MEDIA PARTNERS) 27 minute DVD with a CD of ancillary materials  
Based on Ed Oakley and Doug Krug, book, "Leadership Made Simple" by the program offers a proven process, "The Framework for Leadership." 5 questions, which when asked in a specific order, enable leaders to engage their team in finding and implementing effective solutions.

*Purchase \$895*

**5S GARAGE**

(OLD IRON MEDIA) 20 minute DVD with ancillary materials  
Using a typical household garage, host Paul Schmid shows and explains the 5S process that helps viewers function efficiently, making their orga-

nization lean and productive.  
*Purchase only, \$199.95*

#### **5 SKILLS FOR GETTING A YES**

(PROPOSITIONS) 85 minutes & \*60 minutes

Featuring Roger Fisher, Director of the Harvard Negotiation Project, and co-author of "The Getting To Yes And Beyond Machievelli: Tools For Coping With Conflict," guides viewers through the process. Real life examples (British Alcan and a hostile labor-management environment; Boston Public Schools' need for maintaining the support of business) are used to reveal, define and illustrate five essential qualities of effective negotiators.

*Purchase \$995, \*\$595. Online rentals only.*

#### **5 STAR TEAMWORK**

(WORKPLACE PUBLISHING) 17 minutes DVD with ancillary materials.

Documents the employees at the Four Seasons Restaurant in New York City; their 5 principles, and how they have become a uniquely successful team and top-rated customer service organization.

*Rental \$295; Purchase \$725*

#### **FIVE (5) TACTICS FOR HANDLING COMPLAINTS EFFECTIVELY**

(VIDEO ARTS) 25 minute DVD with ancillary materials

Enables all customer service staffs to effectively and successfully deal with customer complaints.

*DVD purchase only, \$870. Weekly digital rental only.*

#### **5 VALUES OF GREAT CUSTOMER SERVICE, THE**

(QMR) 24 minute DVD

Values-based training, meeting the challenge of customer diversity.

*Rental \$295; Purchase \$625 for link or for DVD \$725*

#### **FLIGHT OF THE BUFFALO**

(TRAINING ABC) 30 minute DVD

Based on the book of the same title, authors Jim Belasco and Ralph Stayer correlate the buffalo (a roaming herd solely dependent on one leader) and geese (flying precision formations, with each bird knowing the flock's direction and capable of leading anytime) to "top-down, stifling management that's contrasted by empowered successful organizations.

*Rental \$295; Purchase \$695*

#### **FLSA MADE SIMPLE**

(TRAINING ABC) 9 minute DVD with ancillary materials

This 10 point, 2016 program details the Fair Labor Standards Act (FLSA). A law that regulates Minimum Wage, Overtime, Equal Pay, Child Labor, and Record Keeping.

*Purchase only, \$295. Special online license available, call for details.*

#### **FMLA, THE: EVERYTHING YOU NEED TO KNOW**

(TRAINING ABC) 20 minute DVD with ancillary materials

This 2015 production covers more than 15 key points about the FMLA; plus updates on same-sex marriage.

*Purchase only, \$295*

#### **FOCUS YOUR VISION**

(STAR THROWER) 20 minutes, VHS/DVD with ancillary materials

Dewitt Jones encourages viewers to institute energy and passion, in developing and focusing on visions that results in direction and power. Stunning photography enhances the magnitude of this message.

*Rental \$200; Purchase \$795*

#### **FOLLOW THE LEADER**

(PROPOSITIONS) 3-20 minute segment DVD, with ancillary materials

Bob Allen, formerly of the Disney organization, has created this television-like, reality, leadership, training program. Based on 3 business leaders of different ages, different industries, and possessing similar traits and behaviors. The segments: **1. Vision & Communication;** **2. Integrity & Realism;** and **3. Love & Passion** shows them on-the-job interacting with their people offering positive role models. They are Ron Pearson, Chairman of Hy-Vee supermarkets; Carmen

Dominguez, President of Homes by Carmen Dominguez; and Ken Hoffman, VP Operations, Hard Rock Café International.

*Purchase \$695. Online rentals only.*

#### **FOR THE LOVE OF IT**

(STAR THROWER) 25 minute VHS/DVD, with ancillary materials

Another Dewitt Jones inspirational program focusing on enjoying what you are doing, honoring your passion, contributing to those around us, and expressing gratitude.

*Rental \$200; Purchase \$795*

#### **FOREIGN CORRUPT PRACTICES ACT (FCPA) MADE SIMPLE**

(TRAINING ABC) 8 minute DVD with ancillary materials

A 4 point program (FCPA), which protects against unethical behavior, providing a level playing field for all businesses interested in foreign trade.

*Purchase only, \$295. Special online license available, call for details.*

#### **FORGET FOR SUCCESS**

(TRAINERS TOOLCHEST) 22 minute DVD with leader guide

Based on a book by Eric Harvey and Steve Ventura, it focuses on one's acceptance of valid beliefs and practices, that have outlived their usefulness; and how to upgrade, forget, find or create, newer or better approaches.

*Rental \$195; Purchase \$595*

#### **FORKLIFT OPERATION & SAFETY**

(KANTOLA) 18 minute DVD

Gives training on maintaining a safety mindset at all times in basic forklift usage. Operator and passenger safety, inspection and loading, intersections and foot traffic, and unattended vehicles.

*Purchase only, \$139*

#### **40 HOURS: INVEST IN YOURSELF**

(COASTAL/DUPONT) 20 minute DVD with ancillary materials

This program focuses on the weekly hours employees spend working, and five key points to help them develop their attitudes toward job satisfaction, productivity and financial rewards.

*Rental \$195; Purchase \$595*

#### **FOUR GENERATIONS: THE GREATEST POTENTIAL**

(COASTAL/DUPONT) 22 minute DVD with ancillary materials

Focusing on 4 key points, it helps traditionalists, baby boomers, generation Xer's/Ver's, the generational gap, as it profiles the attitudes, mindsets and values of each group that creates misunderstandings, trigger conflicts and reduce morale, teamwork and productivity.

*Rental \$195; Purchase \$595*

#### **FOUR STYLES OF LEADERSHIP, THE**

(PROPOSITIONS) 20 minute DVD with ancillary materials

This is a 3 part program about communication that is a scientifically-based concept consisting of 4 behavioral/communication styles; Supportive, Emotive, Reflective, and Directive. Culminating with the flexible approach Rule; "Do unto others as they would want to be done unto."

*Purchase \$995. Online rentals only.*

#### **FOUR WEEKS IN MAY & T.E.A.M.W.O.R.K.**

(ENTERPRISE MEDIA) 2 program DVD, with ancillary materials

Using the Indianapolis 500 to drive home leadership, teamwork and motivation Bobby Rahal, of the Rahal/Letterman racing team, shows viewers how to succeed when the challenge is fierce and competitive.

**1. Four Weeks in May** (18 minutes). Introduces viewers to how the team trains, collaborates and perseveres; while Bobby Rahal leads and inspires each team member; including rookie driver Danica Patrick.

**2. T.E.A.M.W.O.R.K.** (40 minutes). Has 8 training modules focusing on: training, excellence, attitude, motivation, winning, organization, risk/reward, and kinship.

*Rental \$450; Purchase \$895*

#### **1440 MINUTES**

(TRAINING ABC) 3 minute DVD

Using historical footage and HD imagery, this motivational, meeting opener challenges the viewer to use their time to its fullest and most productive way; by inspiring viewers to greet each day with passion, inspiration and urgency.  
*Rental \$195; Purchase \$295*

**FREE RADICALS OF INNOVATION**

(STAR THROWER) 9 segment DVD, averaging 4 to 15 minutes with ancillary materials

This program presents viewers with tools and techniques, limiting risk and fear, but enhancing one's creativity and innovation when dealing with workplace and personal challenges. The segments are: **Innovate Or Die** (4 minutes); **Understanding 6P Innovation** (8 minutes); **Overcoming Fear & Managing Risk** (5 minutes) **Preparing Your Mind** (11 minutes); **Building The Innovation Toolbox** (15 minutes); **Inventing The Future** (7 minutes); **Creating A Culture Of Innovation** (9 minutes wrote); **Collaborating: Leveraging Diversity** (7 minutes); and **What's Your Problem?** (5 minutes).

*Not available individually. Rental \$295; Purchase \$595*

**FROM DELEGATION TO EMPOWERMENT: GETTING THINGS DONE THROUGH PEOPLE**

(MONAD) 21 minute DVD

Supervisors learn the need, and how to use delegating to empower, motivate and develop subordinates into productive, satisfied employees.

*Rental \$195; Purchase \$395*

**FROM NO TO YES**

(VIDEO ARTS) 27 minute DVD

Points out the key steps to get the commitment of subordinates and peers when instituting new concepts or changing procedures.

*DVD purchase only, \$695 Weekly digital rental only.*

**FRONT OF THE CLASS, THE**

(MEDIA PARTNERS) 24 minute DVD with ancillary materials

Shows supervisors the concept of leadership, by correlating it to a shy, 6th grade student coping in the classroom. Office, factory and government versions available; with all 3 on DVD.

*Rental \$350; Purchase \$895*

**FRONTLINE SOLUTIONS**

(PROPOSITIONS) a 2 video multimedia, training module

This interactive, training program contains the videos, "Sexual Harassment In The Workplace and Sexual Harassment: Is It Or Isn't It" Plus Participant Kits, Planner Reminder Cards, Material Disk (with customizing flexibility) etc.

*Purchase only, \$1,795*

**FUN IS GOOD**

(MEDIA PARTNERS) 13 minutes DVD

A case study of the St. Paul Saints minor-league baseball team; and their philosophy, "Fun Is Good" is keeping games sold out, the fans entertained, the employees motivated and productive, and the ballclub very profitable.

*Purchase \$695*

**GAINING THE COMPETITIVE EDGE WITH BUSINESS ETIQUETTE**

(AT EASE) 2 videos, averaging 28 minutes each

As per each title, they cover a myriad of situations to help create successful first and continuous impressions.

**Avoiding The 10 Most Commonly Made Business Etiquette Faux Pas. How To Conduct Yourself More Professionally During A Business Meal.**

*Each. Purchase only, \$99*

**GATE KEEPER, THE**

(LIGHTWORKS MEDIA) 8 minutes

A lighthearted approach to getting around the person (Gate Keeper) who keeps sales representatives from getting to the decision maker.

*Rental \$125; Purchase \$295*

**GATEWAYS TO INCLUSION: TURNING TENSE MOMENTS INTO PRODUCTIVE CONVERSATIONS**

(SUNSHOWER) 17 minute DVD with extensive ancillary materials

Featuring Sondra Thiederman, a leading expert on workplace diversity, bias reduction, and cross-cultural issues, this video shows how painful and disruptive diversity issues can be. Offering simple tools, it helps viewers turn negative situations into productive conversations/communications.

*Purchase only, \$695*

**GENDER & SEXUAL ORIENTATION WORKPLACE ISSUES**

(QMR) 20 minute DVD

Addresses stereotypes about gays, lesbians, straight men/women, how they effect respect, legal and barrier issues, and acceptable workforce behavior.

*Rental \$295; Purchase \$625 for link or for DVD \$725*

**GENDER-DRIVEN SELLING STRATEGIES**

(HEIM GROUP) 30 minute DVD

Focuses on selling to either gender; dealing with issues of body language, talking, listening, etiquette, stance, etc. resulting in successful sales.

*Purchase only, \$545*

**GENERAL HOSPITABLE: KEEPING YOUR CUSTOMERS SATISFIED (AND JUST PLAIN KEEPING THEM)**

(MEDIA PARTNERS) 20 minutes

Since most patient complaints are non-medical issues, this video focuses on the actions health professionals can easily take, when addressing a patients' emotional needs.

*Purchase only, \$595*

**GENERATIONS & WORK**

(CLAIRE RAINES) 4 part interactive program

Consisting of 4 videos: **Working With Millennials** (8"); **Engaging All The Generations** (9"); **Succeeding With Younger Workers** (10"); and **Connecting Across Differences** (9") this program is about accepting people who are different, positively interacting with them to increase satisfaction and productivity. Facilitator Joe Tabano interacts with viewers, offering questions, and learning activities applicable to their own work situations.

*Purchase only, \$995*

**GENERATIONS AND WORK SERIES**

(HEIM) 4 DVD program with ancillary materials

This comprehensive program deals with all the issues that occur when integrating multi-generations.

**Engaging All The Generations** (8:30 minutes).

This program offers 4 key objectives, as Claire Raines introduces it with an overview of 4 generations. Using person-on-the-street interviews, employees talk about how they felt engaged and what were the contributing factors.

**Connecting across Differences** (9:00 minutes).

Also offering 4 key objectives, this program presents 3 vignettes illustrating typical intergenerational work challenges; while offering the Titanium Rule and Principles For Connecting concepts.

**Working With Millennials** (8:00 minutes).

Offering 5 key objectives, this program focuses on Generation Y/Millennials explaining how those forces impacted their work ethic. One scenario shows a young female customer interacting with an older server, and how she perceives him.

**Succeeding With Younger Workers** (10:00 minutes).

Again offering 4 key objectives, younger workers and their managers speak openly about challenges and successes. In lively on-the-street interviews younger workers describe practices that help and hinder their productivity  
*Series purchase only, \$497.50*

**GENERATIONS IN THE WORKPLACE**

(CLAIRE RAINES) 30 minutes

Shows 4 generations of workers, the events that shaped their work patterns, the solutions and tools for a cooperative and productive workforce.

*Purchase only, \$495*

**GENERATIONS M.E.E.T. FOR RESPECT IN THE WORKPLACE/MANAGING GENERATIONS**

(VISIONPOINT/SOLLAH) 28 minute DVD with ancillary materials

Offering employee and manager modules for gaining insights, strategies



and skills that help minimize generational conflict and strengthen collaboration. Plus how to apply this knowledge for creating a successful culture in a multigenerational workplace.

*Purchase only, \$895; Employee Module, \$695, Manager Module, \$395*

**GET HIRED! HOW TO ACE AN INTERVIEW.**

(PROPOSITIONS) 28 minute DVD

Shows interviewees how to prepare and what critical skills to learn for successful interviews.

*Purchase \$695. Online rentals only.*

**GET ORGANIZED & STAY ORGANIZED: 7-DAY PLAN FOR PUTTING YOUR WORK LIFE IN ORDER**

(BRIEFINGS) 22 minute, VHS/DVD with leaders guide

After viewing and implementing its concept, viewers will become stress-free, effective and productive during their workday.

*Purchase only, \$195*

**GET ON THE RIGHT BUS**

(REAL LIFE) 29 minute DVD with ancillary materials

Features Mike "Coach K" Krzyzewski, basketball coach of Duke University and the US Olympic team; sharing his philosophies of teamwork, motivation and communication.

*Purchase only, \$695*

**GET READY! HOW TO PREPARE FOR A SUCCESSFUL JOB SEARCH**

(PROPOSITIONS) 24 minute DVD with ancillary materials

Dr. Paul Green shows viewers how to prepare; plus the skills needed to prepare for a successful job search.

*Purchase \$695. Online rentals only. DVD has Spanish*

**GET THE WHOLE PICTURE: ASKING PROBING QUESTIONS IN A BEHAVIOR-BASED INTERVIEW**

(VISIONPOINT/SOLLAH) 2 DVD (22 & 14 minutes) program with ancillary materials

**Get The Whole Picture.** For managers learn about specific work examples for evaluation, hiring the right candidates; and conducting legally interviews. **Trainer Certification Video.** Offers techniques for facilitating the program and instruction on using the assessment tool and other materials.

*Purchase only, \$795*

**GET TO THE POINT & KEEP TO THE POINT**

(MONAD) 28 minute DVD

Offers 6 points to help viewers understand and clarify associates and customer problems, by "being ruthless with time, but gracious with people."

*Rental \$195; Purchase \$395*

**GETTING AHEAD BY GETTING ALONG: PEOPLE SKILLS FOR THE WORKPLACE**

(KANTOLA) 15 minute DVD

Ross Shafer offers 6 critical points, relevant in today's pressure-cooker business climate, for getting along with everyone at work.

*Purchase only, \$159*

**GETTING COOPERATION: TEAMBUILDING THAT WORKS**

(BRIEFINGS) 17 minute DVD with leaders guide

This program reviews the major causes of teamwork failure, offering many techniques to overcome them.

*Purchase only, \$195*

**GETTING TO YES**

(PROPOSITIONS) 120 minutes & \*67 minutes

Based on the bestseller and featuring Roger Fisher, William Ury, and Bruce Patton, the video offers pragmatic, systematic approaches to implementing interest-based negotiations; presenting 7 segments exemplifying this method.

*Purchase \$995, \*\$695. Online rentals only.*

**GIFT FROM MRS. TIMM, A**

(MONAD) 15 minute DVD

A humorous, hospital, customer service video focuses on being helpful and

courteous to the public; offering, a novel "Hitchcock" ending as justification.

*Purchase only, \$299*

**GIFTS FROM THE MOUNTAIN**

(STAR THROWER) 14 minute DVD with ancillary materials.

Based on her book, Eileen McDargh discusses 6 fundamental truths that help us deal with life's complexities showing how to lead more productive, positive, and purposeful lives.

*Rental \$295; Purchase \$595*

**GIFT OF FEEDBACK, THE**

(CHARTHOUSE) 21 minute DVD with ancillary materials

Using personal anecdotes, professional examples, plus 5 keys for success, Dr. Marshall Goldsmith shows the impact of soliciting and using feedback.

*Rental \$350; Purchase \$495*

**GIVE 'EM THE PICKLE**

(MEDIA PARTNERS) 18 minute DVD with ancillary materials

Designed for all employees, Bob Farrell dynamically reestablishes the importance and honor of service; how serving others can be rewarding and fulfilling; and how these actions connect customers to companies and their employees. And shows retail, health care, a backroom operation, a call center and restaurant situations. 3 version

*Rental \$350; Purchase \$895*

**GIVING FEEDBACK**

(VIDEO ARTS) 14 minute DVD with ancillary materials

Based on the Emotional Competence program of the Hay Group, this program provides "good and bad" feedback scenarios; with a simple model for formal and informal feedback that demonstrates an emotionally intelligent approach.

*Rental \$295; Purchase \$795*

**GIVING LEADERSHIP AWAY**

(VIDEO VISIONS) 19 minutes

Geared for both experienced and new team leaders, this video focuses on the leader's job as a provider of tools, motivation, and direction; offering 5 key points on successfully accomplishing the job.

*Rental \$395; Purchase \$695*

**GLAD I COULD HELP: REAL CUSTOMER SERVICE SITUATIONS FOR DISCUSSION**

(VISIONPOINT/MONAD) 21 minute DVD with ancillary materials

Showing common phone and face to face customer service situations, the video offers solutions for internal and external customers.

*Purchase only, \$198; DVD only, \$99*

**GLOBAL ONE: CROSS-CULTURAL UNDERSTANDING**

(ENGAGING TRAINING) 45 minute DVD

South America hosts costly mistakes made by a European engineer, when she fails to understand her local associates and its culture; resulting in their concealing important information from her.

*Rental \$295; Purchase \$695*

**GLOBAL ONE: INTERCULTURAL COMMUNICATION**

(ENGAGING TRAINING) 45 minute DVD

An excellent program on how to avoid miscommunication, focusing on translation, physical communication, direct vs. indirect communication, high-context vs. low-context interaction, etc.

*Rental \$295; Purchase \$695,*

**GLOBAL ONE: INTERNATIONAL NEGOTIATING**

(ENGAGING TRAINING) 45 minute DVD

Dealing with different ways of negotiating, offering strategies for preparing effectively, forming your team, building rapport, making effective presentations, overcoming obstacles, reaching agreement, etc

*Rental \$295; Purchase \$695*

**GLOBAL SCENARIO: BUILDING THE MULTICULTURAL TEAM**

(ENGAGING TRAINING) 15 minute DVD

Tokyo is the host for a problem-plagued meeting between 5 managers from Asia, Europe, the Middle East, North and South America.

*Rental \$295; Purchase \$595*

**GLOBAL SCENARIO: BUILDING THE VIRTUAL TEAM**

(ENGAGING TRAINING) 18 minute DVD

In this video viewers see the effects of traditional cultures on modern communications; as a leader of a virtual team faces challenges in trying to lead managers in Africa, Asia, India and Latin America.

*Rental \$295; Purchase \$595*

**GLOBAL SCENARIO: CROSS-CULTURAL COMMUNICATION**

(ENGAGING TRAINING) 10 minute DVD

Focuses on a female manager floundering as she tries to understand her employees', their culture, her role in communication, and a diverse workforce.

*Rental \$295; Purchase \$595*

**GLOBAL SCENARIO: CULTURAL AWARENESS**

(ENGAGING TRAINING) 10 minute DVD

Presents a conflict between an American manager and his Muslim counterpart; plus the critical communication skills essential for cross-cultural success.

*Rental \$295; Purchase \$595*

**GOAL, THE: HOW TO VERSION**

(PROPOSITIONS) 55 minute DVD

Shows how to raise questions to get answers, identify bottlenecks, offers key principles to improve performance, think logically and consistently to determine "cause and effect" of their actions; creating a culture of ongoing improvement.

*Purchase only, \$945, DVD has Spanish*

**GOALS: THE BACKBONE OF DREAMS**

(ENTERPRISE MEDIA) 3 minute DVD

Athletes achieve success in mountain climbing, football, soccer, sprinting, skiing and cycling, as it focuses on inspiration and motivation concepts.

*Rental \$225; Purchase \$445*

**GOING INTERNATIONAL Series**

(GRIGGS) 7 DVDs, 30 minutes except one\* (15); plus ancillary materials

For all individuals having to deal with a culture other than their own.

**1. Beyond Culture Shock.** Deals with individuals and families going abroad, dealing with the culture shock and having a positive experience.

**2. Bridging The Culture Gap.** Shows the contrasts of the viewer's culture with other diverse cultures, reviewing taboos and accepted standards of behavior.

**3. Going International-Safely.** Alerts the traveler to a variety of security problems and shows how to reduce risk each step of the way.

**4 Living In The USA.** Prepares the newcomer for the cultural shock and practical realities of life in the USA.

**5. Managing The Overseas Assignment.** Experts review dramatizations of cultural misunderstandings in Japan, Saudi Arabia, England, India and Mexico, explaining the goof, correcting, and presenting improvements.

**6. Welcome Home Stranger.\*** Focuses on the problems of returning home, showing how families overcome the difficulties of "reentry" into the workplace, community and school.

**7. Working In The USA.** Introduces foreign nationals to the values and dynamics of the US; plus case histories of individuals who have worked here.

*Either format. Rental \$195; Purchase \$595*

**GOING TO A MEETING Series**

(VIDEO ARTS) 2 DVDs averaging 20 minutes, with ancillary materials

John Cleese shows how to prepare for, and conduct, productive meetings.

**Part 1: Messing Up A Meeting.** Shows how to avoid meeting mistakes, prepare and clarify discussion points.

**Part 2: Meeting Menaces.** Handling diverse personalities at a meeting.

*Each: Purchase only, \$999, both \$1,394. Weekly digital rental only.*

**GOLF & THE ART OF CUSTOMER SERVICE: STRATEGIES FOR BRANDING EXEMPLARY CUSTOMER SERVICE**

(LIGHTWORKS MEDIA) 3 DVD programs with extensive, optional, ancillary materials for each.

Shows how to analyze, create, develop, and implement a unified, customer service strategy to counter the 68% of customers an organization loses.

It's based on Robert Reiss' book of the same title and Peter Belmont's 4 key strategies of winning golf. The videos expand the book's concepts by correlating the strategies to customer service; offering extensive insights and steps for successfully implementing them in any organization.

Each. *Rental: \$275. Purchase: Basic, \$495 (10"); Healthcare, \$595 (28");*

*Generic/Blz, \$695 (28").*

**GOLF CART & LSV SAFETY: ON & OFF THE COURSE**

(COASTAL/DUPONT) 17 minute DVD with ancillary materials

Shows how to identify the potential dangers and hazards when operating a golf cart or utility vehicle, while presenting 10 safety rules and suggesting common sense operating tips.

*Rental \$115; Purchase \$295*

**GOOD COMPANY**

(MEDIA PARTNERS) 3 minute DVD

A fun, hip-hop music video, featuring 50 famous people in their first jobs. Reminding employees that no matter where they are in their careers, success happens one step at a time.

*Purchase only, \$195*

**GOOD ENOUGH ISN'T GOOD ENOUGH**

(PROPOSITIONS) 7 minute DVD

Features 5 ordinary people who daily take the extraordinary steps to ensure that the quality actions they take go beyond good enough.

*Purchase \$395. Online rentals only.*

**GOOD NEWS! IT'S PERFORMANCE APPRAISAL TIME**

(MONAD) 20 minute DVD

Shows the employees' role, their preparation for and participation in appraisals.

*Rental \$195; Purchase \$395*

**GOOD PEOPLE, BAD CHOICES**

(VIVID EDGE) 24 minute DVD, with ancillary materials

Featuring 9 vignettes, this program focuses on ethical dilemmas or acts of ethical misconduct; explores the aspects of ethics, choices and personal accountability; reviewing issues of confidentiality, gift giving, financial accountability, copyright infringement, etc.

*Rental \$350; Purchase \$795*

**GREAT MINDS, THE, MEETING OPENER SERIES**

(TRAINING ABC) 3-4 minutes each; only in DVD

Available individually, these 11 titles feature some of the greatest motivational, inspirational and historic personalities; such as Winston Churchill, John Kennedy, Martin Luther King, Mark Twain, Theodore, Franklin and Eleanor Roosevelt, Helen Keller, Christopher Reeve, Muhammad Ali, Orville Wright, Thomas Edison, Frank Lloyd Wright, Benjamin Franklin, Andrew Carnegie, Vince Lombardi, Rosa Parks, Henry Ford, Pat Riley, Stephan Covey, Oprah Winfrey, Lou Holtz, Sandra Day O'Connor, etc. and their eloquent words of wisdom. **1. Think Again; 2. Extraordinary; 3. What's Holding You Back? 4. Great Minds On Leadership; 5. Great Minds On Motivation; 6. Great Minds On Creativity, Innovation and Imagination; 7. Great Minds On Attitude; 8. Great Minds On Teamwork; 9. Great Minds On Character; 10. Great Minds On Respect, Tolerance & Diversity; 11. Great Minds On Teaching & Learning.**

*Each: Rental \$195, all-\$995; Purchase \$295, all-\$1495*

**GREEN MOVIE: EMPOWERMENT WITHIN A FRAMEWORK**

(VIDEO ARTS) 15 minute DVD

Mark Brown, internationally claimed expert on creativity and innovation, shows how to initiate, apply, at implement creativity, without causing chaos.

*DVD purchase only, \$695. Weekly digital rental only.*

**GROUPTHINK**

(MEDIA PARTNERS) 25 minutes

Shows the inherent, potential dangers in group decision making and its relationship to the Challenger Space Shuttle tragedy.

*Purchase \$895*

**GUEST, THE, 2E**

(MEDIA PARTNERS) 14 minute DVD with ancillary materials  
Humorously, but simply portrayed, viewers will see the correlation of inviting a guest into their home and giving good customer service.  
*Rental \$350; Purchase \$895. Ask about Combo offer.*

**HAPPILY EVER AFTER...SETTING GOALS**

(MERIDIAN) 15 minutes  
Using a fairy tale, it shows how to set, implement, and accomplish one's goal.  
*Purchase only, \$195*

**HAPPINESS ADVANTAGE, THE**

(ENTERPRISE MEDIA) 39 minute program; 5 implementation modules; and ancillary materials  
Based on Shawn Achor's book, it shows how happiness improves performance, satisfaction, productivity, and how it helps people to work faster and smarter.  
*Rental \$495; Purchase \$995. Individual module pricing.*

**HARASSMENT A NEW LOOK: EMPLOYEES**

(COASTAL/DUPONT) 19 minute DVD with ancillary materials  
Going beyond Title VII of the 1964 Civil Rights Act, it shows a group of beauty salon employees and their customers sharing personal experiences of Harassment; Workplace Bullying; Cyber Bullying; Sexting; Joking; Intimidation; Hostile Environments; and Discrimination, especially of younger workers. Industrial version also available  
*Rental \$195; Purchase \$595*

**HARASSMENT & DIVERSITY: RESPECTING DIFFERENCES**

(KANTOLA) a 25 minutes DVD with ancillary materials  
This comprehensive program, 1 each for managers and employees, clarify how to recognize, prevent, counter, and what to do if harassment occurs. Spanish and CA versions available  
*Each. Purchase only, \$189; both \$340*

**HARASSMENT EDUCATION & RETALIATION OVERVIEW (H.E.R.O.)**

(PROPOSITIONS) Online program  
This is a mystery-based, harassment and retaliation program, allowing participants to interact in a 3-D virtual environment; challenging participants' understanding of their employer's anti-harassment and retaliation policies.  
*Call for pricing.*

**HARASSMENT FOR MANAGERS: A NEW LOOK**

(COASTAL/DUPONT) 22 minute DVD with ancillary materials  
Based on 9 key areas, it examines the recent forms of harassment, how supervisors can effectively prevent, identify, and deal with such phenomena. A California version, also available.  
*Rental \$195; Purchase \$595*

**HARASSMENT HURTS: IT'S PERSONAL**

(ATS) 16 and 5 minute program\* with ancillary materials  
This program, is an excellent, comprehensive production about harassment and its legal details. It covers every conceivable aspect of harassment, while exploring its pain and cost. \*Exploring Harassment is available individually.  
*Rental \$295; Purchase \$595; \*\$295*

**HARASSMENT IS...**

(COASTAL/DUPONT) 20 minute DVD, with ancillary materials  
Because of the range of subtle issues, it is critical to train all personnel in recognizing harassment's various forms, its prevention, and the implementation of measures to create a respectful, stress-free workplace. Available in Retail, Office, Industrial, Hospitality, Healthcare, and Government versions.  
*Rental \$195; Purchase \$595. Spanish on DVD*

**HARASSMENT PREVENTION MADE SIMPLE**

(TRAINING ABC) 6 minute DVD with ancillary materials  
This program delivers a no-nonsense, straightforward, comprehensive review covering at least 24 types of harassment; no matter how subtle.  
*Purchase only, \$295*

**HARASSMENT PREVENTION MADE SIMPLE FOR MANAGERS**

(TRAINING ABC) 11 minute DVD with ancillary materials  
Shows the manager's role in preventing harassment; defining it; and the steps managers should take to combat harassment in their workplace.  
*Purchase only, \$295*

**HARASSMENT: SEX, RELIGION, & BEYOND**

(KANTOLA) 3 DVDs with ancillary materials  
In a series of compelling stories/scenarios, this program explains the law as it provokes the imagination, personalizes inclusiveness, and shows the harm caused by unwelcome conduct; and it offers 3 versions.  
**Employee Version.** Details the employee's obligations.  
**Manager Version.** Details the manager's obligations.  
**California Manager Version.** Same as the Manager Version, but has California law requirements.  
*Each version. Purchase only, \$289; Employee/Manager combo, \$525*

**HARASSMENT: THE REAL SCENE**

(COASTAL/DUPONT) 27 minute DVD, with ancillary materials  
Using footage from a wide variety of award-winning programs, the host takes viewers through various scenes, subtly and blatantly sharing his practical insights and cautionary advice.  
*Rental \$195; Purchase \$595, DVD has Spanish*

**HE SAID, SHE SAID (SEE: LET'S GET HONEST SEXUAL HARASSMENT)**

**HEALTHCARE TOOLKIT, THE**

(MEDIA PARTNERS) A 2 volume DVD with ancillary materials  
This program offers a flexible set of materials to help build awareness and skills in workplace interactions regarding patients and co-workers.  
**Volume 1** has 22 clips of 29 minutes, focusing on: **Ensuring Patient Satisfaction; Building Accountability, Ethics & Integrity; and Teambuilding.**  
**Volume 2** has 24 clips of 37 minutes, focusing on: **Embracing Diversity; Communicating with Clarity; Resolving Conflict; and Supervising Others.**  
*Purchase only. Each volume \$595; both volumes \$995*

**HELPING HAND, THE: COACHING SKILLS FOR MANAGERS**

(VIDEO ARTS) 38 minute DVD  
John Cleese humorously shows managers how to free themselves to focus on profitable business areas, by coaching their staff to develop new skills and embrace new responsibilities.  
*DVD purchase only, \$999. Weekly digital rental only.*

**HIDDEN CUSTOMER. THE: INTERNAL CUSTOMER SERVICE**

(PROPOSITIONS) 19 minutes  
Shows the concept of internal customer service, illustrating its use between department and problem-solving at work.  
*Purchase \$595. Online rentals only.*

**HIPAA PRIVACY COMPLIANCE: IT'S THE LAW**

(TRAINING ABC) 18 minute DVD with ancillary materials  
This program presents information regarding the privacy of personal medical records, and how the individual controls the use and disclosure of these records.  
*Purchase only, \$395*

**HIPAA: RULES & COMPLIANCE**

(COASTAL/DUPONT) 15 minute DVD with ancillary materials  
Having undergone revisions, additions, and strengthening since the original HIPAA act, this video updates needed compliance information.  
*Purchase only, \$295*

**HIRE FOR ATTITUDE**

(VIDEO VISIONS) 20 minute DVD  
Although this video is about interviewing, it focuses on hiring people with the right mindset, since the necessary skills can be taught.  
*Rental \$295; Purchase \$695*

**HIRING THE BEST**

(ENTERPRISE MEDIA) 30 minute DVD & book  
A step-by-step program with 4 points for finding and hiring good employees.  
*Purchase only, \$129.95*

**HOW AM I DOING**

(VIDEO ARTS) 26 minute DVD  
John Cleese, in his own humorous style, does the dos and don'ts of the appraisal interview.  
*DVD purchase only, \$999. Weekly digital rental only.*

**HOW DO YOU PUT A GIRAFFE INTO A REFRIGERATOR?**

(ADVANCE KNOWLEDGE) 5 minute video with ancillary materials  
An enjoyable animated meeting opener, this video focuses on thinking; how to formulate strategies for problem solving and creativity.  
*Rental \$150; Purchase \$295*

**HOW GREAT COMPANIES GET GREAT PEOPLE**

(MONAD) 20 minute DVD  
Shows a unique approach for recruiting, so as to develop highly successful groups/teams of employees.  
*Rental \$195; Purchase \$395*

**HOW IN HELL DO WE MANAGE?**

(MEDIA PARTNERS) 10 minutes  
A lighthearted animated video to jump-start sessions focusing on motivation, team building, creativity, and their effect on an organization's success.  
*Purchase \$495*

**HOW SUPERVISORS SHOULD APPRAISE EMPLOYEE PERFORMANCE**

(KANTOLA) 23 minute video  
How supervisors can develop the skills to conduct successful and productive review meetings; by offering 6 key points.  
*Purchase only, \$95*

**HOW TO ASK POSITIVE QUESTIONS**

(ADVANCED KNOWLEDGE) 12 minute video or DVD  
Viewers will learn 3 key skills to develop their ability of positive, productive questioning of employees and colleagues; plus improving communication with both external and internal customers.  
*Rental \$295; Purchase \$495*

**HOW TO BUILD A HIGH PERFORMANCE WORKFORCE...THE KEYS TO EFFECTIVE SUPERVISION**

(ENTERPRISE MEDIA) 30 minute DVD with post-test and book\*.  
Viewers see the skills needed for effective leadership, communicating with clarity, making effective and timely decisions, recruiting, training, motivating and retaining a successful work force! \*Developing a High Performance Workforce.  
*Purchase only, \$129.95*

**HOW TO CLEAR YOUR DESK: THE PAPER CHASE**

(VIDEO ARTS) 25 minute DVD  
Applicable to all viewers, this video presents 4 key steps in organizing paper-work to keep from drowning in it.  
*DVD purchase only, \$999. Weekly digital rental only.*

**HOW TO COMMUNICATE CLEARLY & EFFECTIVELY WITH EMPLOYEES**

(BRIEFINGS) 20 minute, VHS/DVD with leaders guide  
This program shows viewers the critical skills and how to apply them; resulting in a highly motivated and productive employees.  
*Purchase only, \$195*

**HOW TO CONNECT IN HEALTHCARE IN 90 SECONDS OR LESS**

(MEDIA PARTNERS) 17 minute DVD with ancillary materials  
Nicholas Boothman, energetically and humorously shows viewers how to have the right attitude, send the right signals, get people talking and keep them talking; helping them succeed in the patient and people business.  
*Rental \$350; Purchase \$895*

**HOW TO DEAL WITH CULTURAL DIVERSITY IN THE WORKPLACE**

(ENTERPRISE MEDIA) 30 minute video, audio and book  
Offering 6 points, it shows how to effectively implement diversity programs.  
*Purchase only, \$129.95*

**HOW TO DEVELOP EFFECTIVE COMMUNICATIONS SKILLS**

(ENTERPRISE MEDIA) 30 minute video, audio, & book  
Offers 5 points for enhancing one's ability to effectively communicate.  
*Purchase only, \$129.95*

**HOW TO GET THINGS DONE**

(ENTERPRISE MEDIA) 48 minute video, audio, & book  
Loaded with vignettes and graphics, this program offers ideas and techniques on how to master your time.  
*Purchase only, \$129.95*

**HOW TO GIVE & RECEIVE CRITICISM**

(BRIEFINGS) 18 minute DVD with leaders guide  
This program shows how to properly use criticism as a powerful tool for improving performance.  
*Purchase only, \$195*

**HOW TO HOLD SUCCESSFUL MEETINGS**

(ENTERPRISE MEDIA) 30 minute video, audio, & book  
Dr. Paul R. Timm offers 4 points for determining whether to have a meeting, who's to attend, and how to be sure their productive.  
*Purchase only, \$129.95*

**HOW TO JUGGLE MULTIPLE PRIORITIES**

(BRIEFINGS) 17 minute DVD with leaders guide  
Shows the critical skills and how to apply them for making viewers productive and lowering their stress.  
*Purchase only, \$195*

**HOW TO LOSE CUSTOMERS WITHOUT REALLY TRYING**

(VIDEO ARTS) 40 minute DVD  
John Cleese and humorous sketches in hotels, stores, offices, homes, etc.; it focuses on using one's eyes and ears to observe a customer, taking the proper steps to meet their needs, control the situation and avoid alienation.  
*DVD purchase only, \$695. Weekly digital rental only.*

**HOW TO MAKE QUALITY...FAIL**

(MEDIA PARTNERS) 18 minutes  
Using the plot of a film production, viewers see the causes of collapsing quality programs and step-by-step examples of making them successful. Government version available.  
*Purchase \$845*

**HOW TO MAKE WINNING PRESENTATIONS**

(ENTERPRISE MEDIA) 30 minute video, audio and book  
Developing the skills of successful, comfortable, controlled presentations.  
*Purchase only, \$129.95*

**HOW TO RESOLVE CONFLICT AT WORK**

(BRIEFINGS) 18 minute DVD with leaders guide  
This program presents clear-cut, no-nonsense techniques allowing viewers to confidently handle conflict.  
*Purchase only, \$195*

**HOW TO SAY IT**

(MONAD) 18 minute DVD  
Offers skills on communicating effectively in person, over the phone, and in writing, to motivate others and gets results.  
*Rental \$195; Purchase \$395*

**HOW TO SET & REALLY ACHIEVE YOUR GOALS**

(ENTERPRISE MEDIA) 38 minutes  
Offers 7 key steps for developing and accomplishing one's goals.  
*Purchase only, \$129.95*

### HOW TO SUPERVISE PEOPLE

(ENTERPRISE MEDIA) 48 minute video, audio and workbook  
Presents techniques and skills for successfully getting results through others.  
*Purchase only, \$129.95*

### HOW TO WIN CUSTOMERS AND KEEP THEM FOR LIFE

(MONAD) 30 minute DVD  
Based on Michael LeBoeuf's book, "The Rewarded Customer Buys, Multiplies, and Comes Back," it shows how to sell, satisfy and reward customers.  
*Rental \$195; Purchase \$395*

### HOW TO WRITE AND DELIVER GREAT SPEECHES

(KANTOLA) 35 minute DVD  
Narrated by comedian Ross Shafer, this program covers the skills needed for writing and delivering effective presentations regardless of the size of the audience. The plot covers 3 individuals, and how they learn the skills needed to become poised, confident and eloquent speakers.  
*Purchase only, \$169*

### HOW YOU THINK IS EVERYTHING: THE POWER OF NATURAL INTELLIGENCE

(WORKPLACE PUBLISHING) 14 minute DVD with ancillary materials  
Terry Anderson (an Iranian captive for 7 years) and Dr. Robert Flower, review the strategies, skills and mindsets that allowed Anderson to cope. Plus offering unique ways of thinking and developing solutions for critical situations.  
*Rental \$295; Purchase \$695*

### HOWLERS, THE, Series

(VIDEO ARTS) 8 DVDs, averaging 10 minutes  
Consisting of clips from various programs, each title addresses a key issue and can be used in training sessions. The Howler titles are: **Interpersonal, Office, Sales, Body Language, Telephone, Listening, and Meeting.**  
*DVD purchase only, \$870. Weekly digital rental only.*

### HR & EEO TOOLBOX, THE (PROPOSITIONS)

A Series of 6 books by BNA communications, dealing with all aspects of sexual-harassment, discrimination, and diversity situations.  
*Purchase only, \$295*

### HR CASE FILES

(COASTAL/DUPONT) 4 DVD program averaging 22 minutes each  
Court TV's Catherine Crier, hosts this Series of crucial legal topics for managers/supervisors; formatted in the style of fast paced, primetime news' show.  
**ADA** (American Disabilities Act). Covers the important details, including real-life examples of its application with employees.

**FMLA** (Family & Medical Leave Act). Covers the important details, including real-life examples of its application with employees.

**FLSA** (Fair Labor Standards Act). Covers the important details, including real-life examples of its application with employees.

**Sexual Harassment.** Covers the important details, including real-life examples of its application with employees.  
*Each. Rental \$195; Purchase \$395, DVD has Spanish*

### HUBBLE SOLUTION, THE (Spirit Clips Series)

(SPIRIT EMX) 3 minute DVD  
NASA's biggest mistake became one of its most renowned successes; showing viewers that it's okay to make mistakes if there is a willingness to take responsibility for Juan's actions, learn from one's errors and never give up.  
*Purchase only, \$295*

### HUMAN ENERGY AT WORK Series

(GRIGGS) 6 DVD, 30 minutes each, with ancillary materials  
This Series focuses on diversity, relationships and cultural patterns that transform human energy into productive, successful organizations.

**1. The Bottom Line.** Focuses on people issues and their impact on individual, team and customer actions; the effect on organizations.

**2. Relating Across Differences.** Shows the processes and the needed skills to build effective relationships across differences.

**3. Breaking Through Conflict.** How to identify and counter the roadblocks created by the way different cultures express conflict.

**4. Teams In Action.** Shows how to manage the dynamics, when developing teams to deliver their full potential.

**5. Global Contrasts.** How to achieve common organizational goals, when an organization contains a global workforce.

**6. Sexual Dynamics.** The concepts that head off sexual harassment.  
*Each: Rental \$250, series \$1,000; Purchase \$500, series \$1,750*

### HUMAN TOUCH PERFORMANCE APPRAISAL II

(PROPOSITIONS) 30 minute DVD with ancillary materials  
The update of the classic, covering the entire appraisal process being implemented in a variety of office and manufacturing situations.  
*Purchase \$695. Online rentals only. DVD has Spanish*

### I KNOW JUST WHAT YOU MEAN! (see Covey Leadership Library)

#### I WISH MY MANAGER WOULD JUST...

(MEDIA PARTNERS) 6 minute DVD with ancillary materials  
A poll of 1000 employees will astonish managers/supervisors, requiring them, to think about their management style; and it's effect on their subordinates.  
*Purchase only, \$295*

### I'D LIKE A WORD WITH YOU: THE PERFORMANCE IMPROVEMENT INTERVIEW

(VIDEO ARTS) 27 minute DVD with ancillary materials  
Defines the why of the discipline interviews, by agreeing that a problem exists; exploring the reasons for it and creating a satisfactory solution.  
*DVD purchase only, \$999. Weekly digital rental only.*  
*Original version, DVD purchase only, \$695*

### IDEAS INTO ACTION

(VIDEO ARTS) 10 minutes  
Reviews barriers to fresh thinking, suggesting simple but powerful ways to overcome them and stimulate innovation and creativity.  
*DVD purchase only, \$695. Weekly digital rental only.*

### IF AT FIRST

(CHARTHOUSE) 30 minute DVD with ancillary materials  
Tony Buzan presents his concepts for countering the fears that prevent taking risks, inhibiting one's learning curve and creativity.  
*Rental \$350 Purchase \$495*

### IF ENOUGH PEOPLE CARE

(REAL LIFE) 28 minute DVD  
Lou Holtz's down home humor and 6 key points for success, based on his original concepts of teamwork, motivation, personal achievement; plus emphasizing relating to people.  
*Rental \$250; Purchase \$695*

### IF I WERE BRAVE

(WORKPLACE PUBLISHING) 19 minute DVD  
This powerful video, has amputee golfers who have faced enormous adversity. Yet more than survive, they manage to thrive; and are powerful examples of why one should never, never, give up on their dreams and goals.  
*Rental \$295; Purchase \$399.95*

### IF LOOKS COULD KILL: THE POWER OF BEHAVIOR

(VIDEO ARTS) 28 minute DVD  
Update of the Monty Python mystery spoof, is showing how murderous, poor customer servicing can be; emphasizing the critical behavior, emanating from the servicing person to the customer.  
*DVD purchase only, \$999. Weekly digital rental only.*

### I'LL BE BACK

(MEDIA PARTNERS) 25 minute DVD with leader guide  
Bob Farrell, a successful restaurant operator, interviews Nordstrom's Jack McMillian in discussing 4 essential ingredients that bring back customers.  
*Rental \$350; Purchase \$595*

**IMPLODE! BUILDING TRUST, TEAMS & COMMUNICATION WITH 10,000 TONS OF TNT**

(ENTERPRISE MEDIA) 15 minutes DVD

Stacey Loizeau, a female implosionist, presents her team-based communication and trust strategy for the critical act of imploding buildings.

*Purchase only, \$249*

**IMPRESSIONS COUNT**

(MEDIA PARTNERS) 18 minutes with ancillary materials

This program was designed to raise the awareness of 'common sense' courtesies, unknown or forgotten by many employees; and reinforce those social skills so important to teamwork, professionalism and productivity.

*Purchase \$695*

**IMPROVE PERFORMANCE THROUGH EMPOWERMENT**

(COASTAL/DUPONT) 23 minutes

Moves managers from telling to guiding employees in long-term growth and performance; plus developing "human assets" for stretching their skills.

*Rental \$195; Purchase \$395, DVD has Spanish*

**IN AN INSTANT Series**

(ENTERPRISE MEDIA) 4 videos, 20 minutes each

Immediate solutions for managers basic business problems, offering reliable methods for their solutions.

**Volume 1.** Tardiness. Poor hygiene. Substance abuse. Team-player attitude. Discipline effectively.

**Volume 2.** Time management. Sales skills. Hiring effective people. Employee termination. Meeting management.

**Volume 3.** Giving feedback. Getting commitment. Motivate effectively. Managing stress.

**Volume 4.** Dealing with close-mindedness. Procrastination. Strengthen interpersonal impact. Delegate effectively. Dealing with conflicting employees.

*Each: Purchase only, \$89.95; Series \$299*

**INMOTION SERIES**

(STAR THROWER) Contains 5 videos, approximately 2.5 minutes each with a leaders guide

They offer beautiful visuals, meaningful content and actionable next steps for facilitating productive discussions. Balloons: Inclusiveness; Nature: Creativity; Penguins: Attitude; Wonders: Vision; Space: Change.

*Purchase only, \$395. Choice of DVD, USB Flash Drive and Streaming.*

**IN SEARCH OF EXCELLENCE**

(ENTERPRISE MEDIA) 88 minute DVD

Tom Peters goes behind the scenes of 3M, Apple, IBM, Disney, Dairy, North American Tool and Die, Dana Corporation and McDonald's to show why they're all highly successful companies. \*Individual segments.

*Rental \*\$195, \$275; Purchase \$775 \*\$495*

**IN SEARCH OF QUALITY, VOL 1: QUALITY THROUGH SYSTEMS**

(ENTERPRISE MEDIA) 2 videos, 25 and 34 minutes each

Robert Waterman presents a case history of Wallace Co., (distributor and Malcom Baldrige Award winner) creating and implementing the quality systems that result in Total Customer Satisfaction.

*Purchase only, \$149, Volumes 1 & 2, \$249*

**IN SEARCH OF QUALITY, VOL 2: QUALITY THROUGH PEOPLE**

(ENTERPRISE MEDIA) 2 videos, 25 minutes each

Robert Waterman presents a case history of Motorola (manufacturer and Malcom Baldrige Award winner) creating and implementing the working environment that results in Total Customer Satisfaction.

*Purchase only, \$149, Volumes 1 & 2, \$249*

**IN THE COMPANY OF WOMEN**

(HEIM GROUP) 34 minute DVD

Dr. Pat Heim and Dr. Susan Murphy, focuses on the cultural aspects of women and their attitudes to one another, in the workplace.

*Purchase only, \$499*

**IN THE CUSTOMER'S SHOES**

(VIDEO ARTS) 20 minute DVD

Points out the techniques for doing business through the customer's eyes.

*DVD purchase only, \$870. Weekly digital rental only.*

**IN THIS TOGETHER**

(MEDIA PARTNERS) 18 minute DVD with ancillary materials

7 frontline employees in a variety of businesses (peer to peer) present their concepts and experiences regarding issues of respect and harassment.

*Rental \$350; Purchase \$895*

**INCLUSION INSIGHTS**

(SUNSHOWER LEARNING) A 3 segment DVD program averaging 24 minutes each with ancillary materials

Dr. Steve Robbins challenges and motivates people using storytelling, humor and his unique concept of "Unintentional Intolerance." It does not blame, but challenges individuals and organizations to be open-minded about inclusion and valuing people for their unique gifts, abilities, and experiences.

*Purchase only, \$695*

**INCREASING EMOTIONAL INTELLIGENCE (TRAINING BYTES SERIES)**

(VISIONPOINT/SOLLAH) 10 minute DVD with ancillary materials

3 modules for controlling one's emotions and the needed skills.

**Module 1. Stay In Control: Managing Your Emotions At Work. Module 2. Half-Full Or Half Empty? Choosing To Be Positive. Module 3. Big Picture: Keeping Things In Perspective.**

*Purchase only, \$495*

**INDIVISIBLE (Spirit Clips Series)**

(SPIRIT EMX) 4 minute DVD

Based on Senator McCain's experience as a prisoner of war in Vietnam, it focuses on inner strength in difficult times, demonstrating how honor, loyalty, and perseverance can keep a group together.

*Purchase only, \$295. Quantity discounts*

**INNOVATE! HOW TO STAND OUT IN THE CROWD**

(ENTERPRISE MEDIA) 5 minutes

Innovation is alive and well, as Tom Peters gives an overview of how to spark innovation and become an internal entrepreneur.

*Rental \$225 Purchase \$395*

**INNOVATE OR DIE/Tom Peters**

(ENTERPRISE MEDIA) 52 minute DVD

Filmed before 3500 people at Training '97, Tom Peters reveals his Circle of Innovation. A roadmap for getting from "static here" to "innovative there."

*Rental \$245 Purchase \$495*

**INNOVATION AT THE VERGE**

(STAR THROWER) 18 minute DVD with ancillary materials

Joel Barker's concept, "the future is something that you as an individual create." A critical belief and need, for creating a tomorrow in today's times.

*Rental \$295; Purchase \$895*

**INSIDER TRADING: IT'S NOT WORTH THE RISK**

(TRAINING ABC) 6 minute DVD with ancillary materials

Illegal Insider Trading is the use of nonpublic confidential information to gain an advantage in securities trading. This program explains the risk, the harsh penalties, and the range of individuals/organizations who could be vulnerable.

*Purchase only, \$295*

**INSIDE INFORMATION**

(VIDEO ARTS) 21 minute DVD with ancillary materials

Focuses on organizations needing to view and give internal customers the service, respect and support needs to retain external customers

*DVD purchase only, \$999; Weekly digital rental only.*

**INSIGHTS TO BETTER MENTORING**

(QMR) 26 minute DVD

Critical in today's organizations, this video presents 4 successful mentors and their mentees, revealing insightful techniques that work best in these complex and essential relationships. The persons presented are a senior executive at Cosco, Chief Information Officer at Lockheed Martin, a Fire Chief and a Superior Court Judge.

*Rental \$295; Purchase \$625 for link or for DVD \$725*

#### **INTEGRITY EVERY DAY**

(VISIONPOINT/SOLLAH) DVD program with ancillary materials  
Specifically designed for healthcare, the program offers 3 key points in showing viewers what it really means to consistently act with the kind of integrity that leads to organizational excellence. The program also features A.C.T. decision-making model.

*Purchase only, \$198; DVD only, \$99.*

#### **INTEGRITY IS...**

(SOLLAH) 3 minute DVD

This thought-provoking, short video uses impactful imagery, video and music to inspire and stimulate discussion about doing the right thing, for the right reasons, in the right way..

*Purchase only, \$295*

#### **INTERNAL CUSTOMER, THE**

(MONAD) 25 minute DVD

Case histories of Northern Telecom and FedX, show how implementing internal customer service is critical for internal or external success.

*Rental \$195; Purchase \$395*

#### **INTERVIEWING**

(MONAD) 30 minute DVD, with ancillary materials

Shows 4 stages of an interview. Plus how to prepare job based focused questions, avoid biases, respect legal restrictions, establish rapport, while evaluating the candidate's job abilities.

*Rental \$195; Purchase \$395*

#### **INTERVIEWING TECHNIQUES THAT HELP YOU HIRE THE BEST**

(BRIEFINGS) 25 minute DVD with leaders guide

This program shows viewers how to break the interviewing process into 3 manageable processes for hiring the best candidate.

*Purchase only, \$195*

#### **INTO THE BOARDROOM Series**

(VIDEO ARTS) 2 DVDS, 30 minutes each

This Series gets people to understand how financial results and share values relate to business performance, getting people confidence, and insight into how performance can be improved.

- 1. Profits Of Doom.** Looks at what the financial accounts are really saying.
  - 2. What's Good For The Shareholder.** The importance of comparing equal items, understanding aging, financing methods, and shareholder value.
- Each. Purchase only, \$695. Weekly digital rental only.*

#### **INVISIBLE MEETING, THE**

(VIDEO VISIONS) 18 minute DVD with ancillary materials

Offers 6 key techniques for productive conference calls, while revealing the challenges and rules, participants and meeting organizers need to know.

*Rental \$395 Purchase \$795*

#### **INVISIBLE RULES REVISED**

(HEIM GROUP) 33 minute DVD

Dr. Pat Heim, vibrantly, humorously, peels away mores that hinder communication between the sexes; showing how girls and boys grow up, effects their interpretation of each other's verbal and nonverbal communication.

*Rental \$165; Purchase \$495*

#### **IS GOOD ENOUGH?**

(MEDIA PARTNERS) 3 minute DVD

Focuses on statistics incorrectly creating a feel-good situation, when less

than one percent defects can equal multi-thousands of devastating mistakes.  
*Purchase only, \$295*

#### **IS IT BIAS? MAKING DIVERSITY WORK**

(PROPOSITIONS) 17 minute DVD program with extensive ancillary materials  
Dr. Sondra Thiederman details how to build exceptionally inclusive workplaces, targets subtle forms of bias, and offers key points/skills to counter it.  
*Purchase \$795. Online rentals only.*

#### **IT'S A DOG'S WORLD**

(MEDIA PARTNERS) 13 minutes

Oriented to health care, its a humorous study in contrasts between good and bad patient service, showing humans being treated worse then dogs. Healthcare version available

*Purchase \$695*

#### **IT'S A WAY NOT A DAY**

(CHARTHOUSE) 18 minute DVD program with ancillary material

This program shows how one organization anchors its values into the hearts and minds of its employees: using 3 simple strategies that result in 98% customer satisfaction and 97% employee retention.

*Purchase only, \$695*

#### **IT'S A WONDERFUL LIFE: LEADING THROUGH SERVICE**

(ADVANCED KNOWLEDGE) 22 minutes

Using scenes of Jimmy Stewart in the great Christmas classic, Dr. Margaret Wheatley presents and reinforces her concepts of service; its effect on organizational behavior, internally and externally.

*Rental \$225 Purchase \$795*

#### **IT'S ABOUT RESPECT: RECOGNIZING HARASSMENT IN A DIVERSE WORKPLACE**

(COASTAL/DUPONT) 21 minute DVD

Focuses on every form of harassment, legal, stress, morale, and productivity implications for both the employee and the organization; in both office and manufacturing versions .

*Purchase only, \$250 DVD has Spanish*

#### **IT'S BUSINESS, NOT PERSONAL: TAMING EMOTIONS IN THE WORKPLACE**

(BRIEFINGS) 21 minute, VHS/DVD with leaders guide

This entertaining, late-night, talk-show format video shows how to control emotions when dealing with bosses, co-workers, and customers.

*Purchase only, \$195*

#### **IT'S NOT ENOUGH TO KNOW BETTER Series**

(VID EDGE) 3 title DVD program iwth Leader's Guide & Workbooks  
Offering 12 work-based scenarios, they present newly defined, legal parameters of sexual harassment.

**1. Employee's Version:** Presents 4 key points for everyone to comply with all the issues (25 minutes).

**2. Manager's Version:** Presents 5 key points in defining their responsibilities in countering sexual harassment (25 minutes).

**\*You Need To Know...Sexual Harassment Is Illegal.** An overview and meeting opener about the issue (5 minutes).

*Each. Rental \$350, all-\$695; Purchase \$795, all-\$1,500;*

#### **IT'S NOT JUST ABOUT SEX ANYMORE: HARASSMENT & DISCRIMINATION IN THE WORKPLACE**

(VISIONPOINT/SOLLAH) 17 minute DVD with ancillary materials

Using dramatic examples in white and blue-collar, hospitality, healthcare, and retail settings, this video focuses on the behaviors and legalities for a harassment/discrimination free workplace.

*Purchase only, \$895*

#### **IT'S NOT LIKE I HIT HER!**

(KINETICVIDEO) 23 minute DVD

Focuses on chronic witticism, verbal degradation, intimidation that women experience. Plus confronting and ending abusive behavior with treatment

options for the abusers.  
*Purchase only, \$179.95*

**IT'S OKAY TO BE BOSS**

(MEDIA PARTNERS) 27 minute DVD program with ancillary materials  
Based on his book of the same name, Bruce Tulgan humorously and entertainingly provides step-by-step guidelines for learning and implementing 4 habits of being a great boss.  
*Rental \$350; Purchase \$895*

**IT'S PERSONAL**

(VIDEO ARTS) 24 minute DVD with ancillary materials  
Primarily focused on restaurants (but applicable to all customer service situations) Rick Stein and his team demonstrate the skills and attitudes that reflect their reputation for great customer service; whether face-to-face, in restaurants, hotels, shops, on the phone, etc.  
*DVD purchase only, \$795 Weekly digital rental only.*

**IT'S SO SIMPLE**

(CHARTHOUSE) 14 minute DVD with ancillary materials  
A case study about South West Airlines, showing how ordinary people, simple actions, and positive attitudes created an extraordinary company.  
*Purchase only, \$379*

**IT'S STILL NOT JUST ABOUT SEX ANYMORE: HARASSMENT & DISCRIMINATION IN THE WORKPLACE**

(SOLLAH) 21 minute DVD with ancillary materials  
This program dramatizes employee behavior that can lead to formal charges and serious consequences. Offering 10 critical points the program details what is/is not acceptable in today's workplace.  
*Purchase only, \$995*

**IT'S THE LAW: THE LEGAL SIDE OF MANAGEMENT**

(VISIONPOINT/MONAD) 23 minute DVD with ancillary materials  
Using vignettes, this video identifies and explains important legal issues that many managers face in today's workplace.  
*Purchase only, \$795*

**IT'S TIME TO STOP: SOFTWARE & INTERNET PIRACY**

(MEDIA PARTNERS) 14 minute DVD with ancillary materials  
What is legal and illegal in the area of software internet copyrighted material; and consequences of copy right infringement.  
*Rental \$300; Purchase \$495*

**IT'S UP TO YOU: STOPPING SEXUAL HARASSMENT Series**

(ATS) 2 DVD program with ancillary materials  
This Series uses real-world situations and a knowledgeable host in aiding viewers to understand and stop sexual-harassment behavior.  
**Employee version** (23 minutes). The law is explained and illustrated with 14 real-world scenarios dealing with the most critical issues.  
**Manager version** (27 minutes). It focuses on issues that confront supervisor/managers, offering tools, techniques, etc., for stopping sexual harassment.  
*Rental, \$295, all-\$590; Purchase, \$795, all-\$1,295*

**IT'S YOUR CALL**

(STAR THROWER) 25 minute DVD  
It's about telephone customer service skills: being an active listener: directing phone calls; handing dissatisfied customers, and taking responsibility.  
*Rental \$295; Purchase \$495*

**IT'S YOUR CALL: CONNECTING WITH CUSTOMERS OVER THE PHONE**

(KANTOLA) 23 minute DVD  
Ross Shafer and warehouse worker Mike stumble through funny, realistic mistakes, showing the skills needed for great telephone customer service.  
*Purchase only, \$139*

**IT'S YOUR CHOICE: SELECTION SKILLS**

(VIDEO ARTS) 2 DVDs, 30 and 7 minutes

John Cleese in a detective plot, presents a simple 3 step process for assuring the selection of the best candidate in job interviews. The longer video is for manager's or interviewers; while the shorter one is for the interviewee.  
*DVD purchase only, \$999. Weekly digital rental only.*

**JACK CADE'S NIGHTMARE 1: A SUPERVISOR'S GUIDE TO LAWS AFFECTING THE WORKPLACE**

(PROPOSITIONS/BNA) 2 videos, 23 minutes each with ancillary materials  
This program acquaints supervisors with the complexities of today's workplace; how to avoid the problems and legal liabilities that could result in 10 key laws.  
**Part 1. The Nightmare.** Introduces the viewer to newly promoted supervisor Jack Cade and the minefield he's in.  
**Part 2. Preventing The Nightmare.** In this video, viewers revisit Cade's errors and learn 10 simple rules to prevent and manage them.  
*Purchase \$795. Online rentals only.*

**JACK CADE'S NIGHTMARE 2: DOUBLE LIABILITY**

(PROPOSITIONS/BNA) 3 videos, 20, 22, & 11 minutes, with ancillary materials  
**Supervisor Version: a Guide to Managing Conflict in the Workplace.** These 2 videos deal with the personal liability supervisors/managers could face.  
**Part 1.** Shows situations, making Jack Cade liable to lawsuits.  
**Part 2.** Reviews part 1's issues, countering them with a 10 point action plan.  
**Employee Version: An Employee's Guide To Dealing With Workplace Conflict.** Offers several basic, common-sense guidelines to help employees steer clear of possible disciplinary actions and legalities.  
*Purchase \$795. Online rentals only.*

**JACK CADE'S NIGHTMARE 3: CAUGHT IN THE CROSSFIRE**

(PROPOSITIONS/BNA) 2 videos, 26 & 19 minutes, with ancillary materials  
This series focuses on effective Performance Management.  
**Part 1. The Performance Management Nightmare.** The problems of employees wanting specific performance feedback and involvement; while upper management wants productivity and performance improvement.  
**Part 2: Preventing The Nightmare.** Reviews Part 1; offering a 10-point outline for successful performance management and avoiding the problems.  
*Purchase \$795. Online rentals only.*

**JAMMING: THE ART & DISCIPLINE OF CREATIVITY**

(PROPOSITIONS) 24 minutes  
Hosted by John Kao, he presents 3 innovative organizations who use a variety of techniques to encourage and foster the development of new ideas.  
*Purchase \$595. Online rentals only.*

**JAPAN PROJECT Series**

(PYRAMID) 2 videos, 52 minutes each  
**Made In America.** Explores how 6 American firms set up business in Japan; showing their strategies, priorities, and the rethinking of their philosophies.  
**Made In Japan.** Explores the paths of Sony, Benihana of Tokyo, Honda and Sega, in entering the American market.  
*Each. Rental \$295, Purchase \$425*

**JOHNNY THE BAGGER®**

(VISIONPOINT/SOLLAH) 17 minute DVD with ancillary materials  
Based on the work of Barbara Glanz, this is the true story of a young man with Down Syndrome, who took personal responsibility for providing excellent service, changing the culture of an entire organization.  
*Purchase only, \$795*

**JOEL BARKER'S LEADERSHIP: 5 LESSONS FOR LEADERS IN THE 21ST CENTURY**

(STAR THROWER) 29 minutes  
Joel Barker offers 5 concepts for improving leadership performance; and uses the metaphor of bridge building to reinforce them.  
*Rental \$295, Purchase \$695*

**JORDAN'S FURNITURE: RE-IMAGINE THE CUSTOMER EXPERIENCE (Re-imagine! Series)**

(ENTERPRISE MEDIA) 6 minute DVD and workbook



A passionate advocate of great customer service, Tom Peters now says that's not enough. You need to give the customer a great experience.

*Rental \$345, Purchase \$595*

#### **JOURNEY INTO THE HEROIC ENVIRONMENT, A**

(TRAINERS TOOLCHEST) 31 minute DVD with leader guide

A cross country train is the setting for 8 principles of motivating people to greater productivity, quality, job satisfaction, and organizational profits.

*Rental \$195, Purchase \$395*

#### **JOURNEY, THE: REFLECTIONS ON CHANGE**

(WORKPLACE PUBLISHING) 3 minute video

A camera on the front of a train, shows the speed of change and its impact, with stunning images of changing light, weather and landscapes.

*Rental \$225, Purchase \$395*

#### **JUGGLING ELEPHANTS**

(JUGGLING ELEPHANTS) 20 minute DVD with extensive ancillary materials

With the circus as an example, in animation and live action, it tells a simple, profound story of an individual with the problems of too much to do, too many priorities, too much stress, and too little time. Available in Spanish.

*Rental \$395, Purchase \$995*

#### **JUICE**

(STAR THROWER) 3 minute DVD with ancillary materials

DeWitt Jones offers 3 points in his new, short, beautiful and sincere program that encourages viewers to find their passion, their joy, and their juice in all that they do.

*Purchase only, \$395*

#### **JUMP**

(MEDIA PARTNERS) 3 minutes

A sky diving, meeting opener for dealing with change, now and in the future. *Only available for online programs. Call for pricing.*

#### **JURY FRIENDLY TERMINATION**

(AGTS) 25 minutes

Diagrams a termination, showing both a traditional and the preferred approach, which helps protects organizations that fire an employee.

*Rental \$150, Purchase \$379*

#### **JUST A CALL AWAY Series**

(MEDIA PARTNERS) 5 videos, averaging 16 minutes each

Designed for Call Centers, the Series offers advanced telephone skills.

**1. Really Angry Customer, The.** Focuses on calming and successfully servicing these customers.

**2. Attitude Is Everything.** This says it all about what is great service.

**3. It's Your Call.** Focuses on "owning the call," while staying friendly, interested and servicing the customer.

**4. Outbound Call, The.** How to successfully make appointments for prospects to meet sales representatives.

**5. Customers With A Difference.** How to recognize the different types of customers and develop positive responses.

*Each. Purchase \$485, all-\$1,875*

#### **JUST BE F.A.I.R./F.A.I.R. IN ACTION Series**

(VISIONPOINT/MONAD) 2 VHS/DVD, averaging 18 minutes with ancillary materials

This 2 part program presents the F.A.I.R. approach for creating culturally competent organizations.

**1. Just Be F.A.I.R.** Shows all employees what it means to be culturally competent and why it is important.

**2. F.A.I.R. In Action.** Shows how to apply the F.A.I.R. Approach.

*Purchase only, \$795*

#### **JUST GET IT!**

(ENTERPRISE MEDIA) 105 minutes

Massey's revision/update of his program on values, offering the classic ones and the latest groups, effecting the '90s through the turn of the century.

*Rental \$275, Purchase \$895*

#### **JUST IN TIME INFORMATION (JITI): MANAGEMENT SOLUTIONS IN UNDER 5 MINUTES**

(PROPOSITIONS) 4 part DVD program, about 3 hours, with the following 4 titles.

**1. Personal Issues.** Focuses on employee issues that affect productivity.

**2. Discrimination/Legal Issues.** Deals with assorted issues that could subject a company to litigation.

**3. Conflict Management.** Focuses on issues resulting from conflict between peers, subordinates and supervisors.

**4. Performance Management.** Focuses on the productivity and performance issues supervisors/managers experience in dealing with subordinates.

*Call for pricing.*

#### **JUST INCREDIBLE! A CUSTOMER SERVICE STORY II**

(COASTAL/DUPONT) 23 minute DVD with ancillary materials

This innovative program office 7 key points, humor, drama, irony, as it demonstrates how good customer service makes a big difference.

*Rental \$195; Purchase \$395*

#### **JUST RELAX**

(STRESS STOP) 29 minutes

A stress relieving program of scenic areas stretching across the USA from ocean to ocean; and featuring music by Bach, Dvorak, and Mahler. Exercises include differential relaxation, controlling self-talk and conscious breathing.

*Purchase only, \$99*

#### **KEEPING THE GOOD ONES**

(MEDIA PARTNERS) 25 minute DVD with ancillary materials

Using the plot of a manager losing his subordinates, viewers learn all the key skills necessary to keep employees from leaving.

*Rental \$350, Purchase \$895*

#### **KINGDOM WAS LOST, THE**

(VIDEO ARTS) 20 minute DVD

Focuses on a detail in an architects' plan that creates a major blunder; emphasizing the importance of details and working as a focused team.

*DVD purchase only, \$870. Weekly digital rental only.*

#### **LANCE ARMSTRONG MEETING OPENERS**

(ENTERPRISE MEDIA) 3 DVD Series, averaging 3 minutes each

They reflect the motivational attitudes of Armstrong and his cycling team.

**Crossing The Finish Line.** How Armstrong and his team understand and focus on the importance of setting and achieving goals.

**Teamwork.** An enlightening look into how Armstrong and his team meld into a smooth, functioning unit.

**Perspective: A Different View.** Armstrong has unique views on success and achievement; applicable, regardless of the challenge you face.

*Each. Rental \$250, all-\$450; Purchase \$445; all-\$745*

#### **LAUGHING AT STRESS**

(AUDIO VISION) 23 minutes

Loretta LaRoche is hysterical, as she proves her point with 5 techniques to increase laughter and happiness, while decreasing stress.

*Purchase only, \$149*

#### **LE.A.D. WITH INTEGRITY: PROMOTING A CULTURE OF ETHICAL CONDUCT & COMPLIANCE**

(VISIONPOINT/MONAD) 26 minute DVD, with ancillary materials

Ethics are of national concern. This video using 6 real world vignettes showing how to daily implement ethical conduct and insure legal compliance.

*Purchase only, \$795*

#### **LEADER INSIDE, THE**

(TRAINING ABC) 3 minute DVD

A short, inspirational meeting opener uses imagery, music, and quotes to induce viewers to out the leadership qualities of courage, passion and necessity.

*Purchase only, \$295*

#### **LEADERFISH!**

(CHARTHOUSE) 10 minute DVD with personal guide

A personal development program for Supervisors/ Managers, and CEO's, It has 6 scenarios, and features discussions with Herb Kelleher of S/W Airlines and John Gardner, former US Secretary of Health, Education & Welfare.

*Purchase only, \$795. Package for 3 individual computers, \$99*

**LEADER MADNESS**

(VIDEO VISIONS) 21 minute DVD with ancillary materials

A new leadership program, with light humor; focusing on how to avoid ineffective leadership and the resulting penalties. The scenarios present the wrong and right ways to lead.

*Rental \$395, Purchase \$795*

**LEADER'S GUIDE TO DELEGATING, A**

(MEDIA PARTNERS) 23 minute DVD with CD of ancillary materials

Offers a 5 step process for effective delegation that builds trust for future delegation, helps employees develop new skills, reduces stress and improves organizational productivity.

*Purchase only, \$995*

**LEADERS OF CHARACTER: LEADERSHIP, THE WEST POINT WAY**

(MEDIA PARTNERS) 35 minutes CD & ancillary materials

Hosted by Ed Ruggero, a West Point graduate and leadership speaker, focuses on the Point's leadership principles, how they're taught; plus many of the graduates implementing the concepts in their present organizations.

*Purchase \$995*

**LEADERSHIP**

(ENTERPRISE MEDIA) 57 minute DVD, facilitator and viewer guide

John P. Kotter hosts this 6 segment video that presents his concepts on leadership and gives examples of effective leadership in action.

*Rental \$295, Purchase \$695*

**LEADERSHIP ALLIANCE**

(ENTERPRISE MEDIA) 64 & \*28 minutes

Tom Peters focuses on the need for leadership with case studies of Pat Car-rigan of General Motors, Dennis Lityk of Thayer High School, Vaughn Beals of Harley-Davidson, and Ralph Stayer of Johnsonville Foods.

*Rental \$275, Purchase \$895, \*\$595*

**LEADERSHIP: AN ART OF POSSIBILITY**

(GROH PRODUCTIONS) 28 minute DVD

Ben Zander, the world-renowned conductor of the Boston Philharmonic Orchestra, offers a fresh approach of leadership for individuals and teams.

*Rental \$350, Purchase \$995*

**LEADERSHIP AND SELF-DECEPTION**

(MEDIA PARTNERS) 16 minute DVD with ancillary materials

This video and workshop, offers a poignant look at how self-deception creates workplace problems; offering tools for their analysis and solutions.

*Purchase \$995*

**LEADERSHIP & THE CUSTOMER REVOLUTION**

(MONAD/MINDLINK) 29 minute DVD

Rich Tate, Gary Heil, and their presentation, "Liberating the Human Spirit," that offers details for creating a productive culture. Plus 4 case histories of organizations that implemented the concept, the experiences they encountered, and how it caused employees to elevate their levels of customer service.

*Rental \$295; Purchase \$595*

**LEADERSHIP AND THE NEW SCIENCE**

(MEDIA PARTNERS) 23 minutes

Based on Dr. Margaret J. Wheatley's book,, offering Nature's systems as models for new, self-managing, and revitalizing organizations.

*Purchase \$895*

**LEADERSHIP AT EVERY LEVEL**

(KANTOLA) 24 minute DVD with ancillary materials

This program offers 6 points that demonstrate successful management styles explaining which style is appropriate for a given situation; plus why the need

to adapt to changing circumstances.

*Purchase only, \$189*

**LEADERSHIP CHALLENGE, THE, 3rd VERSION**

(WILEY) 27 minutes, DVD only

Based on James Kouzes and Barry Posner's research and analysis, it illustrates leadership as a set of skills that can be mastered. Updated with 15 real-life case studies of leaders from both the for-profit and non-profit sectors.

*Purchase only, \$699*

**LEADERSHIP FEEDBACK: WHAT EMPLOYEES WANT TO TELL YOU...BUT DON'T!**

(VIDEO VISIONS) 17 minute DVD with ancillary materials

This program is based on extensive, anonymous interviews with actual employees giving candid feedback about their leaders. 6 key scenarios of leader/employee interaction are presented each with the ineffective leader, and the other with effective ones.

*Rental \$395; Purchase \$795*

**LEADERSHIP/MANAGEMENT MIX, THE**

(SUPERNOVA) 18 minute DVD with ancillary materials

What is the best mix of management and leadership skills for your job? This video shows viewers how to define both, use each independently, and how to integrate them; especially in critical situations or critical times..

*Rental \$295; Purchase \$795*

**LEADERSHIP PICKLES, THE!**

(MEDIA PARTNERS) 16 minute DVD with ancillary materials

Bob Farrell takes his "Give 'Em The Pickle" concept and shows manager/supervisors how to apply it when being a leader to your employees.

*Rental \$350; Purchase \$895*

**LEADERSHIP: WHAT'S TRUST GOT TO DO WITH IT (Original version)**

(VIDEO VISIONS) 19 minutes

Downsizing and rapid change have undermined loyalty and trust between employer and employee. This video teaches team leaders and managers how to rebuild openness, credibility and trust.

*Rental \$395; Purchase \$695*

**LEADERSHIP: WHAT'S TRUST GOT TO DO WITH IT (2nd edition)**

(VIDEO VISIONS) 19 minute DVD program with ancillary materials

This program provides 5 trust-building behaviors with realistic methods for rebuilding trust and gaining employee commitment and involvement.

*Rental \$395, Purchase \$795*

**LEADING BY EXAMPLE (see Covey Leadership Library)**

**LEADING MORE WITH LESS**

(ACCESS TRAINING) 18 minute DVD with ancillary materials

Offers 6 critical, universal, leadership skills for inspiring employees through good, but especially bad times; without spending scarce resources.

*Rental \$395; Purchase \$795, but only \$695 for a limited time.*

**LEADING IN A TIME OF CHANGE**

(JOSSY-BASSE) 42 minute video & workbook

Management gurus, Peter Drucker and Peter Senge, talk about how leaders can prepare themselves and their organizations for change.

*Purchase only, \$195*

**LEADING MORE WITH LESS**

(ACCESS TRAINING) 18 minute DVD with ancillary materials

Offers 6 critical, universal, leadership skills for inspiring employees through good, but especially bad times; without spending scarce resources.

*Rental \$395 Purchase \$795*

**LEADING THE WAY: NEGOTIATING WITH INFLUENCE & PERSUASION**

(EDGE TRAINING) 23 minute DVD with ancillary materials

This program demonstrates 5 key strategies to gain people's support, col-

laboration, and commitment by tactfully using influence and persuasion.  
*Purchase only, \$795. License fee to reproduce materials, \$200.*

#### **LEADING WITH PERSUASION**

(VIDEO VISION) 20 minutes

Offers 3 key steps to present ideas in their best possible light.

*Rental \$395; Purchase \$695*

#### **LEAKPROOF: 8 PRIVACY PRINCIPLES**

(COASTAL/DUPONT) 19 minute DVD with ancillary materials

Gives viewers 8 Privacy Principles with realistic workplace scenarios showing how to protect against leaking sensitive, private information, data breaches, and maintaining organizational privacy.

*Rental \$195; Purchase \$595*

#### **LEARN TO LEAD: LESSONS WITH CAPTAIN SULLY SULLENBERGER**

(COASTAL/DUPONT) 21 minute DVD with ancillary materials

Helps viewers develop as leaders, showing them how to make a transformative impact on ethics, morale, teamwork, and productivity; while offering Captain Sullenberger's 5 leadership principles.

*Rental \$195; Purchase \$595*

#### **LEGACY: THE LEADERSHIP CHALLENGE**

(JOHN WILEY) 6 DVD program with ancillary materials

Based on leadership books by Jim Kouzes and Barry Posner, this program offers advice and the tools needed for developing effective middle and top levels of management.

**1. A Leader's Legacy.** Based on their latest book, it forces leaders to question themselves about the challenges and triumphs of leadership; exploring themes of significance, relationships, aspirations, and courage.

**2. The Leadership Challenge\*.** Introduces their groundbreaking leadership model, The 5 Practices of Exemplary Leadership, then approaches leadership as a measurable, learnable, teachable set of behaviors, as it presents successful case histories.

**3. Encouraging The Heart\*.** Focuses on the challenging practice of encouraging heart in others, showing managers helping others to believe in themselves, celebrate their uniqueness, and discover their own value.

**4. .** The foundational message is about a set of skills anyone can learn and available to all of us; but when put into practice can transform accomplishments from ordinary to extraordinary.

**5. The Credibility Factor: What Followers Expect From Leaders.** Looks at leadership from the perspective of those being led focusing on the skills; lead by example, know yourself, stand up for your beliefs, speak with passion, be honest, competent, inspiring, enthusiastic and credible.

**6. Credibility: How Leaders Gain & Lose It; Why People Demand It.** A follow-up to The Credibility Factor, this video delves into why credibility is the cornerstone of effective leadership; revealing 6 key disciplines and practices that straighten a leader's capacity for developing and sustaining credibility.

*Purchase only, \$999. \*These titles available individually, \$499.*

#### **LEGAL & EFFECTIVE EMPLOYMENT Series**

(COASTAL/DUPONT) 4 DVDs, averaging 25 minutes

For supervisory personnel in dealing with the key and the critical issues that make organizations highly vulnerable to lawsuits.

**Legal & Effective Interviewing Skills. Legal & Effective Performance Appraisals.**

**\*Legal & Effective Progressive Discipline.**

*Each. Rental \$195; Purchase \$595*

#### **LEGAL & EFFECTIVE HIRING**

(KANTOLA) 37 minute DVD

Offers 5 points in explaining proper hiring procedures for selecting the right applicants; while at the same time, protecting oneself and one's organization, from discrimination and legal liability.

*Purchase only, \$159*

#### **LEGAL & EFFECTIVE INTERVIEWING II: THE RIGHT QUESTIONS**

(COASTAL/DUPONT) 14 minute video program

How to train supervisors and managers in every aspect of employment inter-

viewing such as: setting the tone; interview format; listening techniques; as well as other techniques for preventing lawsuits.

*Rental \$195; Purchase \$395, DVD has Spanish*

#### **LEGAL BRIEFS: EMPLOYMENT LAW SERIES**

(VISIONPOINT/MONAD) DVDs average 15 minutes with ancillary materials

**ADA, The: Tough Questions & Straight Answers.** How the ADA daily impacts the workplace.

**\*Discipline & Termination: Improving Performance & Reducing Liability.** Offers 5 key points for fair and litigation proof discipline and termination.

**Harassment & Discrimination: Promoting Respect & Preventing Discrimination.** Offers 7 key points for defining and preventing harassment/discrimination.

**\*Recruiting & Hiring: A Managers Guide To Staying Out Of Court.** Offers 6 key points, critical for litigation proof recruiting and hiring.

**\*Substance Abuse: The Manager's Role In Creating And Maintaining A Drug-Free Workplace.** Provides 3 specific actions that manages/supervisors dealing with the issues of substance use/abuse in the workplace.

**\*Workplace Privacy: Does It Really Exist?** offers 3 specific actions that manages/supervises can take to deal with workplace privacy issues.

**\*Workplace Violence: The Legal Role In Keeping Your Workplace Safe.** Offers 5 points for legally creating a safe workplace.

*Each. Purchase only, \$495. \* The titles \$198; DVD only, \$99.*

*2015 updated versions, \$595*

#### **LEGAL BRIEFS: THE ADA - TOUGH QUESTIONS & STRAIGHT ANSWERS**

(SOLLAH) 23 minute DVD with ancillary materials

Helps managers understand their responsibilities, sort through tough issues, respond effectively while offering key answers to frequently asked questions.

*Purchase only, \$595*

#### **LEGAL E-MAIL & TEXT MESSAGING AT WORK**

(TRAINING ABC) 9 minute DVD with ancillary materials

This program covers every legal aspect of e-mail and texting in the workplace offering the fact that e-mail is permanent and not private; educating viewers on what is inappropriate e-mail and what should never be sent.

*Purchase only, \$295*

#### **LEGAL INTERVIEWING: ASKING THE RIGHT QUESTIONS**

(TRAINING ABC) 19 minute DVD with ancillary materials

This program clarifies how employees are protected by law from illegal, discriminatory interviewing questions; viable for anyone conducting job interviews for the 1st or 100th time.

*Purchase only, \$495*

#### **LEGAL PERIL: 8 MANAGEMENT PITFALLS TO AVOID**

(COASTAL/DUPONT) 23 minute DVD

Reviews 8 key issues, unless correctly implemented, leaves managers/supervisors and organizations open to legal action and expensive settlements.

*Rental \$195; Purchase \$595, DVD has Spanish*

#### **LEGAL SIDE OF PERFORMANCE APPRAISAL: YOU BE THE JUDGE**

(MONAD) 18 minute DVD

Portraying a wrongful discharge trial, the video shows the implications of illegal and poorly conducted performance appraisals.

*Rental \$195; Purchase \$395*

#### **LEGAL SOCIAL MEDIA AT WORK**

(TRAINING ABC) 11 minute DVD with ancillary materials

This program covers every aspect of social media, its popularity and 10 issues whose abuse can create catastrophic personal and legal problems.

*Purchase only, \$395*

#### **LEGAL SURVIVAL SKILLS FOR THE MODERN MANAGER**

(KANTOLA) 26 minute DVD with ancillary materials

The host, Alan Levins an employment law attorney, details critical legal issues and solid principles of people management. Supervises/managers

will learn 12 key points for the challenges of the modern workplace.  
*Purchase only, \$189*

**LESSONS FROM MIRACLE ON THE HUDSON**

(COASTAL/DUPONT) 20 minute DVD with Leader Guide  
Captain "Sully" Sullenberger (the pilot who landed his commercial jet safely on the Hudson River), gives a presentation in 6 segments that focus on Safety. Averaging 3 minutes each, **Being Prepared, Investing in Yourself & Your Values, Teamwork, Making Safety a Priority, Importance of Being Competent, and Communication**, combine in their goal to drive home the entire issue of safety.  
*Rental \$115; Purchase \$295.*

**LESSONS FROM THE NEW SCIENCE**

(MEDIA PARTNERS) 18 minutes  
A documentary of California's and North Carolina's educational systems using Dr. Margaret Wheatly teaching concepts for the needs of the Information Age.  
*Only available for online programs. Call for pricing.*

**LESSONS FROM THE NEW WORKPLACE**

(MEDIA PARTNERS) 20 minutes  
Real-world examples are used, in showing viewers how to apply Margaret Wheatley's concepts and models in their organizations.  
*Purchase \$795,*

**LET'S FACE IT: HARASSMENT TRAINING FOR SUPERVISORS**

(COASTAL/DUPONT) 23 minute DVD with a CD of ancillary materials  
Provides both information and illustrations, Supervisors/Managers need to insure, that appropriate steps are being taken to maintain an harassment free, safe and productive work environment.  
*Rental \$195; Purchase \$595, DVD has Spanish*

**LET'S GET HONEST SEXUAL HARASSMENT PROGRAM**

(MEDIA PARTNERS) 2 DVD program with ancillary materials  
This sexual harassment program offers an engaging, fresh approach that is extremely relevant and comprehensive.  
**Let's Get Honest.** A 15 minute, motivational video, with a real-world perspective for dealing with the daily barrage of media and advertising sexual messages. Offering honest solutions for workplace issues of flirting, dating, clueless behavior, and predatory harassment.  
**He Said, She Said.** An interactive video workshop, with 7 riveting scenarios to challenge employee's beliefs, perceptions, and inappropriate behavior. Workplace settings are office, industrial, health-care, and retail/service.  
*Each. Rental \$350, both \$495; Purchase \$895, both \$1,095*

**LET'S GET TOGETHER! COMMUNICATING RESPECT IN A DIVERSE WORKPLACE**

(ATS) 14 minute DVD with ancillary materials  
Offers views, verbal and nonverbal signals to discuss 4 principles in dealing with issues of communication, diversity, conflict-management, and teamwork.  
*Rental \$295; Purchase \$795*

**LET'S TALK...BULLYING, ABUSIVE CONDUCT, & THE CONSEQUENCES**

(ATS) 10 minute DVD with ancillary materials  
This program defines bullying, abusive conduct, their impact on people, organizations, and the remedies required. Plus, it clarifies the legal definition of bullying.  
*Rental \$195; Purchase \$395. Sale price of \$595, if Let's Talk...Harassment purchased simultaneously.*

**LET'S T.A.L.K.: HANDLING THE DIFFICULT PERFORMANCE APPRAISAL**

(VISIONPOINT/SOLLAH) 20 minute DVD with ancillary materials  
Focuses on the many performance appraisal problems supervisors and managers face, and the actions that can lead to a mutually satisfying solution.  
*Purchase only, \$795*

**LET'S TALK... HARASSMENT - IT HAPPENS!**

(ATS) 10 minute DVD with ancillary materials

This program engages the viewer, covers a lot of ground, details all the pertinent legal concepts, as it addresses the topic in a straightforward, easy to understand manner.  
*Rental \$195; Purchase \$395. Sale price of \$595, if Let's Talk...Bullying purchased simultaneously.*

**LET'S TALK! PERFORMANCE FEEDBACK**

(COASTAL/DUPONT) 24 minute DVD with ancillary materials  
This program offers managers/supervises key points for recognizing well-done jobs and guidance on how to improve their performance. Focusing on the time to talk to their subordinates, giving them correct, timely, and constructive feedback.  
*Purchase only, \$395*

**LET'S TALK... RESPECT - IT MATTERS!**

(ATS) 9 minute DVD with ancillary materials  
Offers examples of appropriate, respectful behavior versus unprofessional and unproductive behavior; as it shows the difference between commonly held standards of professionalism, organization policy, and the law.  
*Purchase only \$395. Sale price of \$595, if 2 titles of "Let's Talk...series" are purchased; \$745 if 3 titles of "Let's Talk... series" are purchased.*

**LET'S TALK...TELEPHONE TACTICS FOR BETTER BUSINESS**

(FILMS MEDIA) 35 minute DVD program iwth leader's guide  
A 2 part series showing how to improve telephone skills; examples of good and bad phone etiquette; and the effect on the bottom line of a business.  
*Purchase only, \$295*

**LIFE & WORK**

(STAR THROWER) 30 minutes  
James A. Autry, and his concepts on tapping the hidden potentials of organization, reducing employee burnout and increasing productivity.  
*Rental \$295; Purchase \$395*

**LIFE IS A SERIES OF PRESENTATIONS: INSPIRE, INFORM & INFLUENCE.**

(VISIONPOINT/SOLLAH) 24 minute DVD with ancillary materials  
Shows employees how to effectively communicate using the steps in the acronym P.O.I.N.T.; creating improved, productive working relationships.  
*Purchase only, \$198; DVD only, \$99.*

**LIFE IS SHORT**

(ATS) 7 minutes  
This meeting opener focuses on an age-old philosophy in reinforcing motivation and communications concepts.  
*Rental \$195; Purchase \$395*

**LIFE IS GOOD... AND WORK CAN BE TOO!**

(ENTERPRISE MEDIA) 24 minute DVD, with ancillary materials  
This is a case study of the "Life Is Good" apparel company; how their philosophy creates optimistic, motivated employees, who deliver quality products and great customer service.  
*Rental \$295; Purchase \$595*

**LIFELINE SERIES**

(ATS) 3 DVDs averaging 3 to 4 minutes each  
Using bright and energetic animations, exciting music, and thought-provoking messages, these meeting openers offer fun and a positive approach to 3 key issues in the workplace.  
**Activating Attitude.** Drives home the need for positive attitudes on the job.  
**Tackling Stress.** 20 helpful hints on how to manage day-to-day stress.  
**Unlocking Conflict.** Offers new, and successful ideas for solving conflict.  
*Either Format. Rental \$195, series \$495; Purchase \$295, series \$695*

**LIFE'S LESSONS SERIES**

(ATS) 6 programs, averaging 3 to 4 minute VHS/DVD  
Created with music and narration, these short, motivational programs, convey simple, inspiring and ageless thought-provoking wisdom; encouraging people to do their best, achieve their fullest potential and personal greatness. Their

titles are self descriptive: **Leadership; Motivation; Change; Teamwork; Value & Ethics;** and **Customer Service.**

*Series. Rental \$595 Purchase \$995. Individual purchase \$295*

#### **LIGHT THE FIRE**

(EDGE TRAINING) 24 minute DVD with Leader Guide

A powerful, encompassing title on performance management focusing on the skills of on-going feedback, coaching, mentoring, recognition, communication, goalsetting in developing motivated and productive employees.

*Purchase only \$795. Add \$200 for unlimited reproduction rights.*

#### **LILA'S STORY TRAINER'S TOOLKIT**

(COASTAL/DUPONT) 14 minutes & Trainer's Toolkit

Having become a patient, a nurse looks back at her patients, realizing that she forgot to care about the people and families behind the illness.

*Rental \$105; Purchase \$395*

#### **LINCOLN**

(WORKPLACE PUBLISHING) 5 minutes

A motivational meeting opener for overcoming adversity, reaching one's goals and becoming a success.

*Rental \$295; Purchase \$395*

#### **LISTENING UNDER PRESSURE: THE CUSTOMER SERVICE CHALLENGE**

(KANTOLA) 14 minute DVD with ancillary materials

Viewers learn 3 specific listening skills for soothing upset customers; get information to solve the customer's problems; and keep their focus in spite of interruptions.

*Purchase only, \$159*

#### **LIVE AND LEARN**

(SUPERNOVA) 2 program DVD of 17 minutes with ancillary materials

Peter Honey presents 4 key learning points in his concepts about viewers taking responsibility for their own learning, rather than waiting to be trained. Today's complex, fast-changing, and challenging environment requires this initiative to survive and prosper.

*Rental \$295; Purchase \$795*

#### **LISTEN & WIN**

(ENTERPRISE MEDIA) 30 minute DVD and book

Presents 4 critical points and techniques on actively, successfully listening.

*Purchase only, \$129.95*

#### **LISTEN & WIN: HOW TO KEEP CUSTOMERS COMING BACK**

(BRIEFINGS) 14 minute DVD with leaders guide

This program shows the powerful techniques and practical tips for being an expert listener; and keeping customers coming back.

*Purchase only, \$195*

#### **LISTENING: THE KEY TO PRODUCTIVITY**

(BRIEFINGS) 23 minute DVD with leaders guide

This program shows viewers the "10 laws of listening," how to apply them; resulting in productive and effective communication.

*Purchase only, \$195*

#### **LITTLE BIG THINGS, THE**

(ENTERPRISE MEDIA) 2 to 4 minute segments

Tom Peters has great stories that are funny, insightful, segmented into 5 different topics: Leadership, Service, Strategy, You, and Excellence.

*Each segment, purchase only, \$195; all 5-\$695*

#### **LITTLE FROG, THE (Spirit Clips Series)**

(SPIRIT EMX) 3 minute DVD

Illustrates the power that encouraging team members can have on performance, while rigid ideas can hold the team back.

*Purchase only, \$295*

#### **LITTLE THINGS MEAN A LOT**

(PROPOSITIONS) 22 minute DVD with ancillary materials

Based on Brigid Moynahan's concepts of Microinequities (small, subtle, negative signals) and Micro-affirmations (small, subtle, positive signals) sent to peers, associates, and subordinates. Creating a workplace atmosphere that could be constructive or destructive.

*Purchase \$995. Online rentals only.*

#### **LIVING IN THE STRETCH ZONE**

(PROPOSITIONS) 30 minutes

Dr. Marc S. Bassin, enthusiastically presents a 4 part model that helps viewers take responsibility for their actions and determining their success.

*Purchase \$695. Online rentals only.*

#### **LIVING THE BRAND: THE PATAGONIA STORY**

(VIDEO ARTS) 18 minute DVD

Based on the book, "Living the Brand", it shows how Patagonia wear captured the passion of its organization's people, creating stronger relationships with customers and developing new ways of working.

*DVD purchase only, \$870. Weekly digital rental only.*

#### **LOOK INSIDE OURSELVES, A**

(ATS) 4 minute DVD

This program reinforces the concepts of compassion, unity, empathy and sharing to create productive communication, teamwork, problem solving, and happy workplaces.

*Purchase only, \$295*

#### **LOOKING FORWARD: YOUR PERFORMANCE APPRAISAL**

(COASTAL/DUPONT) 12 minute DVD with ancillary materials

Offers 3 key points, demonstrating how employees can approach appraisal meetings without fear or trepidation, but willingly ready to learn and share.

*Rental \$195; Purchase \$595, DVD has Spanish*

#### **LOVE & PROFIT: THE ART OF CARING LEADERSHIP**

(STAR THROWER) 30 minutes

Based on James A. Autry's book this video demonstrates to managers the theory behind humane management and caring leadership.

*Rental \$295; Purchase \$395*

#### **LOVE 'EM OR LOSE 'EM: EMPLOYEE RETENTION**

(COASTAL/DUPONT) 22 minute VHS/DVD with ancillary materials

Offers a long list of easily implemented and inexpensive tactics to create a loyal and enthusiastic workforce.

*Rental \$195; Purchase \$595, DVD has Spanish*

#### **LOVE YOUR CUSTOMERS AND LOVE YOUR DIFFICULT CUSTOMERS**

(ENTERPRISE MEDIA) 28 & 11 minutes respectively

Starring John O'Hurley, who has appeared on Seinfeld, Dancing With The Stars, and presently hosts the Family Feud program. He focuses on image and branding, by demonstrating that customer service is a direct extension of how the customer views your company.

*Both programs. Rental \$450; Purchase \$895*

#### **MAD ABOUT CUSTOMER SERVICE**

(MEDIA PARTNERS) 15 minute DVD

Uses the plot of mishandling airport baggage, a customer service rep attempts to correct it, but fails. 4 key points are presented, showing how handling the situation is just as critical as solving the customer's problem.

*Purchase \$695*

#### **MADE SIMPLE SERIES**

(TRAINING ABC) 9 DVD program averaging 15 minutes each

A key way to address common, compliance issues, as each program is designed to teach and test. ADA; EEO; Ethics; FCPA; FLSA; Harassment; Harassment For Managers; Sexual Harassment; and Workplace Bullying.

*Each. Purchase only, \$295. For a limited time, all 9 for \$995. Special online license available, call for details.*

**MAGIC OF WE, THE**

(MEDIA PARTNERS) 8 minutes DVD with ancillary materials  
This case study is a unique example of how management and employees of Snapper Lawnmowers turned a \$54 million loss into a \$13 million profit; and presented as 5 different topics: Leadership, Teamwork, Problem Solving, Lean Manufacturing and Communication.  
*Purchase \$795*

**MAKE IT MATTER: HOW TO MAKE YOURSELF & YOUR ORGANIZATION MATTER**

(MEDIA PARTNERS) 22 minute DVD with ancillary materials  
John A. Jensen provides inspiration, insights, and instructions in illustrating 3 things a person can do at any level of an organization to create a strong personal brand; giving them and the organization a strong impact.  
*Purchase \$795*

**MAKE CHANGE WORK FOR YOU: ANNA'S STORY**

(PROPOSITIONS) 21 minute DVD with ancillary materials  
A company merger presents Anna with a host of unwelcome changes creating issues and stress that negatively affect her work and home life; resulting in sarcasm at work and anger at home. Viewers see 5 powerful steps to become Change-Resilient.  
*Rental \$295; Purchase \$795*

**MAKE THE CONNECTION: HOW TO BE EFFECTIVE & PRODUCTIVE ON THE PHONE**

(BRIEFINGS) 22 minute, VHS/DVD with leaders guide  
Shows viewers how to enhance their telephone skills for better communication, enhanced productivity, and building valuable relationships.  
*Purchase only, \$195*

**MAKING TIME**

(VIDEO ARTS) 25 minute DVD  
Produced by Melrose, it offers practical tips to team members and their managers, for boosting their productivity.  
*DVD purchase only, \$999. Weekly digital rental only.*

**MANAGE YOUR TIME BETTER**

(ENTERPRISE MEDIA) 22 minute video program  
Offers a detailed process for effective and successful time management.  
*Purchase only, \$129.95*

**MANAGEMENT COACH**

(MLI) Online Streaming Program  
This program offers true performance support solutions to help managers and supervisors to effectively deal with over 85% of the most difficult challenges they face within 5 minutes. Each challenge has a 1 minute introduction, identifies key objectives, and offers a video solution. It's available for Droid, iPhone, Tablets, and Desktops.  
*Only \$49.95 per viewer for 1 year of unlimited use.*

**MANAGER AS COACH, THE**

(SUPERNOVA/VA) 14 minute DVD with ancillary materials  
Demonstrating a simple coaching framework, it highlights the skills for effective coaching showing good and poor coaching inaction.  
*Rental \$295; Purchase \$795,*

**MANAGER MOMENTS: HOW TO EXCEL IN TRICKY SITUATIONS**

(MEDIA PARTNERS) a 5 program DVD totaling 34 minutes with ancillary materials  
These 5, short, management programs are the first in a series of 20. The 5 are only on one DVD, but individually available, online with a streaming license.  
**1. How To Curb Employee Gossip (7:05"). 2. How To Deal with Difficult Peers (7:40"). 3. How To Manage Upward (6: 4 5"). 4. How To Manage Time Thieves (7: 20"). 5. How & When To Delegate (6: 15")**  
*Purchase only, \$895*

**MANAGER OR MOUSE?**

(ENTERPRISE MEDIA) 15 minute DVD and workbook

Focuses on empowering supervisors/managers (especially if newly promoted) helping them develop the skills, attitudes, and confidence to be successful.  
*Purchase only, \$149*

**MANAGERS AS MEDIATORS**

(GERALD T. ROGERS) 30 minutes  
Offers 7 principles for non-adversarial resolutions of workplace disputes, with the informal, private, negotiation process of mediation.  
*Rental \$165; Purchase \$495,*

**MANAGERS AS MENTORS: BUILDING PARTNERSHIPS FOR LEARNING**

(MONAD/MINDLINK) 19 minute DVD  
Renowned author, consultant, and speaker, Chip Bell presents, concrete perspectives, practical techniques and tools, for making managers, supervisors, and team leaders into successful mentors.  
*Rental \$250; Purchase \$595*

**MANAGER'S BALANCING ACT, THE: PARADOXICAL MANAGEMENT**

(W. R. SHIRAH) 44 minute DVD with ancillary materials  
Dr. Ben Bissell shows viewers that being a successful manager; requires knowing when to have a sense of humor, or when to be firm.  
*Either format. Purchase only, \$295*

**MANAGER'S GUIDE, A**

(QMR) 2 DVD program 25 minutes each with ancillary materials  
Using the casting and rehearsal of Shakespeare's Hamlet as a backdrop, this program addresses 5 critical areas, presenting 3 key points in each; needed by both new and experienced managers.  
**1. Surviving the Slings & Arrows.** Focuses on the skills to navigate legal and behavioral challenges.  
**2. To Lead Or Not To Lead.** Looks at communication, organizational and leadership skills.  
*Each. Rental \$295; Purchase \$625 for link or for DVD \$725*

**MANAGING CHANGE: THE COMPLETE PERSPECTIVE**

(EDGE TRAINING) 27 minute DVD with Leader Guide  
Offers viewers 5 key points on change; demonstrating how change affects individuals in the best methods of guiding them through it.  
*Purchase only, \$795. Add \$200 for unlimited reproduction rights.*

**MANAGING CHANGE & TRANSITION**

(W. R. SHIRAH) 44 minute DVD with ancillary materials  
Dr. Ben Bissell shows viewers that successful managers must understand the 5 dynamic steps of change, the emotional and verbal responses, and how to guide their staffs through it.  
*Purchase only, \$295*

**MANAGING CONFLICT AT WORK, ART OF COMMUNICATION**

(ENTERPRISE MEDIA) 20 minute DVD, audio and book program  
Shows conflict as a normal; and how to make it a positive experience.  
*Purchase only, \$129.95*

**MANAGING DISTRESS**

(W. R. SHIRAH) 36 minute, VHS/DVD with ancillary materials  
Dr. Ben Bissell identifies sources of stress, both internal and external, then offers practical, common steps to lower and counter stress levels.  
*Purchase only, \$295*

**MANAGING DIVERSITY**

(MEDIA PARTNERS) 30 minutes  
How to manage a diverse, ethnic workforce; and the interpersonal skills needed to get their commitment and motivation.  
*Purchase \$795*

**MANAGING FOUR GENERATIONS IN THE WORKPLACE**

(PROPOSITIONS) 2 DVD program (21 and 14 minutes) with ancillary materials  
Cam Marston offers supervisors/managers the techniques needed for cross-generation communications, conflict avoidance, and maximizing performance.

Using the concept of "Gen-Flexing" that allows an individual to function in another generation's world.

*Purchase \$995. Online rentals only.*

#### **MANAGING FROM THE HEART**

(COASTAL/DUPONT) 30 minute DVD with ancillary materials  
Management is not all about brains. It requires psychological and emotional subtleties as presented in this program, that shows everyone has a potential to grow. Especially if acknowledged by a leader who supports and makes them feel valued and respected.

*Purchase only, \$395*

#### **MANAGING ME**

(VIDEO VISIONS) 16 minute DVD with ancillary materials  
Is a brand new title for managers and supervisors. It offers 6 key points for relating to peers and supervising subordinates; so as to gain their commitment and motivation for increased productivity.

*Rental \$395; Purchase \$795*

#### **MANAGING-ONLY JUST!**

(VIDEO ARTS) 20 minute DVD with ancillary materials  
Dr. Michael Reddy, founder of IC AS, focuses on the key behaviors that will help managers/supervisors be effective under pressure and maintain a positive life-work balance.

*Rental \$395; Purchase \$795*

#### **MANAGING STRESS**

(MEDIA PARTNERS) 33 minutes  
Shows all individuals, how to cope with stress using the available techniques that allow for managing it on or off the job.

*Purchase \$795*

#### **MANAGING STRESS BEFORE IT MANAGES YOU**

(BRIEFINGS) 30 minute DVD with leaders guide  
Viewers see how to recognize, minimize, and alleviate stress for everyone.

*Purchase only, \$195*

#### **MANAGING UP**

(MONAD) 17 minute DVD  
James Brolin hosts Michael LeBoeuf's 5 step program on developing successful relationships with your boss by emphasizing how you behave toward your boss, teaches him or her, how to treat you.

*Rental \$195; Purchase \$395*

#### **MANAGING YOUR OWN PRODUCTIVITY (TRAINING BYTES SERIES)**

(VISIONPOINT/SOLLAH) 8 minute DVD with ancillary materials  
A 3 module program designed to increase the participants' ability to plan, organize, and effectively manage priorities, by focusing on these skills.

**Module 1. Have A Plan. Work The Plan. Planning & Organizing For Results.**

**Module 2. What Should I Do First? Effectively Managing Priorities.**

**Module 3. It Takes A Team! Working With Others To Achieve Results.**

*Purchase only, \$495*

#### **MANAGING WORKPLACE BULLYING**

(KANTOLA) 18 minute DVD with ancillary materials  
This program shows supervisors/managers how to establish being treated respectfully while providing a safe and respectful atmosphere for their subordinates.

*Purchase only, \$189*

#### **MASSEY TRIAD SERIES**

(ENTERPRISE MEDIA) 3 videos, averaging 64 minutes each  
Dr. Morris Massey's concepts on value programming.

**1. What You Are Is Where You Were When.** How programming that occurs during childhood, carries into adulthood, effecting behavior off and on the job.

**2. What You Are Is Not What You Have To Be.** Reviews the concept of "traditionalists, rejectionists," why the value of work, job commitment, and individual performances varies with different age groups. Plus how Significant Emotional

Events can change gut-level values.

**3. What You Are Is Where You See.** Explores future effects by showing how to redefine, redesign and recreate one's point of view imposed by the past.  
*Rental \$275, all-\$475; Purchase \$895, all-\$1,745*

#### **MASTER THE MESSAGE: COMMUNICATING FOR SUCCESS**

(EDGE TRAINING) 16 minute DVD with Leader Guide  
Offering 7 key points, viewers can better their communication skills in building productive relationships; while role-plays present the process from the standpoints of speaker, listener, and facilitator.

*Purchase only \$795. Add \$200 for unlimited reproduction rights.*

#### **MASTERING MEMOS**

(BRIEFINGS) 15 minute DVD with leaders guide  
This program helps viewers learn how to write effective memos that communicate clearly and quickly

*Purchase only, \$195*

#### **MATTER OF RESPECT, A**

(PROPOSITIONS) 17 minute DVD  
Deals with all aspects of innuendos, slurs mimicking, jokes, leers, intimidation, touching, gesturing, threats, rumors, etc., that constitutes sexual or other forms of harassment and open to law suits.

*Purchase \$595. Online rentals only.*

#### **MAURITIUS: CELEBRATING DIFFERENCES (see Covey Leadership) MAX & MAX (see Covey Leadership)**

#### **M. E. E. T.: BREAKING NEW GROUND**

(SOLLAH) 1, 2, & 4 hour DVD program with ancillary materials  
Is a practical tool for managing diversity's dynamics, emphasizing inclusion and respect. Using a 4 step model, it's based on real experiences involving conflict resolution, difficult conversations and stress communications. It is also useful in addressing unconscious bias, stereotyping, bullying, and other issues that create toxic environments and undermine productivity.

*Purchase only, \$995.*

#### **M.E.E.T. ON COMMON GROUND: SPEAKING UP FOR RESPECT IN THE WORKPLACE**

(VISIONPOINT/SOLLAH) 22 minute DVD with ancillary materials  
Managers learn how to handle the difficult situations that can arise out of cultural differences. Offering 6 vignettes for responding to sensitive cultural differences without shame, blame, or stereotyping.

*Purchase only, \$895*

#### **M.E.E.T. ZERO TOLERANCE**

(VISIONPOINT/SOLLAH) 10 minutes  
Helps managers in their discussions on enforcing zero tolerance situations at work, while maintaining fairness, equity, and respect for all employees.

*Purchase only, \$295*

#### **MEETING OPENERS WITH LORETTA LAROCHE**

(ENTERPRISE MEDIA) 4 minutes per video  
**Not Another Meeting.** Laroche uses a 1930's monster movie to turn negative thinking into positive thoughts.

**Whoopie, Another Meeting.** Her funny approach to induce viewers to look at meetings with the enthusiasm and excitement of a child.

*Each. Rental \$95; Purchase \$145*

#### **MEETING ROBBERS**

(MEDIA PARTNERS) 20 minutes  
This video describes how to plan and reach your objectives, avoid interruptions, and other points that result in successful meetings.

*Purchase \$795*

#### **MEETINGS BLOODY MEETINGS REVISED**

(VIDEO ARTS) 30 minute DVD  
Here's the updated classic best seller, showing the humorous blunders and the critical steps for successful meetings. Again featuring John Cleese, it

includes the newest technologies used in today's business.  
*DVD purchase only, \$999. Weekly digital rental only.*

**MEMORIAL HOSPITAL & HEALTHWORKS KIDS MUSEUM: TURNING WORK ASSIGNMENTS INTO WOW PROJECTS (Re-imagine! Series)**

(ENTERPRISE MEDIA) 17 minute DVD

Tom Peters shows how one organization revolutionized the job of teaching kids about health. Presented as people coming up with innovative ideas, testing and bringing them to reality.

*Rental \$295; Purchase \$345*

**MEN, WOMEN & WORK SERIES**

(MONAD/MIINDLINK) 2 video program, 25 minutes each

Internationally recognized speaker and consultant, Audrey Nelson, explores the unique aspects of how the sexes communicate; and how to improve the quality of that communication.

**Listening Between The Lines.** This video defines the listening skills of each sex, offering guidelines to support productive communication.

**Unspoken Messages.** This video explores nonverbal communication; and how men and women use and interpret those unspoken gestures.

*Rental \$250, both \$350; Purchase \$595, both \$795*

**MENTORING 101: THE BASICS**

(SOLLAH) 8 minute DVD with ancillary materials

This 4 point program presents the findings and best practices of successful mentoring programs, established in the high-tech and aeronautical fields. It is a powerful introduction to the concept of mentoring.

*Purchase only, \$595. Special online license available, call for details.*

**MENTORING THAT MAKES A DIFFERENCE: FOR MENTORS & MENTEES**

(MENTORING GROUP) 2 DVDs 43 minutes each

Host Dr. Linda Phillips-Jones and others, offer 5 points and numerous tips, in showing how to create and implement effective mentoring partnerships.

**Part 1. For Mentors. Part 2. For Mentees.**

*Purchase only, \$450. Cannot be purchased separately only,*

**MILLENNIUM COACHING & PERFORMANCE FEEDBACK TRAINING SCENES SERIES**

(QMR) 2 DVDs, 15 minutes each with ancillary materials

This program is designed to help team leaders, supervisors, managers, and others learn the skills needed to provide on-going, effective feedback and coaching skills to maximize employee potential.

**The Leader As Coach.** Offers 5 key points for successful coaching.

**Providing Performance Feedback.** Offers 5 key points for successful feedback.

*Each. Rental \$295; Purchase \$725 for link or for DVD \$725*

**MILLENNIUM COACHING & PERFORMANCE FEEDBACK TRAINING SCENES SERIES**

(QMR) 8 DVDs, averaging 7 minutes each

Dramatizations for exploring coaching and performance feedback skills.

**1. Always Late.** Addresses chronic performance issues, personal challenges and feedback.

**2. I Like Things Just As They Are.** Investigates fear of and resistance to change.

**3. Great Stuff.** Deals with positive feedback, coaching exceptional employees and creating learning environments.

**4. Attitude.** Overcoming peer cynicism and peer coaching for managers.

**5. Maximizing Potential.** Coaching under-performing employees and experienced team members.

**6. Do You Smell Something.** Personal issues and uncomfortable situations.

**7. Lest I Offend You.** Reviews normal and delayed feedback; and EEO concerns.

**8. 360° Feedback.** How to receive feedback as a team leader.

*Each. Rental \$295; Purchase \$725 for link or for DVD \$725*

**MILLENNIUM-LEADERSHIP CAPSULES FOR THE 21st CENTURY Series**

(QMR) 7 DVDs, 15 minutes each

Reviews the leadership skills for organizational success in the next century.

**1. Leadership Is...**The overview video that defines the concept of a leader.

**2. Leader As Coach, The.** Details the why, what and how of coaching.

**3. Leader As Mentor, The.** Details the why, what and how of mentoring.

**4. How Leaders Provide Performance Feedback.** Explores the skills for developing employees.

**5. Beginning Employment Relationships.** Reviews interviewing and hiring.

**6. Ending Employment Relationships.** Reviews the termination process.

**7. In Compliance.** Reviews compliance issues such as, EEO, Diversity, ADA, Sexual Harassment, etc.

*Each. Rental \$295; Purchase \$725 for link or for DVD \$725*

**MINING GROUP GOLD**

(MEDIA PARTNERS) 25 minutes

Based on Thomas A. Kayser's best seller it shows how Top organizations are achieving remarkable results by applying a proven 5-step method of TQM principles in group interactions. Government version available.

*Only available for online programs. Call for pricing.*

**MIRACLE ON THE HUDSON: PREPARE FOR SAFETY**

(COASTAL/DUPONT) 22 minute DVD with ancillary materials

Captain Chesley "Sully" Sullenberger relives the fateful day he was forced to land flight 1549 in the Hudson River, saving hundreds of lives by using the 4 C's: Competence, compassion, commitment, and communication. Giving all viewers the ability to acquire and apply these same characteristics to their lives, both on and off the job.

*Rental \$115; Purchase \$395*

**MIXING FOUR GENERATIONS IN THE WORKPLACE**

(PROPOSITIONS) 2 programs, 17 minutes per, with ancillary materials

Cam Marston hosts defines the different generations on one, while offering information on dealing with the different generations on the other.

*Purchase \$795. Online rentals only.*

**MOMENT OF TRUTH**

(MEDIA PARTNERS) 22 & 4\* minute DVD with ancillary materials

Focuses on giving employees a practical guide for making better decisions; showing 6 scenarios of critical, ethical dilemmas.

**Voices Of Truth\*** is a meeting opener featuring quotes from philosophers, historians and world-famous leaders.

*Rental \$350; Purchase \$895*

**MONTGOMERY (Spirit Clips Series)**

(SPIRIT EMX) 3 minute DVD

Captures a great moment in civil right's history by showing the injustice of discrimination; and inspiring viewers to stand up for equality and respect.

*Purchase only, \$295*

**MORE BLOODY MEETINGS**

(VIDEO ARTS) 30 minute DVD

In this sequel, Cleese must now deal with the human factor, which frequently will dissipate the time and productivity of a meeting.

*DVD purchase only, \$999. Weekly digital rental only.*

**MORE THAN A GUT FEELING III**

(PROPOSITIONS) 32 minute DVD with ancillary materials

A further update, with Dr. Paul Green focusing on an applicant's past work behavior as the best indicator of future behavior. Also for hospitality and service industry.

*Purchase \$895. Online rentals only. DVD has Spanish*

**MORE THAN A GUT FEELING IV**

(PROPOSITIONS) 28 minute DVD with ancillary materials

Featuring Dr. Paul green, this updated version focuses on the critical skills for developing behavioral interviewing and the analysis needed to create Behavioral Based Interviewing questions that result in hiring the right person.

*Purchase \$945. Online rentals only.*

**MORE THAN A GUT FEELING: HIRING EXCELLENT SALES PEOPLE**

(PROPOSITIONS) 26 minute DVD

Using Dr. Paul Green's approach, viewers can learn the techniques for evaluat-



ing and hiring dynamic sales people.

*Purchase \$895. Online rentals only. DVD has Spanish*

**MORE THAN A GUT FEELING—MANUFACTURING VERSION**

(PROPOSITIONS) 28 minute DVD

Based on the original, plant managers, shop supervisors, etc., can also learn the skills needed for sound hiring decisions and reduced turnover.

*Purchase \$895. Online rentals only. DVD has Spanish*

**MORE THAN A GUT FEELING: SITUATIONS FOR DISCUSSION**

(PROPOSITIONS) 10 minute DVD

Showcases 7 clips of wrongful interviewing actions and 1 correct scene, for reinforcing behavior based interviewing techniques. Discounts for owners of More Than A Gut Feeling.

*Purchase \$595. Online rentals only. DVD has Spanish*

**MORE THAN ONE RIGHT ANSWER**

(STARTTHROWER) 3 minute DVD with ancillary materials

Dewitt Jones focuses on looking for multiple, right answers that exist in any problem or challenge.

*Purchase only, \$395*

**MOTIVATING EMPLOYEES DURING ORGANIZATIONAL CHANGE**

(BRIEFINGS) 21 minute DVD with leaders guide

This program shows viewers how to be cognizant of employee needs, effectively communicate, and build and/or maintain .

*Purchase only, \$195*

**MOTIVATION: DREAM IT. WALK IT. BELIEVE IT.**

(VISIONPOINT/MONAD) 19 minute DVD with ancillary materials

Interviews of real people, whose life and experiences exemplify the 3 principles of this video in creating energized and positive work attitudes.

*Purchase only, \$198; DVD only, \$99.*

**MUPPET MEETING OPENERS & BREAKS**

(ENTERPRISE MEDIA) DVD, averaging 2-4 minutes

**BENEFITS**

Frustrated employees try untangling their new medical benefits labyrinth.

**BLINDED BY RESEARCH**

A look at market research gone awry.

**BREAK 'N THE RULES**

Can you reason with an over the zealous legal department?

**COMPUTER!**

Grump turns a computer into a pizza machine.

**EXECUTIVE'S ISLAND**

Spoof on the dangers of "red tape."

**EXPLOSION**

Grump, Leo, a boring meeting, and a countdown to coffee.

**5 BASIC RULES OF SELLING**

How would you sell a 500 lb. gorilla?

**GREAT MOMENTS...IN BUSINESS HISTORY**

Sales /negotiation techniques from prehistoric times to now.

**GRUMP CRITIC**

Leo gives a speech; and Grump helps him?

**HOW TO END A MEETING**

How else, but by having the fat lady sing.

**HOW TO SELL**

A spoof on selling skills and techniques.

**INTRODUCTION**

How not to introduce a speaker; and a spot for introducing your speaker.

**INTRODUCTION WITH A SLIGHT SNARE**

Leo teaches Grump how to jazz up an introduction with a set of drums.

**JUST A FEW ANNOUNCEMENTS**

What do you do with agenda changes during a meeting.

**LEO AND THE MONSTER**

Leo's short list on the secrets of success.

**LET'S HAVE THE DAM BREAK**

Why a break is essential.

**MEAL BREAK**

Grump's meal break brings a food fight to life.

*The above titles are on Preview Real 1.*

**NOBODY PERFECT**

Grump and Leo create the perfect employee; a clone of the boss.

**NOW HERE THIS!**

A loud and clear message: miscommunication becomes mass confusion.

**SAFETY ZONE**

A Rod Serling muppet does a Twilight Zone office safety spoof.

**SALES SAVVY**

Sales opening techniques and their effects on the prospect.

**SELL, SELL, SELL**

The most famous and most popular Muppet meeting opener or closer.

**SUPER SALESPERSON**

Smilin' Ed and a humorous lesson in the fine art of selling.

**TAKE THIS FORM AND FILE IT!**

Leo and Grump in a red tape corporate shootout, using forms.

**TEAMWORK IN ACTION**

Miss Piggy, Fozzie Bear and frustrated library patrons create a hilarious cacophony of sound, that turns a into a symphony.

**THE ART OF NEGOTIATION**

Leo and Grump do their versions of negotiating.

**THE B.I.G. PLAN**

Leo's B. I. G. plan gets lost in the flurry of wacky acronyms.

**THE BIG PICTURE**

Simple, small requests, and how they relate to a team's success.

**THE COFFEE BREAK MACHINE**

The ultimate user-friendly coffee machine meets the ultimate user-abuse.

**THE HALF-MINUTE MANAGER**

Issues of productivity, high management and stop watches.

**THE IDEAL SALES REP**

Leo's tries to transform Grump into a perfect sales rep.

**THE MEETING THAT WOULD NOT DIE**

What happens when the speaker is oblivious to his audiences needs.

**THE RAP UP**

Leo raps his appreciation for his sales force's efforts.

**THE SECRETS SUCCESS**

Grump declares war on complacency and underachievement.

**THE SKY'S THE LIMIT**

Leo praises the company's best heads and inflates their egos.

**THINK BIGGER**

The Muppets demonstrate the importance of encouraging new ideas.

**TOP 10 REASONS TO TAKE A BREAK**

Here are 10 humorous ways to tell people it's time for a break.

**WHAT'S THIS MEETING ALL ABOUT**

Grump asks a simple question, but Leo can't seem to find a simple answer.

**WHEELS OF PROGRESS**

Grump and a skateboard increase speed and efficiency around the office.

**WHO NEEDS A BREAK?**

A spoof on knowing when and why to take a break.

**WIN! WIN! WIN!**

Based on "Sell! Sell! Sell!" here's another message, "Winning Is Everything."

*The above titles are on Preview Real 2.*

*Purchase only, \$295; quantity discounts available*

**MY IDEA**

(DYNAMIC TRAINING MEDIA) 4 minutes

Shows how to generate and implement the creative ideas resulting from team meetings; so they don't die in purgatory.

*Rental \$225; Purchase \$295*

**NEED TO KNOW, A: INSIDER TRADING AND THE LAW**

(ENTERPRISE MEDIA INC.) 25 minutes

Harvard Law Professor Charles Ogletree explains the importance of compliance with the new SEC insider trading regulations.

*Rental \$200; Purchase \$475*

**NEGOTIATING FOR BUSINESS RESULTS**

(ENTERPRISE MEDIA) 39 minute video, audio and book

How to develop the skills for successful negotiation, avoid being fearful, while enjoying the process.

*Purchase only, \$129.95*

**NEGOTIATING: TYING THE KNOT**

(VIDEO ARTS) 30 minute DVD

Using the plot of a personal relationship between a man and a woman, the concept of effective negotiation and its key points are presented.

*DVD purchase only, \$999. Weekly digital rental only.*

**NEGOTIATIONS: SOLVING THE TOUGH PROBLEMS**

(PROPOSITIONS) 18 minute DVD with ancillary materials

Shows how to handle awkward and difficult situations, build rapport, develop lasting relationships, develop trust, and accomplish win-win solutions.

*Purchase \$695. Online rentals only.*

**NEW BUSINESS OF PARADIGMS, THE**

(STAR THROWER) 2 title program, \*26 and \*\*18 minute DVD plus ancillary material CD.

**1. The New Business of Paradigms: Classic Edition.** Based on the original video, it contains many of the same stories and examples, but with a new, updated look.\*

**2. The New Business of Paradigms: 21st Century.** Present the same concepts but, with exciting, new examples and stories.\*\*

*Both titles. Rental \$295; Purchase \$895*

**NEW DEAL, A (Spirit Clips Series)**

(SPIRIT EMX) 4 minute DVD

Edited footage of FDR detailing the challenges of his era and correlating them to today's. Focusing on looking beyond one's fears; believing in one's ability to succeed; reaching deep within for strength and courage to persevere through any obstacle.

*Purchase only, \$295 Quantity discounts.*

**NEW PARTNERSHIP, THE**

(ENTERPRISE MEDIA) 30 minutes

Tom Melohn and the success at his company, NATD. Location visits to Apple and NUMMI (a joint venture of Toyota and General Motors) to show his management theory of partnership between customers and suppliers.

*Purchase only, \$149*

**NEW SUPERVISOR, THE: SKILLS FOR SUCCESS**

(ENTERPRISE MEDIA) 48 minute DVD audio and book

Offers the skills, and how to develop them, to make being a supervisor productive, enjoyable and motivating to subordinates.

*Purchase only, \$129.95*

**NEW TIME OF YOUR LIFE, THE**

(PROPOSITIONS) 21 minute video/DVD & CD of ancillary materials

Based on Alan Lakein's book, "How to Get Control of Your Time and Your Life," this remake of the all time best selling video offers 6 simple methods for effective time management ; whether on the job or in your personal life.

*Purchase \$595. Online rentals only. DVD has Spanish*

**NEW WORKPLACE, THE, Series**

(QMR) 2 videos, 23 minutes each

**1. Making The Change.** Oriented to all employees, persons of various public and private organizations discuss their experiences, goals, dealing with each other, their jobs and the global economy.

**2. Leading The Change.** For all management levels, people of various public and private organizations discuss their experiences and goals for transforming their organizations and coping with the competition of the global economy.

*Each. Rental \$295; Purchase \$625 for link or for DVD \$725*

**9 TO 5 SURVIVAL GUIDE**

(MERIDIAN) 25 minutes

Discusses appropriate wardrobe and work habits for employees, offering suggestions for making any necessary improvements.

*Purchase only, \$195*

**NO EXCUSES: FOUNDATIONS FOR ACCOUNTABILITY, ETHICS AND VALUES**

(EDGE TRAINING) 28 minute DVD with Leader Guide

This program, by offering 5 key points, gives managers/supervisors the

tools they need to hold themselves to high standards, while influencing their peers and the people they lead.

*Purchase only, \$795. Add \$200 for unlimited reproduction rights.*

**NO PRIVACY: LEGAL ISSUES IN EMAIL**

(COASTAL/DUPONT) an E-Learning program

This course establishes, dramatizes and reinforces the important guidelines for the effective and legal use of email.

*Call for pricing*

**NOBODY'S LISTENING**

(MEDIA PARTNERS LEARNING) 11minute DVD with leader's guide

This humorous program shows the consequences of poor listening skills, inept communication, frustration, and plenty of inaccuracies/errors.

*Purchase \$495,*

**NOT EVERYONE GETS A TROPHY**

(MEDIA PARTNERS) 29 minute DVD with ancillary materials

Bruce Tulgan, recognized as one of the world's leading experts on young people in the workforce, offers a wise and humorous look at the challenge of training and managing the newest generation of employees.

*Rental \$350; Purchase \$895*

**NOT JUST ANOTHER MEETING**

(COASTAL/DUPONT) 22 minute DVD

Viewers will see 10 appraisals that go awry, and how to do them correctly.

*Rental \$195; Purchase \$595, DVD has Spanish*

**NOT MY TYPE: VALUING DIVERSITY**

(VIDEO ARTS) 24 minute DVD

Encourages managers to question their assumptions about other people, and nurture the potential found in diversity.

*DVD purchase only, \$870. Weekly digital rental only.*

**NOT SO OBVIOUS ART OF DYNAMIC COLLABORATION, THE**

(PROPOSITIONS) 32 minutes DVD

Based on Michael Shrage's book "No More Teams," it reviews the concept of teams, creating a new mode of working together using collaboration.

*Purchase \$495. Online rentals only.*

**NOTHING BUT THE TRUTH: GIVING A DEPOSITION IN A CIVIL CASE**

(EDGE TRAINING) 21 minute DVD with ancillary materials

Offers 5 simple rules in discrimination, harassment, injuries and accident caused lawsuits. Powerful vignettes demonstrate the actions and reactions involved in giving depositions.

*Purchase only \$795. Add \$200 for unlimited reproduction rights.*

**NOW SERVING EVERY CUSTOMER**

(MERIDIAN) 25 minutes, VHS/DVD

Shows how simple it is to provide excellent customer service to disabled persons, by focusing on common sense and common courtesies.

*Purchase only, \$195*

**OFFICE ERGONOMICS: IT'S YOUR MOVE**

(COASTAL/DUPONT) 16 minute DVD

Shows office situations, the dangers, the preventive actions, and the cures.

*Rental \$115; Purchase \$295*

**OFFICE SAFETY: IT'S A JUNGLE IN THERE**

(COASTAL/DUPONT) 20 minute DDVD

This programs focuses on 3 key points. Preventing injuries; controlling dangers; and formulating emergency plans.

*Rental \$115; Purchase \$295*

**ON A HIGH NOTE**

(STAR THROWER) 5 minute DVD with ancillary materials

Laura Goodrich explores 3 key concepts; the importance of knowing yourself, where you want to go, and developing the commitment to get there.

And how these concepts result in achieving one's goals

*Purchase only, \$395*

**ON THE EDGE: MANAGING HIGH RISK SITUATIONS (ver 2.0)**

(EDGE TRAINING) 15 minute DVD with ancillary materials

An update to the earlier production, this video presents volatile and potentially violent workplace situations; plus solutions and preventive actions.

*Purchase only \$795. Add \$200 for unlimited reproduction rights.*

**ON THE EDGE: PREVENTING VIOLENCE IN THE WORKPLACE (ver 1.0)**

(EDGE TRAINING) 17 minute DVD with ancillary materials

Presents 9 scenarios of employees facing volatile/potentially violent situations in the workplace; offering the skills and preventive actions to counter them. Fee based on number of employees and includes unlimited duplication.

*Purchase only \$795. Add \$200 for unlimited reproduction rights.*

**ON THE THRESHOLD OF CHANGE**

(QMR) 17 minutes

An overview of their Diversity Series. Exploring managing fear and prejudice, the impact of legal issues, why this type of training is critical.

*Rental \$295; Purchase \$625 for link or for DVD \$725*

**ON YOUR OWN**

(MONAD) 7 minutes

The raising and training of race horses, correlates to how individuals and organizations, must develop the attitude, motivation and climate for competent successful, and productive employees.

*Rental \$195; Purchase \$395*

**ONCE AND FOR ALL**

(VIVID EDGE PRODUCTIONS) 21 minute

Dealing with performance management, this video offers 5 key points for dealing with employee performance and its effect on productivity.

*Rental \$250 Purchase \$625*

**ONCE AND FOR ALL: RESOLVING PERFORMANCE CHALLENGES**

(VIVID EDGE) 21 minute DVD with ancillary materials

This program takes an entertaining approach in dealing with employee performance; reminding participants that a key role for a manager/supervisor or team leader is to help employees become more productive.

*Rental \$295; Purchase \$695*

**ONCE UPON A LEADER: TALES OF LEGENDARY LEADERSHIP**

(VISIONPOINT/SOLLAH) 17 minute DVD with ancillary materials

An animated, whimsical spoof of popular tales, familiar characters present 4 key leadership points for enhancing leadership in any organization.

*Purchase only, \$198; DVD only, \$99.*

**ONE FOR ALL, TEAMWORK: THE MEERKAT WAY**

(COASTAL/DUPONT) 21 minute DVD with ancillary materials

Is about tiny, lovable, vulnerable creatures, living in a hostile environment (Kalahari Desert) of savage predators. They survive by cooperating and maintaining an interdependent culture.

*Rental \$195; Purchase \$595, DVD has Spanish*

**ONE ON ONE: INFORMAL EMPLOYEE PERFORMANCE REVIEW**

(EMPLOYEE UNIVERSITY) 39 minute VHS/DVD, with ancillary materials

Presents the concept of informal employee performance reviews. A periodic, but frequent process to quickly produce measurable results. Also includes "Building Employee Morale: Missed Opportunities."

*Rental \$275; Purchase \$549*

**ONE SMALL STEP (Spirit Clips Series)**

(SPIRIT EMX) 2 minute DVD

John F. Kennedy's famous speech challenging Americans; while reminding viewers that anything is possible with hard work, courage and challenging their own limiting beliefs.

*Purchase only, \$295, Quantity discounts.*

**OPEN MIND, OPEN WORLD: IMPROVING INTERCULTURAL INTERACTIONS**

(VISIONPOINT/SOLLAH) DVD program with ancillary materials

Offering 5 key points, viewers will identify and understand basic cultural values and behaviors, gain insights, strategies and skills that help minimize cultural misunderstandings and strengthen interactions.

*Purchase only, \$995*

**OPPORTUNITY IMPERATIVE, THE**

(ENTERPRISE MEDIA) 47 minutes

Sam Tyler hosts in presenting case studies on Intuit, Coca-Cola, and Springfield Remanufacturing foster cultures of product innovation and entrepreneurship; that turn adversity into opportunity and reenergize employees.

*Purchase only, \$149*

**ORDINARY PEOPLE, EXTRAORDINARY RESULTS: TRUE STORIES OF GREAT LEADERSHIP**

(MEDIA PARTNERS) 6 video DVD, 7-9 minutes, \*meeting openers, 2:30 minutes each.

Based on Franklin/Covey Leadership Workshops, it is a compilation of 4 stand-alone videos, \*2 meeting openers, showing the accomplishments of average people doing small things that successfully motivated others.

**Trim Tab.** Is a small rudder built into the big rudder of a ship, making it easier to change course. Madeline Cartwright, a school principal, shows how one small change was a catalyst for bigger changes.

**A Legacy of Winning.** Anson Dorrance, the 30 year coach of UNC women's soccer team, has to deal with some of his best players leaving every year. He uses a blend of performance measurement, purposeful practice, and personal encouragement to the team at its best.

**Store 334.** Is about employees not wanting to work and customers not wanting to shop. Jim Dixon as a manager of a bad-performing supermarket, who after trying various methods, hit upon the secret to motivational and revenue-producing success.

**Emma Brandon.** A hospital ward supervisor, found her staff functioning poorly. Rather than institute immediate change, she watched, questioned and analyzed; involving employees (and patients) in decisions, holding them accountable for results, encouraging them to try new ideas, and resulting in amazing successes.

**\*Your Best Moment.** Is about transitioning strategies into goals.

**\*Live Love Learn Legacy.** Is about leaders conveying inspirational thoughts.  
*Purchase \$895*

**OTHER SIDE OF THE WINDOW, THE: PROVIDING EXCEPTIONAL SERVICE IN GOVERNMENT**

(MEDIA PARTNERS) 15 minute DVD & ancillary materials

The video focuses on how bureaucratic systems and procedures often undermine the level of service and respect for the public.

*Purchase \$695*

**OUCH! THAT STEREOTYPE HURTS**

(SUNSHOWER) 2 video program; 13 and 5 minutes with ancillary materials

Shows impact of casual and pointed stereotype and biased statements; many reasons people sit silent when uttered; and the techniques for countering the comments, without blame or guilt.

*Rental \$300; Purchase \$695*

**OUCH! YOUR SILENCE HURTS**

(SUNSHOWER LEARNING) 9 minute DVD, with ancillary materials

A powerful, compelling video, motivating viewers to speak up for respect on behalf of someone else. It asks them, "how will you respond the next time you witness somebody being treated disrespectfully."

*Rental \$300; Purchase \$595*

**OVER EXERTION**

(SOLLAH) 14 minutes, VHS, DVD, & On-line

Employees learn how their body functions; over exertion risk factors; injury types; and measures for reducing exposure to, and preventing injuries.

*Purchase only, \$295*

**OVERCOMING STRESS AT WORK**

(ENTERPRISE MEDIA) 19 minute video, audio, & book  
Gives 4 points to define and overcome stress, wherever it is created.  
*Purchase only, DVD \$129.95*

**OWN IT!**

(ADVANCED KNOWLEDGE) 20 minutes  
Focuses on supervisors and frontline personnel, have taken ownership of their jobs, resulting in loyalty, improved productivity, and smiling, happy people.  
*Rental \$195; Purchase \$495*

**OXO GOOD GRIPS: THINK DIFFERENTLY (Re-imagine! Series)**

(ENTERPRISE MEDIA) 15 minute video and workbook  
Here is a unique company, where innovation, passion, and thinking differently create its success. Refusing to fit the definition of marketing experts, it looks for success and new products from any kind of customer.  
*Rental \$345; Purchase \$795, Quantity discounts.*

**PAINLESS PERFORMANCE IMPROVEMENT**

(MEDIA PARTNERS) 22 minute DVD with ancillary materials  
This program uses comedy in presenting a 6 step, foolproof technique for helping team members improve their performance without the drama, pain and conflict normally associated with performance management.  
*Rental \$350; Purchase \$895,*

**PARADIGM MASTERY Series**

(STAR THROWER) 5 video program, averaging 25 minutes each  
Joel Barker's newest Series dealing with paradigm shifts.  
**Change & Leadership.** Shows the roles of managers, leaders and employees during change.

**Paradigm Effect, The.** Helps people understand the power of their paradigms, and what happens when they shift.

**Paradigm Curve, The.** Where's the paradigm, and where's the viewer's location in its cycle.

**Paradigm Partners.** Identifies them within the organization; their views, roles, and their reactions.

**Paradigm Hunting.** Barker offers 2 simple steps to discover the future.  
*Rental \$295, series \$600; Purchase \$495, series \$695*

**PARADIGM PIONEERS**

(STAR THROWER) 38 minutes  
Joel Barker explores people who recognized paradigm shifts, taking advantage of them, to guide their organizations from concept to implementation.  
*Rental \$295; Purchase \$495*

**PARADIGM PRINCIPLES**

(STAR THROWER) 37 minutes  
Finally Joel Barker's how-to video. He builds on "The Business Of Paradigms," defining the shift and it's importance; then goes beyond with 4 principles for understanding shifts.  
*Rental \$295; Purchase \$495*

**PARTNERING INTELLIGENCE: CREATING VALUE BY BUILDING STRONG ALLIANCES**

(MONAD/MINDLINK) 19 minute DVD  
Stephen Dent shows all organizational employees how to identify and improve partnering intelligence, partner with external alliances, customers, suppliers, competitors, internal peers, team members, departments or divisions.  
*Rental \$225; Purchase \$495*

**PASS IT ON: COACHING SKILLS FOR MANAGERS**

(VIDEO ARTS) 25 minute DVD  
Emphasizes the need for managers to learn coaching skills, plus offering points on how to be a successful coach.  
*DVD purchase only, \$999. Weekly digital rental only.*

**PASSION FOR CUSTOMERS, A**

(ENTERPRISE MEDIA) 67 & \*25 minute DVD  
Tom Peters on location with 5 organizations; details how they provide superior

customer service. The companies: Federal Express, The Limited, Worthington Industries, University National Bank & Trust, and the Louisville Red Birds.  
*Rental \$275; Purchase \*\$495, \$895*

**PASSION FOR EXCELLENCE, A**

(ENTERPRISE MEDIA) 63 & \*25 minute DVD  
Tom Peters' presentation on creating it: Examples of Donald Shafer, the innovative mayor of Baltimore; Retired Air Force General Bill Creech, who motivated airmen into being better maintenance and support people; and Stew Leonard, whose customer-oriented grocery business helped redirect an industry.  
*Rental \$275; Purchase \*\$495, \$895*

**PATIENT CONFIDENTIALITY: PRIVACY IN THE HIGH-TECH ERA**

(COASTAL/DUPONT) 24 minute DVD with ancillary materials  
By emphasizing and presenting three key points, this program shows healthcare workers the importance of respecting, protecting, and the necessary action when a patient's confidentiality is at risk.  
*Rental \$105; Purchase \$295*

**PATIENT DIVERSITY: BEYOND THE VITAL SIGNS**

(MEDIA PARTNERS) 20 minutes  
Shows the critical need to know your patient population: their belief systems, folk medicine, lore; even how they respond to the pain and medical care.  
*Purchase \$595,*

**PATIENT SAFETY: COACHING AND TEAMWORK**

(COASTAL/DUPONT) 17 minute DVD with ancillary materials  
This program strengthens the collaboration between staff members by developing 5 essential skills that address individual, interpersonal and systemic factors affecting patient safety: mindsets, attitudes, communication problems, and the processes by which healthcare is delivered.  
*Rental \$105; Purchase \$295*

**PATIENT SAFETY: LIGHT THE WAY**

(COASTAL/DUPONT) 16 minute DVD with ancillary materials  
Offering 3 key concepts this program will create and reinforce a culture of safety within your facility. Also available in Spanish and Portuguese.  
*Purchase only, \$295*

**PATTERNS**

(QMR) 3 program DVD (25 & 10\* minutes) with ancillary material CD  
Using a Series of short dramatizations, this Series describes common patterns of illegal or inappropriate behavior, identifying and dealing with them.  
**1. Preventing Sexual Harassment.** Focuses on all employees.  
**2. Responding To Sexual Harassment.** Management's responsibilities.  
**\*3. Rights & Responsibilities.** Focuses on new employee orientation.  
*Each: Rental \$295; Purchase \$625 for link or for DVD \$725.  
\*Purchase only, \$395*

**PATTERNS' TRAINING SCENES**

(QMR) 20 minute DVD with ancillary materials  
This is a compilation of 8 dramatized scenes from the Patterns' Series.  
*Rental \$295; Purchase \$625 for link or for DVD \$725*

**PEACOCK IN THE LAND OF PENGUINS**

(MEDIA PARTNERS) 10 minutes with ancillary materials  
Based on B. J. Hateley and Warren Schmidt's book, this light, animated fable, is about being different in organizations and workforce diversity.  
*Purchase \$595*

**PEER TODAY, BOSS TOMORROW**

(VISIONPOINT/SOLLAH) 22 minute VHS/ DVD with ancillary materials  
Helps viewers make the successful transition from co-worker to manager/supervisor; by offering 4 strategies to help them deal with difficult situations and changing relationships.  
*Purchase only, \$895*

**PEOPLE**

(WORKPLACE PUBLISHING) 4 minute DVD

This beautiful piece of art, proclaims the value of people. Impacting associates, peers, supervisors/managers, subordinates, etc., by showing how to respect each other; making them a united and productive force for success.

*Either Format. Rental \$295; Purchase \$375,*

**PERCEPTION: THE TRAGEDY OF THE FRIENDLY BREAKFAST**

(PROPOSITIONS) 7 minute DVD

A meeting opener that spoofs old movies, driving home the point of how people look at the world, based on their perceptions.

*Purchase \$385. Online rentals only.*

**PERFECT DAY, THE**

(AUDIO VISION) 60 minutes

A non-narration, stress relieving program of scenic, nature cinematography and featuring relaxing music by Chris Theriault .

*Purchase only, \$199*

**PERFECTLY NORMAL DAY, A**

(MONAD) 28 minute DVD

A follow up to "Time Of Your Life," it deals with critical problems of handling single and multiple interruptions, juggling priorities, and crisis management.

*Rental \$195; Purchase \$395*

**PERFORMANCE APPRAISALS: GETTING RESULTS**

(KANTOLA) 18 minute DVD & study guide

Offers 8 points for effective and productive performance appraisals. It presents a small-business initializing the process and a large corporation energizing an existing system.

*Purchase only, \$169*

**PERFORMANCE EXCELLENCE Series**

(ASH-QUARRY) 6 videos, averaging 13 minutes each

Coaching skills and actions for helping others achieve optimum performance.

**1. Coaching To Clarifying Expectations 2. Coaching To Build Skills. 3. Coaching To Enhance Confidence 4. Coaching To Encourage Flexibility. 5. Coaching To Resolve Conflict. 6. Coaching To Develop Motivation.**

*Rental \$150, all-\$495; Purchase \$495, all-\$1,485*

**PERFORMANCE MATTERS Series**

(VIDEO ARTS) 2 DVD program, 20 minutes each.

**The Importance Of Praise.** John Cleese offers 6 points about a tool that's powerful, cheap, easy to use; resulting in motivated and productive workgroups.

**The Need For Constructive Criticism.** John Cleese, gives 7 points for constructively giving criticism; so as to counter alienation.

*Purchase only, each \$999; both \$1,749. Weekly digital rental only,*

**PERFORMANCE REVIEW: CODE RED**

(VIDEO ARTS) 26 minute DVD with ancillary materials

Illustrates the techniques required to handle difficult performance reviews by giving examples of 3 reviews that are the most difficult for managers.

*Purchase only, \$999. Weekly digital rental only.*

**PERFORMANCE REVIEW SERIES**

(VIDEO ARTS) 2 DVDs, 30 & 20 minutes each

A program for managers, appraisees, and a win-win performance review.

**Part 1. Every Manager's Nightmare.** Shows 6 nightmare situations, with techniques to make the reviews more productive and less confrontational.

**Part 2. Every Appraisee's Dream.** Prepares the appraisee, using a 3 part structure, for a successful performance review.

*Each. Purchase only, \$999, both \$1,749. Weekly digital rental only,*

**PERSON-TO-PERSON: CREATING RESPECTFUL WORKPLACES**

(PROPOSITIONS) 28 minute DVD

Focuses on the individual's role and responsibility, showing productive ways to confront inappropriate, unwelcome, embarrassing or demeaning behaviors.

*Purchase \$595. Online rentals only.*

**PERSONAL EFFICIENCY PROGRAM, THE HOW TO GET ORGANIZED TO DO MORE WORK IN LESS TIME**

(MONAD) 26 minute DVD with updated book

Kerry Gleeson's PEP program can multiply personal productivity, as it identifies critical pieces of knowledge, common processes and systems to improve self-management; while maximizing one's efforts.

*Rental \$295; Purchase \$425*

**PERSONAL GOAL SETTING: JOURNEY TO SUCCESS**

(COASTAL/DUPONT) 21 minute DVD with ancillary materials

A motivational video about Bill Irwin, being blind, hiked the Appalachian Trail with his dog, through treacherous terrain and weather.

*Rental \$195; Purchase \$395, DVD has Spanish*

**PHONE FUNDAMENTALS**

(VIDEO ARTS) CD-ROM, usage time 1.5 hours

A basic interactive program on using the phone professionally; and helpful to all persons in an organization.

*Purchase only with a minimum of 10 users for \$750*

**PIGEONHOLED IN THE LAND OF PENGUINS**

(MEDIA PARTNERS) 10 minutes

An animated parable about stereotyping, and how it undermines productivity by demotivating individuals and their relationship to one another.

*Purchase \$495*

**PIT CREW CHALLENGE: DRIVEN TO PERFORM**

(ADVANCED KNOWLEDGE) 15 minute DVD with ancillary materials

Focuses on the critical timing, teamwork and communication that NASCAR pit crews require; showing 2 teams of competing executives as pit crews.

*Rental \$295; Purchase \$625,*

**PLEASE RESPECT MY GENERATION! 5 GENERATIONS AT WORK**

(ATS) 23 minute DVD program with ancillary materials

Bridges the gap between the life experiences, values, and ideas of 5 generations participating in a diverse workplace.

*Rental \$295; Purchase \$795*

**PLUS OF US, THE**

(PROPOSITIONS) 3 DVD program, averaging 18 minutes with ancillary materials

Featuring Greg Naylor, it covers Diversity, Discrimination, and Harassment issues; taking viewers beyond legal rules to an understanding of the basic human needs and emotions that control workplace relationships.

*Purchase \$795. Online rentals only.*

**POLICY IS NOT ENOUGH, A**

(EDGE TRAINING) 17 minute DVD with Leader Guide

Shows organizational leaders how to and why they must create the environment of respectful behavior.

*Purchase only \$795. Add \$200 for unlimited reproduction rights.*

**POSITIVE DISCIPLINE**

(MEDIA PARTNERS) 22 minute DVD with ancillary materials

Updating their old discipline title, this program is based on the 5 step model outlined in Eric Harvey and Paul Sims' book (Positive Discipline: How To Resolve Tough Performance Problems Quickly...and Permanently).

*Purchase \$995*

**POSITIVE PREVENTION SERIES**

(PROPOSITIONS) DVD & Leader's Guide, PowerPoint Presentation, Quiz, etc.

This 2 program Series deals with the main issues in today's workplace.

**A Real World Guide To Preventing Sexual Harassment In The Workplace** (15"). Covered are: the definition, liability, impact, policy and action.

**A Real World Guide To Diversity In The Workplace.** (15"). Covered are: defining, appreciating, and deploying workplace diversity.

*Each: Purchase \$695, both \$1,195. Online rentals only.*

**POWER DEAD EVEN RULE, THE, & OTHER GENDER DIFFERENCES IN THE WORKPLACE REVISED**

(HEIM GROUP) 43 minute DVD

Pat Heim's revised, dynamic presentation on the cultural differences between men and women; how it evolved; how it effects their communication and ability to work with one another.

*Rental \$165, Purchase, \$495*

**POWER OF ATTITUDE, THE**

(ENTERPRISE MEDIA) 19 minute video, audio, & book

This program offers 5 steps for developing and projecting a positive attitude in the workplace and beyond.

*Purchase only, \$129.95*

**POWER OF CUSTOMER SERVICE, THE**

(ENTERPRISE MEDIA) 45 minute video, audio and guide

Using the "3 Cs" of customer service (Concern, Communication, and Competence) customer service expert Dr. Paul Timm brings to life skills needed to succeed in any customer relationship.

*Purchase only, \$129.95. Total program \$395*

**POWER OF FUTURE CONVERSATION, THE**

(MEDIA PARTNERS) 20 minutes

Based on his book, "Leadership and the Art of Conversation," Kim Krisco presents 6 key principles for using conversation effectively for change and achieving unforeseen innovations or improvements. Government version too.

*Only available for online programs. Call for pricing.*

**POWER OF LISTENING, THE**

(MEDIA PARTNERS) 26 minutes

Listening is critical; viewers see how to develop, perfect, and maintain it.

*Purchase \$795*

**POWER OF POSITIVE DISCIPLINE, THE**

(KANTOLA) 21 minute DVD

Offers 6 steps for positive, progressive discipline, using coaching, and escalating to stronger measures if necessary.

*Purchase only, \$189*

**POWER OF TEAMWORK, THE: INSPIRED BY THE BLUE ANGELS**

(ADVANCED KNOWLEDGE) 27 minute DVD with ancillary materials

The world-renowned Blue Angels deliver awe inspiring examples of teamwork ;as they go through their spectacular flight patterns and dazzling maneuvers with speeds of over 1000 miles per hour.

*Rental \$225; Purchase \$695*

**POWERS OF 10**

(PYRAMID) 9 minute DVD

An all purpose meeting opener that projects in magnitudes of 10, every ten seconds. Taking viewers on an incredible ride into outer space, it just as quickly reverses the journey and ends inside the proton of a carbon atom.

*Purchase only, \$295*

**POWER OF WORDS MEETING OPENER**

(MEDIA PARTNERS) 3 minutes DVD

This powerful meeting opener focuses on motivating through communication. By constantly using positive words, positive, productive, enjoyable work environments are created and maintained.

*Purchase only, \$295*

**POWER WRITING: TECHNIQUES FOR SUCCESS**

(BRIEFINGS) 23 minute DVD with leader's guide

This program presents good writing skills techniques, showing how to speed business communication, making it concise, clear and clutter free.

*Purchase only, \$195*

**POWERFUL WAYS TO PERSUADE PEOPLE**

(BRIEFINGS) 23 minutes minute, VHS/DVD with leaders guide

This program shows some basic techniques for influencing others and reach-

ing agreements quickly and easily.

*Purchase only, \$195*

**PRACTICAL COACH, THE**

(MEDIA PARTNERS) 24 minute, VHS or DVD with workbook

Michael Horton hosts a lighthearted look at the everyday challenges of being a successful coach; as well as reviewing the skills that create success.

*Rental \$350; Purchase \$895*

**PRACTICAL COACH 2E**

(MEDIA PARTNERS) 24 minute DVD with ancillary materials

An update of the popular program that gives a lighthearted look at the everyday challenges of being a successful coach, as well as reviewing the skills needed to be one.

*Rental \$350; Purchase \$895*

**PRACTICE! PRACTICE!**

(MONAD) 21 minute

The sister video to "When I Say No, I Feel Guilty," shows 7 scenarios using the skills needed for being productively assertive.

*Rental \$195; Purchase \$395*

**PRESENTATION IS EVERYTHING**

(VIDEO ARTS) 17 minute DVD with ancillary materials

Featuring 4 key points, this program combines simple, engaging, humorous, relevant messages to ensure that participants learn the skills for dramatic, effective presentations.

*DVD purchase only, \$999. Weekly digital rental only,*

**PREVENT SEXUAL HARASSMENT IN THE WORKPLACE**

(ENTERPRISE MEDIA) 30 minute video, audio, & book

Offers 4 points on what employer and employee should do if encountering sexual harassment.

*Purchase only, \$129.95 Total program \$395*

**PREVENTING & MANAGING BACK PAIN**

(KANTOLA) 37 minutes

The video and its guidebook offer techniques and programs for relieving back pain, maintaining fitness, and keeping the back loose and flexible.

*Purchase only, \$95*

**PREVENTING & MANAGING COMPUTER RELATED INJURIES**

(KANTOLA) 27 minutes

This video and accompanying guidebook offer techniques for protecting neck, shoulders, hands, wrists, forearms and eyes.

*Purchase only, \$95*

**PREVENTING & MANAGING STRESS**

(KANTOLA) 22 minutes

Offers techniques and programs for dealing with stress.

*Purchase only, \$95*

**PREVENTING RETALIATION IN THE WORKPLACE**

(VISIONPOINT/SOLLAH) DVD with ancillary materials

This program offers viewers the key concepts and definitions of retaliation; situations with the potential to be retaliatory; a process for recognizing, responding to, and resolving such situations before they escalate. Resulting in a culture of trust, respect, and workplace compliance.

*Purchase only, \$845*

**PREVENTING WORKPLACE BULLYING: HOW TO RECOGNIZE & RESPOND TO BULLIES AT WORK**

(MEDIA PARTNERS) 17 minute DVD with ancillary materials

Taking place in offices, education, healthcare and industrial settings, the program enlightens managers and employees on bullying behaviors and their damage. Also included is a 5 minute manager's module to help them observe and address bullying; and a checklist to evaluate their own behaviors.

*Purchase \$895*

**PRIORITIES FOR LIFE Series**

(VIDE EDGE PRODUCTIONS) 5 to 6 minutes each; VHS/DVD

These meeting openers by Dr. Robert Cooper, provide key points on what matters most in leadership and life.

- 1. Leadership.** Making a difference and achieving results through people.
- 2. Priorities.** Focusing your energy and attention on what matters most
- 3. Change.** Facing challenging situations with courage, ingenuity, through learning and contributing.
- 4. Capacity & Energy.** Renewing your spirit, liberating genius and vitality, in oneself and others.
- 5. Excelling In A Changing World.** Focuses on specific, practical ways to excel in a pressure filled, changing world, by doing more of what's possible.
- 6. Reaching The Next Level & Beyond.** Moving past good and great, to be able to reach the exclusive, highest levels.

*Purchase only, \$295 each title; \$695 for 4; \$915 for 5; \$1,100 for 6*

**PROFESSIONAL E-MAIL ETIQUETTE**

(KANTOLA) 26 minute DVD with ancillary materials

Offering 6 key points, this program presents legal, professional, and competent methods for using e-mail to share information and resolve problems.

*Purchase only, \$159*

**PROJECT MANAGEMENT**

(VIDEO ARTS) 26 minute DVD

In a highly entertaining and informative manner, video presents the essential techniques for successful projects.

*DVD purchase only, \$999. Weekly digital rental only,*

**PROPER LIFTING TECHNIQUES**

(KANTOLA) 15 minute DVD

Offers guidelines for every lift, specialize and industrial loads, how to lift awkward or oversized objects, and team lifting situations.

*Purchase only, \$139*

**PYGMALION EFFECT, THE: MANAGING THE POWER OF EXPECTATIONS**

(MEDIA PARTNERS) 25 minute DVD, CD & ancillary materials

Uses original Pygmalion film clips and new scenarios, it emphasizes 4 ways to create positive expectations and productive employees.

*Purchase \$995*

**QUALITY SERVICE IN THE PUBLIC SECTOR**

(COASTAL/DUPONT) 24 minute DVD

Helps public sector employees improve their customer service skills, creating satisfied internal and external customers.

*Rental \$195; Purchase \$395, DVD has Spanish*

**QUALITY SUPERVISION FOR INDUSTRY**

(COASTAL/DUPONT) 24 minute DVD

Geared to factory situations, supervisors and foremen see how to develop the skills needed to effectively manage and motivate their subordinates.

*Rental \$195; Purchase \$395, DVD has Spanish*

**RACE WITHOUT A FINISH LINE, THE**

(MEDIA PARTNERS) 11 minutes

An animated video for dropping the old, while creating new methods for surviving the customer demands of today's global, competitive marketplace.

*Purchase \$495*

**READ MY LIPS**

(PYRAMID) 7 minutes

An interesting approach for diversity training, as 3 employees voice prejudicial thoughts that are not said aloud.

*Purchase \$295*

**READY, SET, CHANGE!**

(VISIONPOINT/SOLLAH) DVD program with ancillary materials

Designed to increase change competency of all organization personnel at all levels. So that organizations are better able to respond and adapt to

changes quickly, and with minimal disruption to productivity.

*Purchase only, \$845*

**REAL HEROES OF BUSINESS, THE**

(MONAD) 27 minute DVD

Based on Bill Fromm's and Len Schlesinger's book, the video shows how to get, train, and keep world-class service workers; getting them to exceed the customer's expectations.

*Rental \$195; Purchase \$395*

**REAL WORLD GUIDE TO DIVERSITY IN THE WORKPLACE, A**

(PROPOSITIONS) 15 minute DVD with ancillary materials

Provides easy to grasp content with question-and-answer scenarios that focus on defining, appreciating, and deploying workplace diversity.

*Purchase only, \$695*

**REAL WORLD GUIDE TO SEXUAL HARASSMENT IN THE WORKPLACE, A**

(PROPOSITIONS) 15 minute DVD with ancillary materials

This program provides easy to grasp content with question-and-answer scenarios that focus on defining, liability, and policy and action for sexual harassment issues.

*Purchase \$695. Online rentals only.*

**RECIPE FOR CHANGE**

(VIDEO ARTS) 18 minute DVD with ancillary materials

An English case study about the management of change in TV chef Rick Stein's Seafood Restaurant. He identifies the factors that have been critical, enabling him to implement change successfully.

*Rental \$295; Purchase \$795*

**RECIPE FOR HEALTH & SAFETY**

(VIDEO ARTS) 24 minute DVD with ancillary materials

Rick Stein and his team at the seafood restaurant demonstrate how health and safety affects everyone in a restaurant including chefs, waiters, office staff, and cleaning people; encouraging everyone to be responsible constantly for their safety, and the safety of colleagues and customers.

*Rental \$295; Purchase \$795*

**RECIPE FOR SUCCESS**

(VIDEO ARTS) 16 minute DVD with ancillary materials

Rick Stein shares what he has learned about managing people. Using 5 key points he gives a "bottom-up" demonstration of what it takes to motivate and lead a team within restaurants.

*Rental \$295; Purchase \$795*

**RECOGNIZING DRUG & ALCOHOL ABUSE FOR EMPLOYEES**

(COASTAL/DUPONT) 18 minutes DVD with ancillary materials

Using office and industrial scenes, supervisors and employees are shown how to recognize alcoholism and drug abuse in the workplace.

*Rental \$115; Purchase \$295*

**RECOGNIZING DRUG & ALCOHOL ABUSE FOR MANAGERS**

(COASTAL/DUPONT) 20 minutes DVD with ancillary materials

Using office and industrial scenes, supervisors and employees are shown how to recognize alcoholism and drug abuse in the workplace.

*Rental \$115; Purchase \$295*

**RED (Spirit Clips Series)**

(SPIRIT EMX) 3minute DVD

A metaphor that it takes just one person to end bullying, harassment and intimidation; but there's the obligation of all to identify, stop, and prevent these actions from happening.

*Purchase only, \$295. Quantity discounts.*

**RED FLAGS RULE: PREVENTING IDENTITY THEFT**

(COASTAL/DUPONT) 2 DVD program averaging 20 minutes

Legislated by Congress and enforced by the FTC, these programs on preventing identity theft offer 4 key points on how to do it: interviews with victims;

plus management obligations.

**1. Compliance Manager Version; 2. All Employee Version.**

*Each. Rental \$195; Purchase, \$395*

**RED MOVIE, THE: ELEMENTS OF DECISION MAKING**

(VIDEO ARTS) 16 minute DVD

This video offers the criteria for developing the skills of effective decision making, regardless of the situation.

*DVD purchase only, \$695. Weekly digital rental only,*

**REENGINEERING THE FUTURE**

(MONAD) 17 minute DVD

Dr. Raymond L. Manganello defines; shows the needs; benefits; and pitfalls of "reengineering." And why the difference from other similar improvement concepts. Showing Admiral William Sims' unique application in the U.S. Navy.

*Rental \$195; Purchase \$395*

**REINVENTING APPRAISALS VIDEO SERIES**

(VIDEO ARTS) 5 DVD Series, averaging 12 minutes each

This Series provides step-by-step guidance in planning, explaining, demonstrating, and implementing key concepts of performance management.

**Performance Management Cycle.** The. Shows why performance appraisals require performance planning up front.

**Determining Key Result Areas.** This video shows procedures to intensify major components of a job, and itemize the areas of activities and results.

**Managing Change & Developing Performance.** Shows how to identify a development needs, keep them flexible for change, while actively and fairly reviewing performance.

**Setting The Overall Goal.** Offers a simple, practical formula for writing a job goal that is meaningful and motivating.

**Identify Performance Standards.** How to develop specific performance standards, identify them in a collaborative way; plus learn to write quantitative and qualitative standards.

*Each: DVD purchase only, \$495, all-\$1,850. Weekly digital rental only,*

**RE-IMAGINE! BUSINESS EXCELLENCE IN A DISRUPTIVE AGE**

(ENTERPRISE MEDIA) 74 minute DVD or each averaging 15 minutes

Based on his book, Tom Peters presents profiles of 7 different companies exemplifying his thinking of screwing up, destroying, and "thinking weird" drive their day. Each company faced major challenges and responded by inventing entirely new opportunities. The 7 companies, are individually presented case studies, also individually available. \*Memorial Hospital & Health-Works; \*Kids Museum; \*Turner Network Television (TNT); \*\*Jordan's Furniture; \*OXO Good Grips; \*\*Ellie Mae; \*Deloitte; and \*The Container Store.

*\*Each: Rental \$345; Purchase \*\*\$595 & \*\$795; Series Purchase \$1,995*

**RELATIONSHIP STRATEGIES: IMPROVE WORKPLACE COMMUNICATION**

(PROPOSITIONS) 2 DVDs averaging 19 minutes each

Featuring Dr. Tony Alessandra, his communication techniques, 4 behavioral styles, and examples of the dove, owl, eagle, and peacock for successfully interacting with others.

**Part 1. Understand & Identify.** Viewers learn how to identify their own, as well as the styles of others.

**Part 2. Adapt.** Focuses on how individuals can adjust their communication for positive relationships.

*Each. Purchase \$595, both \$995. Online rentals only.*

**REMEMBER ME III**

(MEDIA PARTNERS) 10 minute DVD with ancillary materials

Updated to reflect today's marketplace, this customer service video drives home the message that every individual is exceptionally powerful when they become a customer.

*Purchase \$795. Automotive & Hospitality versions only available for online programs. Call for pricing.*

**RESOLVING CONFLICT IS...**

(SOLLAH) 3 minute DVD

Working with people induces conflict. This thought-provoking, short video

uses imagery, video and music to stimulate discussion about the proper ways to react while turning conflict into collaboration.

*Purchase only, \$295*

**RESOLVING CONFLICTS: STRATEGIES FOR A WINNING TEAM**

(BRIEFINGS) 17 minute, VHS/DVD with leaders guide

This program shows viewers how to resolve conflicts that can arise when diverse personalities work together

*Purchase only, \$195*

**RESPECT & RESPONSIBILITY Series**

(MONAD) 2 DVDs, averaging 25 minutes each

**1. A Positive Approach To Discipline.** Offers managers/supervisors the skills to make discipline a productive tool in creating a productive workforce.

**2. \*Avoiding Common Discipline Mistakes.** Offers sound, simple, practical and well tested procedures to get people to solve their problems; and get back to being acceptable performers.

*Each. Rental \$195; Purchase \$395*

**RESPECT IN THE WORKPLACE: AVOIDING DISCRIMINATION**

(COASTAL/DUPONT) 24 minute DVD with ancillary materials

This video presents 4 key objectives for recognizing discrimination power and building respect and equality in the workplace.

*Rental \$195; Purchase \$595, DVD has Spanish*

**RESPECTFUL COMMUNICATOR, THE**

(MEDIA PARTNERS) 18 minute DVD with ancillary materials

With the extensive diversity in today's workplace, this program shows the extra steps needed to keep misunderstandings to a minimum.

*Purchase \$695*

**RESPECTFUL SUPERVISOR: INTEGRITY & INCLUSION**

(MEDIA PARTNERS) 13 minute DVD with ancillary materials

Presenting 5 key points, this program shows how maintaining a positive, productive workplace is contingent on a supervisors personnel integrity, sincerity, being fair-minded, inclusive, and proper respect.

*Purchase only, \$695*

**RESPECTFUL SUPERVISOR: MOTIVATING & RETAINING EMPLOYEES**

(MEDIA PARTNERS) 11 minute DVD with ancillary materials

Presenting 5 key points, this program tackle this issue by revealing some of the best way supervises can convey respect: paying attention to employees, engaging them in communication, and demonstrating commitment to their well-being and success.

*Purchase only, \$695*

**RESPECTFUL WORKPLACE, THE: IT STARTS WITH YOU**

(MEDIA PARTNERS) 15 minute DVD with ancillary materials

Presenting 4 important skill points, this program uses wrong-way scenes to depict the negative impact of disrespect, while using right-way scenes to inspire positive, respectful, and inclusive behavior.

*Purchase \$695*

**RESPECTFUL WORKPLACE, THE: CONFLICT RESOLUTION SERIES**

(QMR) 3 videos, averaging 25 minutes each

**1. Opening The Right Doors.** Teaches the skills needed for dispute resolution, diffusing hostility, taking responsibility for eliminating intimidation, bullying, and harrassment in the workplace.

**2. Diffusing Hostility through Customer Service.** Offers key communication skills for difficult customer service situations, especially abusive customers; plus empowering employees in protecting their physical and emotional safety.

**3. Managing Harmony.** Defines the leader's role in creating and maintaining a nonviolent workplace; plus offering a system for effective dispute resolution.

*Each. Rental \$295; Purchase \$625 for link or for DVD \$725*

**RESPECTFUL WORKPLACE, THE: CONFLICT RESOLUTION TRAINING SCENES**

(QMR) 18 minutes

The video helps supervisors and employees acquire the skills, the methods,



and the attitudes needed to diffuse difficult situations.

*Rental \$295; Purchase \$625 for link or for DVD \$725*

### **RESPIRATORY PROTECTION**

(Sollah) 14 minutes, VHS, DVD, & On-line

Effective 3-D graphics show how the respiratory system works; the effects of different hazards; and covers the proper use, care, selection, fit, and maintenance of air-purifying respirators

*Purchase only, \$295*

### **RESPONDING TO THE THREAT OF TERRORISM SERIES**

Produced by COASTAL/DUPONT, this 6 video Series offers valuable tips for your employees and facilities' safety, against terrorism.

**Emergency Action Plan: Crisis Under Control.** It's about developing emergency alarms and plans; evacuation and supplies; medical services; employee training; and cooperating with police/fire departments.

*Purchase only, \$425*

**Facility Security: The Critical Link.** It's about fraud, bombs, fire, chemical and biological weapons; security measures and ID checks; perimeter security and building access; recognizing suspicious activity; electronic security and cyber-terrorism; and HazMat safety/transportation. (17 minutes)

*Purchase only, \$425*

**Anthrax Awareness.** Offers these points: what is Anthrax and how transmitted; symptoms and treatments; exposure actions; Anthrax vaccine; and suspicious letters or packages. (13 minutes)

*Purchase only, \$295*

### **Sea-J Special Report: Disaster Preparedness**

Offers these points: letters; fire safety and fire drills; package bombs and other similar issues. (20 minutes)

*Purchase only, \$295*

### **Biological & Chemical Threats: Closing The Door**

Hosted by "Miami Vice" star, Philip Michael Thomas, the video offers these point information about: Anthrax, Smallpox, Botulism, Plague, Airborne Tularemia and Viral Hemorrhagic Fever (VHF); chemical agents; preventive measures for industry; protecting water sources; preventing chemical or biological contamination; vulnerability, assessment planning, and how to handle an accident or attack (17 minutes)

*Purchase only, \$425*

### **Biohazard Health Risks in Healthcare: Identify and Respond**

Offers these points: reviews 6 major biological agents; symptoms, transmission, treatment and infection control; biological and chemical disaster preparedness; clinical management of infected patients; and infection prevention for healthcare providers. (18 minutes)

*Purchase only, \$425; all 6-\$1,795*

### **RESPONSIBLE BUSINESS COMMUNICATIONS**

(COASTAL/DUPONT) 21 minute DVD with ancillary materials

Shows why it is critical to follow some basic rules of business correspondence; as any e-mail, fax, handwritten note, calendar entry, or even an annotation in margins, can be archived and become part of the communication chain that can cause an organization time, money and its reputation.

*Rental \$195; Purchase \$595*

### **RESULTS RULE! BUILD A CULTURE THAT MAKES YOUR TEAM A HERO**

(PROPOSITIONS) 2 DVD program with ancillary materials

Based on Randy Pennington's award-winning book, this program helps create and sustain a culture that consistently delivers results. He provides principles and strategies to accomplish this.

*Purchase \$895. Online rentals only.*

### **RETAIL LEARNING LIBRARY, THE**

(TRAINING ABC) 7 DVD series, 8 to 18 minutes each with ancillary materials

This series covers orientation, selling skills, customer service, recruiting, interviewing, hiring, leadership through communication, loss prevention, harassment and discrimination.

**Actions and Attitudes;** 18 minute DVD

Offers participants an opportunity to develop and enhance their customer service techniques by examining many vignettes focusing on five specific

actions and attitudes.

**Building Your Team;** 12 minute DVD

Simple techniques for meeting and hiring new recruits; and getting them interested in joining your team. The participant will learn what to say during an initial meeting, how to follow up with the prospective recruit, and how to make the transition from casual conversation to a formal interview.

**Five Star Selling;** 14 minute DVD

For new employees, it presents a logical, five-step selling process for new hires to easily memorize and immediately start using with customers.

**Leadership through Communication;** 12 minute DVD

Focuses on building new leaders for all divisions and all levels of retail organizations; emphasizing communication skills, and learning specific tools managers can use to improve individual and team performance.

**The S.T.O.P. Shop;** 15 minute DVD

Viewers learn what is expected of them in preventing losses; including dealing with short change artists, spotting shoplifters, combating theft through positive customer service, and much more.

**Welcome to the Team;** 10 minute DVD,

Discusses the basics of retail employment. Topics presented include: job responsibilities, basic loss prevention, appearance, dress code, and safety

**Zero Tolerance: Harassment & Discrimination Awareness;** 8 minute DVD  
Covers definitions, inappropriate behaviors, what to do if you observe a problem, and what to do if you feel harassed.

*Each. Rental \$195, Series \$495; Purchase \$295, Series \$995,*

### **RETURN, THE: NOT SO GREAT MOMENTS IN CUSTOMER SERVICE**

(PROPOSITIONS) 4 minute DVD

Charlie Chaplin is a clerk, humorously showing how not to treat customers,  
*Purchase \$295. Online rentals only.*

### **RIDING THE WAVE: STRATEGIES FOR CHANGE**

(MEDIA PARTNERS) 18 minutes

Using 3 mini-dramas, it shows the how, and the advantages of shifting from a "security and control mindset" to a "learning and discovery mindset" for increasing productivity, profitability, and global competitiveness.

*Purchase \$695*

### **RIGHT SIDE OF THE LINE, THE**

(VISIONPOINT/SOLLAH) 22 minute DVD, with ancillary materials

6 vignettes address situations that are unprofessional, prohibited by policy and unlawful; but offering solutions for creating and maintaining respectful organizational cultures that are legally compliant.

*Purchase only, \$895*

### **RIGHT WORDS AT THE RIGHT TIME, THE**

(MEDIA PARTNERS) 15 minute DVDs with ancillary materials

Realistic scenes present best practices that result in helping all personnel develop the skills of caring, understanding, and creating trust; so their charges will not feel angry and annoyed, but satisfied and respected. 4 Versions are available: **Leisure & Hospitality; Government; Retail;** and **Business**

*Each. Rental \$350; Purchase \$895*

### **ROADMAPS: CREATING EFFECTIVE WRITTEN ACTION PLANS**

(EDGE TRAINING) 19 minute DVD with Leader Guide

Provides viewers with a clear understanding of the purpose of planning; plus offering a 4 step process for developing effective, written action plans.

*Purchase only \$795. Add \$200 for unlimited reproduction rights.*

### **RUMOR, GOSSIP AND CONFIDENTIALITY**

(MONAD) 20 minute DVD

Focuses on the consequences (legal or otherwise) and methods for protecting proprietary information, employee privacy, and an organization's interest

*Rental \$195; Purchase \$395*

### **SACRED COWS MAKE THE BEST BURGERS: FOUNDATIONS FOR BUILDING A CHANGE READY ORGANIZATION**

(LIGHTWORKS MEDIA) 25 minutes

Based on Dr. Robert Kriegel best seller, he shares stories of how they develop,

undermine organizations, how they can be fun to uncover and dissolve.

*Rental \$250; Purchase \$695*

### **SACRIFICE IS NOT JUST A BUNT**

(REAL LIFE) 35 minute DVD

Features Joe Torre, illustrating how to achieve individual or organizational success, while creating cultures of positive attitudes, self-confidence, and team communication.

*Rental \$295; Purchase \$695*

### **SAFE HIRING: HOW YOU CAN AVOID BAD HIRES**

(KANTOLA) 23 minute video & study guide

Using the attorney Les Rosen, the program offers 5 skills for screening out problem candidates and performing legal background checks.

*Purchase only, \$159*

### **S.A.L.E. SERIES**

(VISIONPOINT/MONAD) 3-part DVD program, with ancillary materials

Comprehensive, it equips and now an organization's sales teams to successfully sell, service, and brand an organization as trustworthy, confident, and customer friendly. Using a process called S.A.L.E.: (S. set the stage), (A. analyze needs), (L. link to solutions), (E. establish commitment), it creates a common strategy, presented in each program, for sales managers, sales professionals, and service and support professionals.

#### **1. Win The S.A.L.E. For Sales Professionals**

S.A.L.E. One Step At A Time For Sales Professionals (32")

S.A.L.E. Putting It All Together For Sales Professionals (11")

#### **2. Coach The S.A.L.E. For Sales Managers**

S.A.L.E. One Step At A Time For Sales Managers (32")

S.A.L.E. Putting It All Together For Sales Managers (11")

Coaching For S.A.L.E. Success For Sales Managers (12")

#### **3. Support The S.A.L.E. For Service And Support Professionals**

S.A.L.E. One Step At A Time For Service And Support Professionals (32")

S.A.L.E. Putting It All Together For Service And Support Professionals (11")

S.A.L.E.S. Supporting The S.A.L.E. Process (14)

*Each. Purchase only, \$198; DVD only, \$99.*

### **SALES IS NOT A DIRTY WORD**

(STAR THROWER) 18 minute video with ancillary material CD

Focusing on service and knowledge as the key selling skills, this video uses humorous examples to reinforce how they add to greater success.

*Rental \$295; Purchase \$395*

### **SALLY (Spirit Clips Series)**

(SPIRIT EMX) 4 minute DVD

Starring film and television actress Nancy Travis, it reminds viewers to look beyond the obvious and see the small, unexpected acts of kindness that can change lives in an instant.

*Purchase only, \$295. Quantity discounts.*

### **SAM GLENN, THE, Series**

(ENTERPRISE MEDIA) 3 DVD program, 22 minutes each

Features Sam Glenn, author and motivational speaker, is a great "spoonful of delicious tasting medicine." Invigorating audiences with side splitting humor, inspirational insights, and candid simplicity. The series consists of 3 titles: "A Kick in Attitude", "When Change Happens Adjust Your Sale", and "Who Put A Lizard In My Lasagna."

*Each. Rental, \$250; Purchase, \$495. All, Rental, \$495; Purchase, \$795*

### **SAVING FOR STRESS**

(STRESS STOP) 14 minutes

Dr. Harry Cohen uses money as a metaphor in demonstrating how stress depletes your physical stamina; and how to build it up with a variety of methods from relaxation techniques to exercise.

*Purchase only, \$195*

### **SECOND CHANCE, A**

(STAR THROWER) 4 minute DVD

This video uses beautiful, scenic imagery, as the background for giving everyone a second chance. For Robert Frost, his second chance choice became a life changing event, occurring prior to the publishing of his first poem, "The Road Not Taken."

*Rental \$295; Purchase \$395*

### **SECOND EFFORT**

(MONAD) 27 minute DVD

The best seller about Vince Lombardi, his motivational and winning concepts. Being timeless, they can be applied whether creating a successful football team (the Green Bay Packers) or successful sales people.

*Rental \$295; Purchase \$495*

### **SEEING RED CARS**

(STAR THROWER) 10 minute DVD with ancillary materials

Laura Goodrich, a consultant and trainer, who shows audiences how to focus on what they can do, instead of what they can't do; instilling a positive attitude and the ability to take effective actions.

*Rental \$295; Purchase \$595*

### **SELL?**

(ENTERPRISE MEDIA) 4 minute VHS/DVD

A humorous meeting opened up about the subtle aspects of sales but whose message will make you smile.

*Purchase only, \$149*

### **SELL IT TO ME**

(VIDEO ARTS) 2 DVDS, 23 minutes each

**1. Preparing The Way.** For salespeople to review their skills, of initiating the presentation, listening to the customer, assessing needs, etc.

**2. Doing The Deal.** Shows how to take customers from "no to maybe to yes."  
*Each: DVD purchase only, \$999, both \$1,749. Weekly digital rental only*

### **SELL! 25 ESSENTIALS ON SELLING**

(ENTERPRISE MEDIA) 14 minute VHS/DVD with ancillary material

Tom Peters offers 25 ideas for improving one's selling ability, whether you are selling a product, service, or new ideas inside your organization.

*Rental, \$295; Purchase, \$695*

### **SELLING: A PERSPECTIVE**

(PROPOSITIONS) 30 minutes

A panel discussion of real and various successful sales executives, plus excerpts from other successful sales people, reviewing the profession, the people, and the potential.

*Purchase \$550. Online rentals only.*

### **SERVANT LEADERSHIP**

(TRAINERS TOOLCHEST) 25 minute, DVD

This leadership concept relies upon teamwork and community, this video offers 2 parts. The first presents an historical and conceptual overview. While the second presents a 10 characteristics of the servant leader.

*Rental \$195; Purchase \$495*

### **SERVE! TURN CUSTOMER SERVICE INTO UNFORGETTABLE CUSTOMER EXPERIENCES**

(ENTERPRISE MEDIA) 5 minute DVD with ancillary material

Using simple, universal examples, Tom Peters tells of the importance of superceding customer service, by creating total customer experiences.

*Rental \$250; Purchase \$445.*

### **SERVICE EXCELLENCE: TIME TO CARE TRAINER'S TOOLKIT**

(COASTAL/DUPONT) 19 minutes & Trainer's Toolkit

Oriented to Healthcare, this video focuses on the key points to remember in providing excellent customer service.

*Rental \$105; Purchase \$395*

### **SERVICE FROM THE HEART**

(MONAD/SOLLAH) 4 minute DVD with ancillary materials

Based on Barbara Glanz's work this engaging presentation of inspirational

quotes and memorable music shares powerful truths about the positive impact of from-the-heart service.

*Purchase only, \$198; DVD only, \$99.*

#### **SERVICE HEROES: CUSTOMER SERVICE TURNAROUND**

(ENTERPRISE MEDIA) 15 minute DVD with ancillary materials  
Baptist Health Care used 7 key points to achieve being ranked number one in a customer satisfaction, independent service of over 600 hospitals. This accomplishment is an incredible example of service excellence.

*Rental \$345; Purchase \$795*

#### **SERVICE IMPACT SERIES**

(ENGAGING TRAINING) 5 programs, averaging 4.5 minutes with a Leader's Guide  
Featuring engaging, lifelike scenarios, highly versatile, and designed for meeting openers, training, enjoyable and productive sessions. The titles are: **Credibility Through Honesty; Cross-Cultural Communication; Dimensions of Service; Levels of Learning; The Angry Customer**

*Each. Purchase only, \$295, series-\$895*

#### **SERVICE WITH SOUL**

(ENTERPRISE MEDIA) 70 & \*33 minute DVD

Features Tom Peters, reviewing 5 organizations with exceptionally successful track records. He lists 10 points common to each; culminating in making the customer believe they cannot risk losing the servicing organization. Public Service (26') and Manufacturing (27') versions available.

*Rental 275; Purchase \*\$595, \$895*

#### **SETTING THE STAGE FOR SUCCESS**

(MONAD) 40 minute DVD

On a theater stage, actors and actresses improvise a series of on-the-job role plays to demonstrate 5 vital leadership skills.

*Rental \$195; Purchase \$395*

#### **7 THINGS NEVER TO SAY TO YOUR CUSTOMERS**

(BRIEFINGS) 18 minute DVD with leaders guide

This program points out "innocent" statements that can counter the service that creates exceptionally loyal customers.

*Purchase only, \$195*

#### **SEXUAL-HARASSMENT: A COMMON SENSE APPROACH Series**

(KANTOLA) 2 DVD (25 & 32 minutes) program with ancillary materials

This program consists of manager's (\$159) and employee's (\$189) versions that are individually available in Spanish and for CA.

**Employee.** Offering 4 key points, viewers see realistic scenes of sexual harassment and lapses in good judgment, clarifying gray areas and obvious incidents.

**Manager.** Shows how to recognize, prevent, respond promptly and appropriately, when sexual harassment issues arise.

*Purchase only. Each, \$229; both, \$345*

#### **SEXUAL-HARASSMENT: A HIGH PRICE TO PAY Series**

(MEDIA PARTNERS) 2 DVD (19 minutes each), with leader guide

**Program 1. Employee Awareness.** Presents experts, discussing all aspects of sexual harassment; and detailing the repercussions of non-compliance.

**Program 2. Management Briefing.** Focuses on incidents, liability exposure, and the staggering monetary losses to both managers and organizations.

*Rental \$350; Purchase \$895*

#### **SEXUAL HARASSMENT: A MANAGER'S GUIDE**

(COASTAL/DUPONT) 20 minute DVD & Trainer's Toolkit

This program will train manager/supervises on preventing and resulting sexual harassment claims, guiding them through the investigative process of interviewing the complainant, the allegedly harasser and witnesses.

**California Version\*** (26 minutes). Includes PowerPoint presentation.

*Rental \$195; Purchase \$595, DVD has Spanish*

#### **SEXUAL HARASSMENT & GENDER DISCRIMINATION**

(ENTERPRISE MEDIA) 20 minutes

In 2 segments, this video examines issues of males and females working

together, sexual harassment, gender and other discriminatory actions.

*Rental \$195; Purchase \$495*

#### **SEXUAL HARASSMENT FOR EDUCATION (Administrative)**

(COASTAL/DUPONT) 15 minute DVD

Attorney Greg Naylor hosts, as educators are shown the actions and their prevention, that constitute obvious or subtle sexual harassment.

*Rental \$195; Purchase \$395, DVD has Spanish*

#### **SEXUAL HARASSMENT FOR EDUCATION (Student)**

(COASTAL/DUPONT) 15 minute DVD

Attorney Greg Naylor hosts, as students are shown the actions and their prevention, that constitute obvious or subtle sexual harassment.

*Rental \$195; Purchase \$395, DVD has Spanish*

#### **SEXUAL HARASSMENT IN THE WORKPLACE...IDENTIFY, STOP, PREVENT II**

(PROPOSITIONS) 24 minute, DVD

Revised it incorporates the new guidelines and court decisions, it educates all employees on sexual harassment, how to prevent and stop it. Discounted when ordered with "Handling the Sexual Harassment Complaint."

*Purchase \$695. Online rentals only. DVD has Spanish*

#### **SEXUAL-HARASSMENT IS...**

(SOLLAH) 3 minute DVD

This thought-provoking, short video uses impactful imagery, video and music to inspire and stimulate discussion about protecting employees and organizations from sexual-harassment.

*Purchase only, \$295*

#### **SEXUAL HARASSMENT: IS IT OR ISN'T IT? SITUATIONS FOR DISCUSSION**

(PROPOSITIONS) 21 minute DVD with ancillary materials & Spanish

Series of short, dramatic sexual harassment scenes, some subtle others obvious, followed by breaks for group discussions about the scenes and the hostile work environment. Updated to reflect 1998 Supreme Court decisions. 5 additional. Specific versions available and they follow below.

**Manufacturing & Office Combination, 21". \*Manufacturing II only, 19". Retail only, 17". \*Hospitality Industry, 20". \*Health Care, 16". Vignettes.**

*Purchase \$595 or \*\$695. Online rentals only.*

#### **SEXUAL HARASSMENT: KNOW YOUR RIGHTS**

(COASTAL/DUPONT) 7 minute DVD with ancillary materials

Defines it, presents employee/employer rights and responsibilities, and perceptions vs. intentions.

*Purchase only, \$395*

#### **SEXUAL HARASSMENT: IT CAN HAPPEN HERE**

(VISIONPOINT/MONAD) 23 minute DVD with ancillary materials & Spanish

Identifies it, and what to do if employees experience or witness it.

*Purchase only, \$198; DVD only, \$99.*

#### **SEXUAL HARASSMENT: NEW PERSPECTIVES**

(COASTAL/DUPONT) 13 minutes DVD with ancillary materials

It focuses on the issue from the victim's perspective, presenting key training points via realistic and subtle scenarios in a variety of work settings. Industrial and Spanish version also available.

*Rental \$195; Purchase \$595, DVD has Spanish*

#### **SEXUAL HARASSMENT: NEW ROLES/NEW RULES**

(EDGE TRAINING) 20 minute DVD with Leader Guide

Shows how to deal with the concerns of men and women about sexual harassment in a balanced, thoughtful and thought-provoking manner.

*Purchase only \$795. Add \$200 for unlimited reproduction rights.*

#### **SEXUAL HARASSMENT PREVENTION KIT, THE**

(PYRAMID) 2 videos totaling 38 minutes

Shows supervisors/managers how to recognize and handle sexual harassment; plus covering the personal, financial and legal factors.

*Purchase only, \$395*

**SEXUAL HARASSMENT PREVENTION MADE SIMPLE**

(TRAINING ABC) 6 minute DVD with ancillary materials

This short, powerful video delivers the message with a no nonsense style, presenting everything your employees need to know.

*Purchase only, \$295*

**SEXUAL HARASSMENT PREVENTION MADE SIMPLE FOR MANAGERS**

(TRAINING ABC) 12 minute DVD with ancillary materials

Managers have the dual responsibility of not harassing, while preventing it in their workforce. This program gives them the instructions needed to handle the situations.

*Purchase only, \$295*

**SEXUAL HARASSMENT: PREVENTION, RECOGNITION, CORRECTION**

(MONAD) 25 minute DVD

Shows how to educate supervisors/managers to recognize sexual harassment and investigate complaints.

*Rental \$195; Purchase \$395*

**SEXUAL HARASSMENT QUIZ**

(ENTERPRISE MEDIA) 45 minute DVD

A remake of the best seller, Attorney Jonathan Segal hosts, presenting 15 scenarios focusing on the legal, ethical, emotional and the behavioral ramifications of sexual harassment; creating interaction on screen and off.

*Purchase only, \$395*

**SEXUAL HARASSMENT Series**

(AGTS) 2 program DVD, 30 minutes each

**1. Understanding The Law.** Designed for all levels of executives and supervisory personnel, it deals with all aspects of the law: what it is; what to do; its ramifications for organizations and their employees.

**2. Handling The Complaint.** For supervisors on how they occur, how to respond, and the employee's leverage in bringing complaints.

*Either format. Each. Rental \$150; Purchase \$595. Available in Spanish.*

**SEXUAL HARASSMENT: SERIOUS BUSINESS**

(KANTOLA) 25 minutes

Sexual harassment; from prevention to consequence.

*Purchase only, \$149*

**SEXUAL HARASSMENT: TRAINING FOR A HARASSMENT FREE WORKPLACE PROGRAM**

(KANTOLA) 2 DVD program with ancillary materials

**Employee version.** An 18 minute video to help employees recognize what kind of behavior is not appropriate; detailing situations of harassment, retaliation, and their obligations for contributing to a respectful workplace.

**Manager version.** An 19 minute video showing how to prevent harassment issues, respond promptly and appropriately should a problem occur

*Each. Purchase only, \$379; both titles \$675*

**SEXUAL HARASSMENT? YOU DECIDE: REAL SITUATIONS FOR DISCUSSIONS**

(VISIONPOINT/MONAD) 22 minute DVD with ancillary materials

This video has over a dozen open-ended, real-life vignettes that lets viewers decide if they constitute sexual harassment; forcing viewers to think about how they would react to each situation.

*Purchase only, \$895*

**SEXUAL HARASSMENT: YOU MAKE THE CALL**

(COASTAL/DUPONT) 17 minute DVD & Trainer's Toolkit

Issues occurring from a lack of understanding rather than intent; and dealing with subtle sexual harassment. Industrial and Spanish version available.

*Rental \$195; Purchase \$595, DVD has Spanish*

**SHIFTING GEARS**

(ENTERPRISE MEDIA) 34 minutes

Based on the book, it features Nuala Beck (famous lecturer and economist) addressing the changes happening in the economy; as well as information on

how to thrive in it. Government and educational versions are available.

*Purchase only, \$195*

**SHIFTING YEARS: LEVERAGE THE POWER OF GENERATIONS**

(STAR THROWER) 12 minute DVD with ancillary materials

Focusing on how multiple generations can work together; by finding common ground, respecting differences, letting go of assumptions, and forming relationships by focusing on similarities.

*Rental \$295; Purchase, \$595*

**SHIFTWORK: CIRCADIAN SURVIVAL**

(COASTAL) 20 minute DVD

Focusing on manufacturing environments, the video covers problems associated with shift work; how they effect a worker's body and lifestyle.

*Rental \$115; Purchase \$395*

**SHORT CIRCUITING STRESS**

(STRESS STOP) 17 minutes

Psychologist Albert Ellis presents a concept based on cognitive restructuring, which allows the stress sufferer to stop and/or control the stress incident.

*Purchase only, \$195*

**SICK OF STRESS**

(STRESS STOP) 23 minutes

Dr. Stuart McCalley explains the symptoms of stress, the diseases it causes, and the most commonly used techniques for reducing stress.

*Purchase only, \$99*

**SID STORY, THE**

(PROPOSITIONS) 20 minute DVD

Dennis Franz, positive management and the technique of "Planned Spontaneous Recognition" for effective and enthusiastic employees. Spanish too.

*Purchase \$845. Online rentals only.*

**SIGN NOW... PAY LATER**

(AGTS) 18 minutes

It is designed to stop union authorization cards signing, by misinformed employees. There are 2 versions: Generic Version; or the \*Union Specific Version; both of which offer the choice of a Caucasian or African-American narrator. The union version is also available for specific union editions.

*Rental \$250; Purchase \$650. Available in Spanish.*

**SINK OR SWIM TEAM WORK: WE'RE ALL IN THIS TOGETHER**

(BRIEFINGS) 17b minute, VHS/DVD with leaders guide

Whether you're a team leader or a team member, this program shows the skills needed to create an effective and productive team.

*Purchase only, \$195*

**SISYPHUS**

(PYRAMID) 3 minutes

A sophisticated video for expressing the concepts dealing with goalsetting, accomplishment and achievement.

*Purchase only, \$195*

**6 PRINCIPLES TO NEGOTIATE ANYTHING**

(MEDIA PARTNERS) 20 minute DVD with ancillary materials

Ed Brodow's 3 key points minimize the fear of negotiating, by teaching participants how to focus on the pressure the person across the table feels.

*Rental \$350; Purchase \$695*

**SLIPS, TRIPS, & FALLS**

(KANTOLA) 21 minute DVD

Prevention procedures, covering obstructions in walkways, spills and slippery surfaces, winter weather hazards, staircase safety, and proper ladder use.

*Purchase only, \$139*

**SMART GOALS: STEPS TO SUCCESS**

(COASTAL/DUPONT) 26 minutes

Using the acronym S. M. A. R. T., viewers will learn the characteristics of an effective job performance goal; the procedures for setting and applying those goals to themselves and the people who work for and with them.

*Rental \$195; Purchase \$395*

#### SMART QUESTIONS

(MONAD) 25 minute DVD

A step-by-step video on asking questions that get the right answers for sales and non-sales situations; creating a positive, open, motivating, efficient, and communicative atmosphere.

*Rental \$195; Purchase, \$395*

#### SMART START: GLOBAL DIVERSITY: EXPERIENCE AN OPEN WORLD

(SOLLAH) 6 minute DVD

This meeting opener introduces viewers to the concept of global communications and an effective adjunct to diversity and cultural awareness. Plus being a companion to the "Open Mind, Open World" global communication video.

*Purchase only, \$295*

#### SMART-START MEETING OPENERS

(VISIONPOINT/SOLLAH) 4 minutes each DVD

Each of these short titles matches a longer video, offering in-depth details on the listed concept; plus being available at a combination discount.

**Attitude: It's All In How You Look At It.** About motivation and how one's attitudes impact others.

**Business Ethics: Integrity At Work.** Focuses on ethics in business.

**Change.** Focuses on all aspects of change.

**Coaching: It Takes Work.** Thoughts for coaching others in the workplace.

**Employment Law.** Workplace legal issues.

**Conflict: Resolving Conflict.** Preparing meaningful discussions on conflict.

**Customer Service: Think Like A Customer.** Customer servicing issues

**Diversity: What Is Diversity?** Reviews the many types of diversity.

**Employment Law: The Manager & The Law:** Focuses on critical, legal, workplace issues.

**Generation: Bridging The Gap.** Dealing with generational issues.

**Government Pride: Serving In The Public Sector.** Focuses on the issues confronting governmental workers.

**Harassment & Discrimination: It's More Than You may Think.** Harassment and discrimination, other than sexual.

**Integrity: How We Do Business.** Deals with ethical behaviors.

**Interviewing: How To Hire The Right Person.** Focuses on how to legally interview.

**Leadership: The Myth & The Reality.** Thoughts on leadership.

**Motivation.** The internal engine of Inspiration & goal setting.

**New Supervisor: So, Now You're The Boss.** Offers encouraging advice.

**Performance Appraisal: What It's Really about.** All its aspects.

**Presentations: What Is A Presentation?** Thoughts on doing them.

**Problem Solving: What's Your Problem?** Dealing with people and workplace problems.

**Respect: It Just Takes A Little Respect.** Respecting in the workplace.

**Retaliation: The Retaliation-Free Workplace.** How to do it.

**Sales Truths.** Deals with the concepts of selling.

**Sexual Harassment: It's Everyone's Responsibility.** All its aspects.

**Taking Care Of Your Future.** Developing the tools for one's success.

**Workplace Violence: Before It's Too Late.** Workplace violence issues.

*Purchase only, \$198; DVD only, \$99.*

#### SMILE, IT'S ABOUT ATTITUDE

(SUNSHOWER LEARNING) 12 minute DVD

Reggie Wilson, a bus driver, uses his positive attitude to create a unique experience for his customer; and an enjoyable day for him.

*Rental \$250; Purchase \$595*

#### SNOOKLES

(PYRAMID) 2 minutes

A, humorous, surprise ending, meeting opener about unintended consequences, decision making, relationships, and how theory can conflict with reality. Useful for sales training.

*Purchase only, \$195*

#### SO HELP ME

(VIDEO VISIONS) 2 DVD program with ancillary materials

This program offers a total solution for developing motivated, productive, and highly successful customer service personnel. Also in Spanish.

**Employee Edition** (16 minutes). Shows frontline service personnel how to solve customer problems in ways that retain and build custom loyalty.

**Supervisor Edition** (18 minutes). How positive and reinforcing environments are critical for exemplary custom treatment by customer service personnel.

*Rental \$395; Purchase \$695, series-\$995.*

#### SO YOU WANT TO BE A SUCCESS AT SELLING?

(VIDEO ARTS) 4 DVDs.

In this 4 part Series John Cleese, humorously goes through the agony and ecstasy of developing into a professional sales person.

**Part 1. The Preparation.** Illustrates the work to be done and the techniques needed, before beginning to sell (26 minutes).

**Part 2. The Presentation.** Shows how to build a sale, based on the foundations presented in Part 1 (25 minutes).

**Part 3. Difficult Customers.** Cleese learns how to deal with smokescreens and fake objections; identify genuine ones and restating them positively in his favor (25 minutes).

**Part 4. Closing The Sale.** Dealing with the steps to close, this film also focuses on the motivation needed to accomplish it (29 minutes).

*Each. DVD purchase, \$870. Weekly digital rental only,*

#### SOCIAL MEDIA: REDUCE THE RISK

(COASTAL/DUPONT) 21 minute DVD with ancillary materials

This program offers information to help organizations mitigate potential risk resulting from participation in social media networks.

*Rental \$195; Purchase \$595*

#### SOLO

(PYRAMID) 16 minutes

A predawn, lone mountain climber emphasizes the positive aspects of discipline, planning, motivation, and individual accomplishment.

*Purchase only, \$295*

#### SOLVING CONFLICT

(PROPOSITIONS) DVD I - 21 minutes; DVD II, (5 Vignettes)

Oriented to supervisory personnel, it points out what they need to do in creating an environment to air, deal with, and solve conflict.

*Purchase \$695. Online rentals only.*

#### SOLVING EVEN MORE PEOPLE PROBLEMS ON THE JOB

(BRIEFINGS) 18 minute DVD with leaders guide

This program shows how to deal with a variety of people problems, without resorting to fear or intimidation; by offering straightforward techniques for dealing with difficult behaviors and how to change them.

*Purchase only, \$195*

#### SOLVING PEOPLE PROBLEMS ON THE JOB

(BRIEFINGS) 26 minute DVD with leaders guide

This program shows how to identify the most troublesome personality types, how to handle them, tactfully and effectively.

*Purchase only, \$195*

#### SOUND OF SERVICE MEETING OPENER & CLOSER

(MEDIA PARTNERS) 2 programs, 2 minutes each,

Inspires frontline service providers with the words customers love to hear.

**Meeting Opener:** Designed to set the stage for customer service training.

**Meeting Closer:** Contains skill points trainees can put to use right away.

*Purchase only, \$295. Special package offer.*

#### SPEAKING EFFECTIVELY: TO ONE OR ONE THOUSAND

(MEDIA PARTNERS) 23 minutes

Steve Landsberg, of Barney Miller fame, takes viewers through a series of vignettes that show simple, reliable techniques for feeling comfortable in front of people, while effectively communicating ideas.

*Purchase \$895*

**SPEAKING TO 1 PERSON OR A ROOMFULL: PROVEN TECHNIQUES THAT WILL MAKE YOU A MASTER COMMUNICATOR**

(BRIEFINGS) 22 minute DVD with leaders guide

This program shows viewers the critical skills that create the ability to say the right thing and say it well, even under difficult circumstances.

*Purchase only, \$195*

**SPEAKING WITH CONFIDENCE, CLARITY & CHARISMA: HOW TO EXPRESS YOURSELF CLEARLY & EFFECTIVELY IN MEETINGS, ON THE PHONE & IN FACE-TO-FACE CONVERSATIONS**

(BRIEFINGS) 23 minute DVD with leaders guide

This program shows viewers the critical skills and how to apply them; resulting in strongly impacting an audience, whether it's 1 or 1000

*Purchase only, \$195*

**SPIRIT AT WORK, THE**

(STAR THROWER) 24 minutes

James Autry offers a 5-point program connecting with people, getting them motivated, and being effective as a team.

*Rental \$295; Purchase \$395*

**SPIRIT CLIPS Series**

(SPIRIT EMX) a series of 11 videos averaging 2 to 4 minutes each

Created by Academy Award winning producer Rob Fried (Hoosiers, Rudy, etc.) they are designed to inspire and motivate. By presenting and reinforcing skills dealing with customer service, stress management, diversity, coaching, generation issues, teambuilding, harassment, ethics, supervision, management, leadership, bullying, change, values, change, productivity, mentoring, empowerment, perseverance, creativity and dedication. Titles are: **The Cracked Pot; Darius Goes West; The Hubble Solution; Indivisible; The Little Frog; Montgomery; A New Deal; One Small Step; Red; Sally; & Training Wheels.**

*Purchase only, each; \$295. Quantity discounts.*

**SPIRIT OF THE DOLPHINS, THE**

(WORKPLACE PUBLISHING) 2 minutes

This meeting opener uses the theme of dolphin behavior has a correlation to effective teamwork, motivation, attitude, etc.

*Rental \$295; Purchase \$375*

**SPORTSTERS**

(PYRAMID) 5 minutes

A race between 2 bicyclists is used to get across the point of motivation and not underestimating your competition.

*Purchase \$295*

**STANFORD VIDEO GUIDE TO NEGOTIATING, THE**

(KANTOLA) 59 minutes

Presented by Dr. Margaret Neale, it's the story of negotiations between a baseball team owner and stadium owners, demonstrating common errors, techniques for correcting them, effective strategies and tactics.

*Purchase only, \$195*

**STANFORD GUIDE TO FINANCIAL STATEMENTS**

(KANTOLA) 51 minute DVD, with study guide

Professor George Parker presents 3 key financial statements used by US companies; and the logical, common-sense approaches they reveal about value, profitability, and payables.

*Purchase only, \$195*

**START RIGHT...STAY RIGHT: ORIENTATION BASICS**

(MEDIA PARTNERS) 28 minute DVD & CBT with extensive ancillary materials

Based on Steve Ventura's bestseller, this program focuses on creating successful employees for whom success is a mindset; offering skill-building tools and action plans that teach employees 24 critical behaviors.

*DVD Purchase \$1,295. Available for online programs. Call for pricing.*

**STAR THROWER STORY, THE**

(STAR THROWER) 6 minute DVD

StarThrower has taken one of Joel Barker's favorite stories from "The Power

of Vision;" creating a short motivational meeting opener; focusing on how all of us have the ability to make a difference.

*Rental \$295; Purchase \$395*

**STEP UP, SPEAK UP**

(LIGHTWORKS MEDIA) 14 minutes

Shows viewers the importance of respect and tolerance in creating an enjoyable, productive, and harmonious workplace.

*Rental \$195; Purchase \$595*

**STEPHEN COVEY'S LESSONS IN LEADERSHIP SERIES**

(MEDIA PARTNERS) 4 video program, DVD

**A Grand Goal.** Love and forgiveness is the theme of how one man is providing direction for young, unemployed men in Uganda (11 minutes).

**Journey To Discovery.** A successful writer, unable to write, rediscovers the passion and motivation for breakthroughs and innovations (14 minutes).

**A Better Way.** The concept of "win-win" is resurrected by 3 South African retailers in an attitude shift from competition to cooperation with customers, vendors and employees (15 minutes).

**Law Of The Harvest.** Created by patience, perseverance, and preparation; a potato kills the philosophy of technology and quick fixes (7 minutes).

*Each: Purchase only, \$695, series-\$2,395*

**STEPHEN COVEY ON LEADERSHIP**

(VISIONPOINT/SOLLAH) 4 minutes

Composed of meaningful thoughts and quotes by Covey, this video also contains awe-inspiring images of nature and memorable music.

*Purchase only, \$198; DVD only, \$99*

**STICKY WISDOM: HOW TO START A CREATIVE REVOLUTION AT WORK**

(VIDEO ARTS) 31 minute DVD

Reviews 6 basic behaviors of highly creative people; plus offering 6 case studies showing how organizations applied these characteristics

*DVD purchase only, \$870. Weekly digital rental only,*

**STRAIGHT SCOOP ON E-MAIL, THE**

(COASTAL/DUPONT) 22 minute DVD

Shows e-mail etiquette, privacy, and protecting one's rights in the workplace.

*Rental \$195; Purchase \$395*

**STRAIGHT TALKING: THE ART OF ASSERTIVENESS**

(VIDEO ARTS) 30 minute DVD

A John Cleese comedy showing how to effectively use assertiveness in creating good communications and working relationships.

*DVD purchase only, \$999. Weekly digital rental only,*

**STRATEGIC PLANNING IN GOVERNMENT: NOT BUSINESS AS USUAL**

(MEDIA PARTNERS) 20 minutes

John Mercer helped implement a system of long-term strategic planning as a councilman and mayor in California; and later (Government Performance & Results Act) for federal programs and agencies. He hosts, and demonstrates scenarios for effectively implementing the process.

*Only available for online programs. Call for pricing.*

**STRATEGIES FOR SUCCESS Series**

(AT EASE) 3 video program

This is a Series dealing with all aspects of professionalism in business such as; courtesy, etiquette, impressions, networking, body language, presentations, dress, dining and eating, various styles of communication, and many more issues. Also available, participant tip sheets.

**1. Key Ways For Gaining That Competitive Edge In The 21st Century (20").**

**2. How Overcome Mingle-Phobia (24").**

**3. Gaining That Edge During Business Meals (47").**

*Purchase only, \$195 each, \$450 for the Series*

**STRESS IS A GIFT**

(MEDIA PARTNERS) 4 minutes DVD

Based on the Biosphere project, this meeting opener focuses on the value of

positive stress as an important skill, when dealing with adversity.  
*Purchase only, \$295. Special package offer.*

### **STRESS MANAGEMENT 3 PART SERIES**

(STRESS STOP)

Host, Dr. David Katz and his 3 part series showing how to recognize, understand, avoid, and deal with common stressors in the workplace. Recognizing Stress (15"); Managing Stress (15"); Resilience: Mastering Stress.

*Purchase only, \$149 each; series, \$395*

### **STRESS MANAGEMENT 5 PART SERIES**

(STRESS STOP)

Host, Dr. David Katz and his 5 part series showing how to recognize, understand, avoid, and deal with common stressors in the workplace. Recognizing Stress (15"); Managing Stress (15"); Resilience: Mastering Stress (14"); Stress, Weight Control & Emotional Eating (16"); Yoga@Work (25");

*Purchase only, \$149 each; series, \$595*

### **STRESS: YOU'RE IN CONTROL II**

(PROPOSITIONS) 20 minute DVD

Update of the classic, offering workplace scenarios dealing with how to analyze and control on-the-job stress.

*DVD Purchase \$395. Online rentals only.*

### **STRESSBUSTERS!**

(ENTERPRISE MEDIA) 26 or 37 minutes

Loretta Laroche, a leading speaker on stress reduction, does a funny and irreverent look at stress, personalities and how to make yourself happier and more productive.

*Rental \$245; Purchase \$595*

### **SUBSTANCE ABUSE: AWARENESS & INTERVENTION**

(COASTAL/DUPONT) 25 minute DVD

Available in union and non-union versions, it shows how to help employees overcome substance abuse. Includes a compliance manual.

**Non-Union.** Shows how abuse is a danger themselves and their co-workers.

**Union.** Shows how to help employees with substance-abuse problems.

*Rental \$195; Purchase \$395*

### **SUBTLE SEXUAL HARASSMENT Series**

(QMR) 2 videos, 28 minutes each

**1. The Issue Is Respect.** Deals with abusive, hostile, and subtle quid pro quo (one thing in return for another) sexual harassment behavior.

**2. Management's New Responsibilities.** Continuation of "Respect" with the focus on new standards, "Reasonable Woman" and the responsibility of management to maintain a workplace free of sexual harassment.

*Rental \$295; Purchase \$625 for link or for DVD \$725*

### **SUBTLE SEXUAL HARASSMENT TRAINING SCENES**

(QMR) 28 minutes

Part of the Series\*, it has 9 dramatizations dealing with the social, legal and psychological ramifications of each scene, with discussions of their impact.

*Rental \$295; Purchase \$625 for link or for DVD \$725*

### **SUCCEED BY COACHING**

(ENTERPRISE MEDIA) 30 minute video, plus audio and book

Presents the essentials of coaching, how and when to do it, and why it's necessary in today's business environment.

*Purchase only, DVD \$129.95*

### **SUCCEED BY LISTENING**

(ENTERPRISE MEDIA) 35 minute video, audio and book

Presents the basic principles and techniques needed to become an active listener and communicator in both business and personal situations.

*Purchase only, DVD \$129.95*

### **SUCCEEDING IN A CHANGING WORLD**

(ENTERPRISE MEDIA) 2 segment DVD program; 24 and 20 minutes with ancillary materials

Harvard Business School Professor, John Kotter, explains how to implement and embrace change. He presents anecdotal stories of successful change companies like Rockwell Collins, or Berkshire Hathaway and Southwest Airlines; plus unsuccessful ones like Polaroid.

*Either format. Rental \$395; purchase \$795*

### **SUCCESSFUL SELLING**

(VIDEO ARTS) 34 minute DVD with ancillary materials

This fast-paced, practical guide is for all sales professionals, as it presents realistic scenarios covering 6 modules about research, objectives, asking questions, explaining benefits, meeting objections, and selling techniques.

*Purchase only, \$999. Weekly digital rental only,*

### **SUPERVISING FOR QUALITY**

(KANTOLA) 26 minutes

Shows how the changing workforce requires enhanced supervisory skills to build commitment and involvement, while continuing traditional responsibilities of scheduling work, enforcing rules, and monitoring progress.

*Purchase only, \$95; instructor's manual \$17.95*

### **SUPERVISING THE DIFFICULT EMPLOYEE**

(ENTERPRISE MEDIA) 23 minute video, audio, & book

Offers 6 main objectives to help supervisors redirect an employee whose behavior is nonproductive and negatively affects other coworkers.

*Purchase only, \$129.95*

### **SUPERVISOR ON THE SCENE SERIES**

(COASTAL/DUPONT) 6 DVD program averaging 11 minutes each with ancillary materials

This series focuses on "soft skills" which are critical for creating the harmony and teamwork that leads to productive workforces.

**Supervisor On The Scene: Communication.** Explorers and need to plan messages, choose the best way to deliver them, delivered properly, and solicit feedback.

**Supervisor On The Scene: Conflict Resolution.** Examines tasks of supervisors in resolving conflicts, ranging from identification of facts to compromise and collaboration.

**Supervisor On The Scene: Coaching For Performance. Shows,** Creating a productive environment, while creating a culture of constructive feedback.

**Supervisor On The Scene: Decision Making.** Shows how to make sound, solid decisions by gathering information, developing alternative selecting the best option, and following up.

**Supervisor On The Scene: Meeting Effectiveness.** How to plan and execute meetings, to ensure that they are timely, productive, and effective.

**Supervisor On The Scene: Training Job Skills.** Offers 4 basic principles to guide any training endeavor, preparation, presentation, performance trial, and follow through.

*Each. Rental \$195; Purchase \$495; series-\$2495*

### **SUPERSALESMAN**

(VIDEO ARTS) 21 minute DVD

Doing a spoof of Superman, this video focuses on to be a success, salespeople have to establish respect and trust with their customers; and work at maintaining it.

*DVD purchase only, \$870. Weekly digital rental only,*

### **SUPERVISOR TOOLKIT**

(MEDIA PARTNERS) 82 minute CD or DVD with Leader's Guide

Designed for maximum flexibility, there are 90 hi-quality video vignettes from MEDIA PARTNERS's library of bestselling programs. Each runs between 20 seconds and three minutes and is easily incorporated into custom training courses.

*Purchase only, \$995*

### **SURVIVAL RUN**

(PYRAMID) 12 minute DVD

A motivational documentary of blind marathon runner, Harry Cordellos, who successfully runs the difficult Dipsea course near San Francisco; guided only

by the voice and arm of a sighted partner.

*Purchase only, \$295*

**SURVIVAL SKILLS FOR THE FUTURE**

(ENTERPRISE MEDIA) 22 minutes

Jennifer James, a cultural anthropologist, uses humor and metaphors to explore the new ways of thinking and acting that viewers/organizations will need for survival in the 21st century.

*Purchase only, \$249*

**TACTICS OF INNOVATION**

(STAR THROWER) 22 minutes DVD;

Joel Barker's newest, deals with the problem of smart people rejecting good ideas; offering a 10 step strategy to deal with resistance to change.

*Rental \$295; Purchase \$695*

**TAKEAWAY FOR MANAGERS SERIES**

(ATS) 6 DVDs averaging 9 to 12 minutes each with ancillary materials

Directed at managers/supervisors to acquaint them with the basics of legal issues. Straightforward and short with 4 vignettes per title, the series can serve as a complete EEO/Legal Compliance Program.

**ADA In A Nutshell; Can I Ask That? Legal Interviewing; Discipline, Documentation & Termination; Diversity, Respect &; Legal Compliance; FMLA In A Nutshell; and Sexual Harassment** (also CA version).

*Each. Purchase only, \$495; all 6, \$1795*

**TAKE A GOOD LOOK**

(LIGHTWORKS MEDIA) 20 minutes

Retail sales people learn what they can do to deter theft and shoplifting.

*Rental \$195; Purchase \$595*

**TAKE BACK YOUR TIME: HOW TO MANAGE A WORKLOAD & STILL HAVE A LIFE**

(BRIEFINGS) 19 minute, VHS/DVD with leaders guide

This program offers tips and tactics guaranteed to make viewers productive, free up their time and take back their life.

*Purchase only, \$195*

**TAKE IT OR LEAVE IT**

(LIGHTWORKS MEDIA) 17 minutes

Deals with theft in a retail environment, the choices and their results on employees when they have the opportunity for theft.

*Rental \$195; Purchase \$595*

**TAKING C.A.R.E. OF BUSINESS**

(STAR THROWER) 23 minutes DVD

Using the acronym C.A.R.E., the video shows customer service professionals, making the customer's encounter positive and wanting to return.

*Rental \$295; Purchase \$495*

**TAKING CHARGE OF CHANGE (Revised)**

(MEDIA PARTNERS) 18 minute DVD, CD & ancillary materials

Presents the skills necessary to understand and support change. There are a number of vignettes featuring many different businesses; plus more "how-to" applications than the original.

*Purchase \$995.*

**TAKING CARE OF YOUR FUTURE IS...**

(SOLLAH) 3 minute DVD

This thought-provoking, short video uses imagery, video and music to inspire and stimulate discussion about getting your career on track and rolling. Using a common sense approach to understanding the important thing to remember in the workplace.

*Purchase only, \$295*

**TAKING CONTROL OF WORKPLACE VIOLENCE**

(PROPOSITIONS) 21 minute DVD with ancillary materials

Shows managers/supervisors how to respond to potentially violent incidents

before they occur; by helping them recognize, deal with warning signs or threats, diffuse dangerous situations, and assist troubled employees.

*DVD Purchase \$795. Online rentals only.*

**TALE OF O, A**

(TRAINERS TOOLCHEST) 27 minute DVD with ancillary materials

A classic, non-personal concept about creating collaboration and interrogation between different groups. Useful for diversity/discrimination programs.

*Rental \$180; Purchase \$350*

**TALENT! HOW TO WIN THE GREAT WAR FOR TALENT**

(ENTERPRISE MEDIA) 25 minute DVD, with ancillary material

Today's, new competitive advantage isn't from factories, but from people—talent! Tom Peters offers 10 vital lessons for becoming a talent fanatic.

*Rental \$250; Purchase \$59 5.*

**TALENT MANAGEMENT: HOW TO RETAIN YOUR BEST PEOPLE**

(VIDEO ARTS) 25 minute DVD

Offers 3 key reasons why employees are inclined to leave; stress, feeling undervalued or bored. This video presents solutions for spotting these issues and holding critical people.

*DVD purchase only, \$870. Weekly digital rental only,*

**TALK ISN'T CHEAP**

(VIDEO VISIONS) 19 minutes DVD

Shows 4 practical, but essential techniques to make viewers responsible for conducting effective communication, that is correctly received.

*Rental \$395; Purchase \$695*

**TALKING 9 TO 5**

(CHARTHOUSE) 29 minute DVD, with ancillary materials

Debra Tanner, a renowned linguist, shows the problems of conversational styles, how they work, and their effect on communication between the sexes.

*Rental \$350; Purchase \$595*

**TARGET ZONE**

(PYRAMID) 30 minutes

Presents a time tested program for cardiovascular fitness that's composed of a safe and simple exercise routine.

*Purchase only, \$295*

**TARGETING FOR PERFORMANCE**

(VIDEO ARTS) 30 minute DVD

How to set and applying targets, recognize results, and measure their success.

*DVD purchase only, \$870. Weekly digital rental only,*

**TEAM APPROACH, THE**

(KANTOLA) 24 minutes

How to organize productive teams by building involvement, cooperation, improving communication, streamlining decisionmaking, expand competency, and generate innovate business solutions.

*Purchase only, \$95; Instructor's Manual \$17.95*

**TEAM-BUILDING TECHNIQUES THAT WORK: PRACTICAL ADVICE FOR FOSTERING TEAMWORK AMONG YOUR STAFF MEMBERS**

(BRIEFINGS) 22 minute DVD with leaders guide

This program shows viewers the skills for molding diverse personalities into a cohesive unit, which succeeds with the toughest challenges.

*Purchase only, \$195*

**TEAM BUILDING: WHAT MAKES A GOOD TEAM PLAYER**

(MEDIA PARTNERS) 19 minute DVD with ancillary materials (government, manufacturing and health care versions available)

Glenn M. Parker shows how a team involved in boat building goes through negative and positive actions, to come together as an effective team. \*Health, Government and Manufacturing available

*Purchase only, \$795*



**TEAM CREATIVITY**

(MEDIA PARTNERS) 20 minutes

Deals with the problem of idea rejection, showing how to recognize the enemies of creativity, while voicing new ideas without hesitation.

*Only available for online programs. Call for pricing.*

**TEAM OF CHAMPIONS**

(MONAD/MIINDLINK) 29 minute DVD

John Parker Stewart shares the key leadership traits team builders need in creating an effective team that successfully works together.

*Rental \$250; Purchase \$595*

**TEAM OF EAGLES, A**

(MONAD) 17 minute DVD

Mike Singletary, formerly of the Chicago Bears, presents 5 key points that all individuals must practice as members of successful teams; while interweaving his experiences as reinforcement.

*Purchase only, \$299*

**TEAM PLAYER**

(COASTAL/DUPONT) 21 minute DVD

The importance of being a team player; and how to become one.

*Rental \$195; Purchase \$395, DVD has Spanish*

**TEAMS' SERIES**

(PROPOSITIONS) 2 DVDs, 40 minutes each

From the Harvard Business Series, these videos focus on using teams for innovation and problem solving.

**Innovative Project Teams.** 3 case studies are presented and how teams came up with solutions to critical problems.

**Teams & Organizational Change.** A case study of moving from rigid management structures to empowered teams.

*Each: DVD Purchase \$595. Online rentals only.*

**TEAMWORK/Pat Riley**

(COASTAL/DUPONT) 25 minute DVD

Pat Riley presents his 8 point concept of how supervisors and managers can put together successful, working groups or teams.

*Rental \$195; Purchase \$395, DVD has Spanish*

**TEAMWORK ESSENTIALS VIDEO SERIES**

(ASH QUARRY) a 4 video program, averaging 14 minutes each

**Teams That Work.** Shows 5 characteristics of successful teams, demonstrating the required skills.

**Change Without Anxiety.** Focuses on controlling a situation, what can and cannot be controlled, tolerating uncertainty and finding a tolerance mentor.

**Meetings Under Control.** Shows specific skills for controlling meetings, to insure they are productive, efficient and achieve outcomes.

**Presentations Without Fear.** Offers practical skills to overcome the 5 most daunting challenges when making presentations.

*Each. Rental \$180; Purchase \$350*

**TEAMWORK: HOW SYNERGY SUCCEEDS**

(COASTAL/DUPONT) 23 minutes DVD with ancillary materials

Presents a picnic and treasure hunt to identify the attitudes and actions required by team members to achieve peak performance and productivity.

*Rental \$195; Purchase \$595, DVD has Spanish*

**TEAMWORK IN ACTION**

(ENTERPRISE MEDIA) 2 minutes

The Muppets strike again! The classic contingency and library patrons create a hilarious musical moment.

*Rental \$225, DVD \$250; Either format. Purchase \$495*

**TEAMWORK: HOW SYNERGY SUCCEEDS**

(COASTAL/DUPONT) 22 minute DVD with ancillary materials

Focusing on 3 key points, this program is designed for the manufacturing environment by using the plot of 2 teams on a scavenger hunt to illustrate issues of setting up new projects, building blocks, dealing with conflict,

establishing goals, and recognizing the need for collaboration.

*Rental \$195; Purchase \$595*

**TEAMWORK IN CRISIS: THE MIRACLE OF FLIGHT 232**

(MEDIA PARTNERS) 28 minutes; CD & ancillary materials

Based on a United Airlines crash landing in Sioux City, Iowa, it documents how the captain, his crew, the rescue and medical teams, used 5 elements of teamwork to keep this incident from becoming a major catastrophe.

*Purchase \$995*

**TEAMWORK: WHAT'S TRUST GOT TO DO WITH IT?**

(VIDEO VISIONS) 19 minutes DVD

This program demonstrates the critical need for trust; plus building and maintaining it among all the team members.

*Rental \$395; Purchase \$695*

**TELEPHONE BEHAVIOR: RULES OF EFFECTIVE COMMUNICATION**

(VIDEO ARTS) 33 minute DVD

John Cleese and how to master the techniques of positive, friendly telephone communication; plus essential information on effective voice mail usage.

*DVD purchase only, \$999. Weekly digital rental only,*

**TELEPHONE COURTESY PAYS OFF II**

(COASTAL/DUPONT) 20 minute DVD

This video offers 3 tips for good telephone skills; answer the phone before the third ring, put a smile in your voice, and offer assistance.

*Rental \$195; Purchase \$595, DVD has Spanish*

**TELEPHONE COURTESY: YOU ARE THE COMPANY**

(KANTOLA) 12 minutes

Makes viewers aware of their responsibility in representing their organization, when answering the phone.

*Purchase only, \$79*

**TELEPHONE FILM, THE**

(MONAD) 16 minute DVD

Telephone customer service for all, featuring answering the phone clearly, taking correct messages, placing customers on hold, and being courteous.

*Rental \$195; Purchase \$435*

**TELEPHONE SKILLS AT WORK**

(ENTERPRISE MEDIA) 33 minute video, audio, & book

Offers 3 key points for effectively, productively, and courteously using the phone in business.

*Purchase only, \$129.95*

**TELEPHONE SKILLS 2000**

(PROPOSITIONS) 20 minute DVD

A 2 part program showing positive and negative telephone usage.

**Part 1.** Focuses on voice mail, phone features, answering the phone, listening skills, the assertive caller and the angry caller.

**Part 2.** Focuses on statements to avoid, the analytical callers, action plans and the use of language.

*DVD Purchase \$795. Online rentals only.*

**TELESALES: YOUR LINE OF BUSINESS**

(VIDEO ARTS) 27 minute DVD

A 3 step program for persons, who spend all or part of their time on the phone, to their level of successful sales calls

*DVD purchase only, \$870. Weekly digital rental only,*

**TELL ME A STORY: A POWERFUL WAY TO INSPIRE ACTION**

(MEDIA PARTNERS) 18 minute DVD with ancillary materials

Communication expert John Jensen illustrates the difference between conveying information and creating an emotional experience through a story; introducing real-world, organizational, story telling individuals from various organizations, as examples of telling stories designed to move the audience or listener in specific ways.

*Purchase \$895*

**10 COMMANDMENTS OF COMMUNICATING WITH PEOPLE WITH DISABILITIES**

(PROGRAM DEVELOPMENT) 26 minute DVD with resource guide  
This program offers excellent advice on how individuals and organizations can effectively interact with persons with disabilities. The powerful points are reinforced with video clips and simulations.  
*Purchase only, \$295*

**THE NEW BUSINESS OF PARADIGMS: 2ND EDITION**

(STAR THROWER) 21 minute DVD with ancillary materials  
This classic program on change has been updated, shortened, and includes expanded support materials.  
*Rental \$395; Purchase \$895*

**THE OH SERIES EVERY DAY ETHICS**

(SOLLAH) 23 minute DVD with ancillary materials  
This program's 15 thought-provoking vignettes shows viewers examples of ethical situations that have major consequences for the organization, customers and for ourselves. Topics include: accounting/reporting miscues; cash bribes; gifts; collusion; time theft; kickback; it's switching/bid rotation; price-fixing; market division; etc.  
*Purchase only, \$895. Special online license available, call for details.*

**THE POWER OF TEAMWORK INSPIRED BY THE BLUE ANGELS**

(ADVANCED KNOWLEDGE) 28 minute DVD with ancillary materials  
Host Commander Scott "Yogi" Beare, US Navy (retired) presents his critical teamwork experience with the Blue Angels. He correlates the Blue Angels by emphasizing the importance of teamwork regardless of organization, while identifying 12 key points of teamwork.  
*Rental \$225; Purchase \$695*

**THEIRS NOT TO REASON WHY: THE STORY OF LT. WM. SOWDEN SIMS**

(MONAD) 12 minute DVD with ancillary materials  
A case study that made history, by defeating "the satisfaction of status quo." Useful for all levels of sales and non-sales persons, it focuses on change, problem-solving, motivation, and selling new ideas.  
*Rental \$195; Purchase \$495*

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

(TRAINING ABC) 4 minute DVD  
An unique approach to goals, vision, and innovation by presenting persons who were absolutely sure that the successful accomplishment/invention could not be done.  
*Purchase only, \$295. Special online license available; call for details.*

**THINK OR SINK: PROFESSIONAL TEAM DECISION THINKING**

(VIDEO ARTS) 26 minute DVD.  
John Cleese takes a look at team leadership, humorously showing how to avoid the problems of reaching a solid team decision.  
*DVD purchase only, \$870. Weekly digital rental only,*

**30 WAYS TO MAKE MORE TIME**

(VIDEO ARTS) 27 minute DVD with ancillary materials  
Using memorable and engaging characters, this video shows many different situations to highlight the issues of time management; showing both the wrong and right way of doing tasks productively.  
*DVD purchase only, \$870. Weekly digital rental only,*

**THIS IS GOING TO HURT ME MORE THAN IT HURTS YOU**

(VIDEO ARTS) 27 minute DVD  
John Cleese shows how to give bad news, badly; but then shows how to have an employee accept it without becoming demotivated.  
*DVD purchase only, \$870. Weekly digital rental only,*

**THIS THING CALLED CHANGE**

(MONAD) 9 minute DVD  
Fast paced, it offers a sampling of the many changes that have occurred dur-

ing this millennium; plus powerful graphics reflecting all aspects of change.  
*Rental \$195; Purchase \$395*

**THREAT DETECTOR: YOUR ROLE IN PREVENTING WORKPLACE VIOLENCE**

(PROPOSITIONS) 2 DVD program, 10 and 7 minutes with leader's guide  
Clarifies threatening behaviors, action to take when they occur, as it shows 5 key steps for countering them.  
*DVD Purchase \$425 Online rentals only.*

**THREE-DIMENSIONAL INTERVIEW**

(VISIONPOINT/SOLLAH) DVD program with ancillary materials  
This program offers practical, step-by-step instructions for effectively planning, conducting consistent, structured interviews by combining behavior-based situational and self-evaluation questions. Resulting in hiring candidates who best fit the job requirements and the organization's culture.  
*Purchase only, \$795*

**3 R's OF SUSTAINABILITY: REDUCE, REUSE, RECYCLE!**

(PROPOSITIONS) 24 minute DVD with ancillary materials  
This program will equip supervisors, managers, and staff with the necessary knowledge, ideas, and tools to identify areas within an organization's operation that can be enhanced using sustainable practices.  
*Purchase \$495. Online rentals only.*

**THRIVING IN A TECHNO WORLD**

(ENTERPRISE MEDIA) 32 minutes  
Filmed at Training '97, Tom Peters and a Roundtable panel of experts respond to questions about what leaders, organizations and individuals can do to survive and thrive on the chaotic years ahead.  
*Purchase only, \$195*

**TIME & TERRITORY MANAGEMENT: TURNING TIME INTO GOLD**

(MONAD) 30 minute DVD  
Shows salespeople 12 steps in controlling their time and territory, turning wasted hours into effective selling and increased sales volume.  
*Rental \$195; Purchase \$395*

**TIME CHALLENGED**

(MEDIA PARTNERS) 20 minutes with ancillary material  
Focusing on a call center supervisor, the video humorously looks at the challenges of time management, its productivity dilemmas, and all the skills necessary to successfully deal with it.  
*Purchase \$795*

**TIME MANAGEMENT: A PRODUCTIVITY PLAN**

(COASTAL/DUPONT) 25 minute/DVD with ancillary materials  
Shows viewers how to use state-of-the-art time management techniques to increase productivity and create a less stressful work environment.  
*Rental \$195; Purchase \$595, DVD has Spanish*

**TIME MANAGEMENT: GET THE MOST OUT OF YOUR TIME**

(ENTERPRISE MEDIA) 39 minute video, audio cassette and book  
A program for a managing your time, your job, and your personal life as stress-less as possible.  
*Purchase only, \$129.95*

**TIME MANAGEMENT: KEEPING THE MONKEY OFF YOUR BACK**

(MONAD) 30 minute DVD  
Monkey is a metaphor for time management problems, this video shows viewers how to see them coming; plus how to spot and control monkey eruptions. Also available in Spanish.  
*Rental \$195; Purchase \$395*

**TIME OF YOUR LIFE, THE**

(MONAD) 27 minute  
Based on Alan Lakein's book, "How to Get Control of Your Time and Your Life," it offers help in solving time management problems; it points out 6 simple

methods for making effective use of your time.

*Rental \$195; Purchase \$395*

#### **TIME TRAP II**

(COASTAL/DUPONT) 23 minute DVD

Dr. Alex Mackenzie, the authority on time management, presents his concepts for use by all persons attempting to effectively manage their time.

*Rental \$195; Purchase \$595, DVD has Spanish*

#### **TNT: DEALING WITH CHANGE (Re-Imagine! Series)**

(ENTERPRISE MEDIA) 14 minute DVD and workbook

This case study shows how to develop and implement programs that allow co-workers and employees to understand change and embrace it.

*Purchase only, \$195. Quantity discounts.*

#### **TOAST KAIZEN: AN INTRODUCTION TO LEAN PRINCIPLES**

(MONAD) 30 minute DVD

Featuring Bruce Hamilton, Shingo Prize recipient and Greater Boston Manufacturing Partnership president, the video highlights 7 deadly wastes found in both administrative and manufacturing processes; and focuses on the before and after conditions of Continuous Improvement implementation.

*Purchase only, \$149. Spanish & Portuguese too.*

#### **TOTAL AWARENESS: LISTENING WITH YOUR EYES**

(MONAD/MIINDLINK) 18 minute DVD; 23 minutes with Training Scenes

John Parker Stewart, helps empower viewers to listen with their eyes, as well as their ears; in gaining the needed skills to avoid communication problems.

*Rental \$225; Purchase \$495*

#### **TOTAL AWARENESS: LISTENING WITH YOUR EYES TRAINING SCENES**

(MONAD/MIINDLINK) 4 minute DVD

This video contains 3 scenarios as examples of using the skills presented in the longer video.

*Purchase only, \$225*

#### **TOXIC TALK**

(PROPOSITIONS) 9 minute DVD, with ancillary materials

Shows gossip, gripes and rumors, the Toxic Talk that undermines an organization's motivation and productivity; and how to effectively deal with it.

*Purchase \$495. Online rentals only.*

#### **TRAINING BYTES SERIES**

(VISIONPOINT/SOLLAH) 3-10 minute DVD programs with ancillary materials

**Achieving Communication.** Offers 3 key points for learning proven, practical tools to improve critical communication skills.

**Increasing Emotional Intelligence.** Offers 4 key points for learning how to maintain an emotional balance and keep things in perspective; especially in the face of constant change.

**Managing Your Own Productivity.** Viewers see 3 key points for creating effective plans, involving others, getting help and prioritizing their tasks.

*Each. Purchase only, \$495*

#### **TRAININGBYTES: PLEASE CALL ME JESSICA, NOT BILL**

(SOLLAH) 7 minute DVD with ancillary materials

The stress of how workplaces will accept a transitioning employee requires discussion, support, and respect for the person in transition.

*Purchase only, \$395*

#### **TRAININGBYTES: WHO ARE YOU?**

(SOLLAH) 4 minute DVD with ancillary materials

An introspective program for understanding ourselves while helping to develop a philosophy that can motivate and lead to productive, harmonious workplaces.

*Purchase only, \$295*

#### **TRAINING TO WIN: HELPING EMPLOYEES MEET OR SURPASS THEIR GOALS**

(BRIEFINGS) 17 minute DVD with leaders guide

This program shows viewers the techniques for developing clear, challenging goals and getting employees are committed to their success.

*Purchase only, \$195*

#### **TRAINING TRIGGERS**

(AGTS) 22 DVD programs, averaging 1 to 3 minutes

They are vignettes of specific issues (as per their titles) for use in opening, closing, and to emphasize a specific point, when conducting a program.

**Accommodation: Day of Rest.** An employee is granted religious accommodation not to work on Saturdays, but is logging hours on his holy days.

**Constructive Discharge Part 1: He's Been Fired.** Sexual harassment terminates a popular team leader, who is transferred to avoid retaliation.

**Constructive Discharge Part 2: Transferred.** Deals with an employee who doesn't get along with coworkers.

**Constructive Discharge Part 3: I Quit.** A harassed employee doesn't talk with her manager before resigning.

**FMLA Part 1: Sick Again.** The problem of the frequently absent employee.

**FMLA Part 2: He Didn't See It Coming.** An employee with a string of questionable absences is stunned when terminated

**FMLA Part 3: Cutting It Close.** An employee heads for the hospital, thinking he's about to become a father.

**FMLA Part 4: The Big Let Down.** The employee calls saying it was false labor and wants to remain home until the baby comes.

**FMLA/Retaliation: Rock-a-Bye, Baby.** If the aiding family medical leave to her maternity leave, an employee returns and is told she is being laid off.

**Harassment /Termination Part 1: He Knows The Rules.** Glimpsed pornography is reported and creates an immediate termination.

**Harassment /Termination Part 2: The Tip Of The Iceberg.** A manager finds he has fired only one of multiple employees who allegedly broke a cardinal rule; then additional rule violations surface.

**Retaliation Part 1: He's Picking On Me.** Complaints from an African-American female are work related and focus on her team leader.

**Retaliation Part 2: I'm Afraid You Have No Future In This Company.** On the verge of being terminated, the same African-American female, repeats charges that had to aim leader has it in for her, adding racial overtones.

**Safety Absolute Scene 1: A Little Thing Like That.** Dealing with employees who know the rules, but consider themselves exempt.

**Safety Absolute Scene 2: You Can't Be Serious.** The consequences of a safety violation boomerangs, becoming a threat against management.

**Termination Step Aside:** A supervisor seizes the opportunity to get rid of a troublemaker.

**Unauthorized Removal Of Confidential Data: Just Personal Things.** A long-time employee having access to critical data resigns; taking suspicious collections of paper and CDs.

**Unmerited Claim & Harassment Part 1: She May Just Need Time To Adjust.** A new supervisor charges that a female subordinate is jealous of her promotion; and is retaliating with racist remarks.

**Unmerited Claim & Harassment Part 2: The Other Side Of The Coin.** Charges of harassment and racism are denied, but include warnings about the consequences of ignoring a recently promoted supervisor's incompetence.

**Unmerited Claim & Harassment Part 3: Tough Decisions.** Demoting a supervisor who is not up to the job.

**USERRA: Just Trying To Be Helpful.** Prejudging a former employee's possibility of being hired may cross the legal line between helpful and harmful.

*Each. Purchase only, \$99. Very good quantity discounts.*

#### **TRAINING WHEELS (Spirit Clips Series)**

(SPIRIT EMX) 2minute DVD

Shows managers/supervisors how to be good mentors, leaders, the need for patience, practice, so employees can learn new skills and be self-reliant.

*Purchase only, each; \$295. Quantity discounts.*

#### **TRANSGENDER TRANSITION IS...**

(SOLLAH) 3 minute DVD

This thought-provoking, short video uses imagery, video and music to inform, encourage discussion, and ask questions about transgender transition.

*Purchase only, \$295*

**TRANSITION TO BOSS IS...**

(SOLLAH) 3 minute DVD

Focuses on managers/supervisors accepting their new role, establishing clear boundaries, communicating, learning and doing the actions that can make them successful.

*Purchase only, \$295*

**TRAPPED! HOW TO ESCAPE THE SAMENESS TRAP**

(ENTERPRISE MEDIA) 44 minutes, with ancillary material

Over the past 15 years, quality and service has gotten so good, that consumers can't tell the difference between competing products and services. Tom Peters presents 5 points for standing out in the crowd.

*Rental \$300; Purchase \$795*

**TRUSTWORKS! ALLIANCE BUILDING AS A FOUNDATION FOR CHANGE**

(MONAD/MIINDLINK) 15 minute DVD

Cindy Olmsted offers a 3 stage process for creating change in organizations; using the premise that for change to occur, everyone's perceptions must be considered, trusts must be built, and alliances created.

*Rental \$225; Purchase \$495*

**TRUTH SERIES, THE**

(STAR THROWER) 4 DVDs, averaging 5 minutes each with ancillary materials

**Truth About E-mail, The.** Deals with the problems generated by high usage; 2.1 billion messages per day.

**Truth About Business Casual, The.** Reviews the conflicts caused by implementing a business casual dress policy.

**Truth About The Internet, The.** Reviews the problems of employee misuse, and companies monitoring, the Internet.

**Truth About Customer Service, The.** Focuses on providing excellent customer service, rather than curing poor service.

*Each: Rental \$295; Purchase \$495, Series \$595,*

**TURN 'EM ON, TURN 'EM LOOSE**

(STAR THROWER) 24 minutes DVD with ancillary materials

Presents concepts that are designed to define expectations, influence attitudes and behaviors, while creating a culture that results in turned-on, energized team members, plus phenomenal productivity.

*Rental \$295; Purchase \$495*

**TWELVE ANGRY MEN: TEAMS THAT DON'T QUIT**

(ADVANCED KNOWLEDGE) 25 minutes

Using clips of the original movie that starred Henry Fonda, Dr. Margaret Wheatley hosts, as she presents 5 key concepts for moving a team through its conflicts to success in achieving its goals.

*Rental \$225; Purchase \$795. Also in Spanish*

**UH-OH SYNDROME: FROM INTOLERANCE TO INCLUSION**

(SUNSHOWER LEARNING) 28 minute DVD with ancillary materials

This diversity and inclusion program features Steve Robbins, his favorite stories, real life examples and science background to explain the forces that compel us to be close-minded towards new, unfamiliar and different things.

*Purchase only, \$595*

**UNDELIVERABLE: E-MAIL ETIQUETTE FOR TODAY'S WORKPLACE**

(EMPLOYEE UNIVERSITY) 40 minute DVD program with ancillary materials

This extensive program will instill in viewers the best practices and a comprehensive group of skills for learning e-mail etiquette, how to avoid errors and legal issues. Plus a second copy of this program free.

*Purchase only, \$495*

**UNDERSTANDING THE NEW A.D.A.**

(COASTAL/DUPONT) 16 minute DVD with ancillary materials

Features a knowledgeable host guiding viewers with detailed explanations of 6 major changes now required by the ADA Amendments Act.

*Rental \$195; Purchase \$595*

**UNDERSTANDING THE NEW FMLA**

(COASTAL/DUPONT) 19 minute DVD with ancillary materials

The FMLA can be confusing easily creating a source of misunderstanding that could lead to legal action. This program prevents this scenario, by clarifying the points that both managers and employees must know.

*Rental \$195; Purchase \$595*

**UNIFIED TEAM, THE**

(MEDIA PARTNERS) 24 minute DVD with leader guide

Michael Horton hosts, as the video explores the concept of team unity with a practical approach that aligns member needs with team goals.

*Rental \$350; Purchase \$895*

**UNION REALITIES Series**

(AGTS) 2 DVDs

**That's Just Reality.** Reviews what union's can promise and actually do; and what a company can legally do (28 minutes).

**Talking With Employees.** Shows supervisors effective techniques for lawful communication, as well as avoiding unfair labor practices (54 minutes).

*Each: Rental \$250; Purchase \$995. Available in Spanish.*

**UNION SERIES, THE**

(AGTS) 2 video program (14 & 23 minutes)

Shows managers how to understand and deal with union organization, from the earliest stages through an election.

**Module 1. You're The First Line Of Defense.** How to legally discourage the early stages of union organizing.

**Module 2. Signing The Union Card.** How to react to a card-signing campaign.

*Either format. Each: Rental \$250; Purchase \$995*

**UNORGANIZED MANAGER, THE**

(VIDEO ARTS) 3 DVDs, averaging 26 minutes each

**Part 1.** John Cleese as St. Peter, dramatizes consequences of poor organizational skill and the inability to delegate.

**Part 2.** Focuses on time management and how it undermines a manager's or subordinate's ability to be productive

**Part 3.** Focuses on the skills of delegating, motivation, communication and goal setting

*Each. Purchase only, \$999, series-\$2,495. Weekly digital rental only,*

**UNORGANIZED SALESPERSON, THE**

(VIDEO ARTS) 2 DVDs, 24 minutes each

John Cleese, shows a hot-shot salesperson with an erratic success rate the art of becoming a skilled manager of time, business, and profitable sales.

*Each. Purchase only, \$1,095. Weekly digital rental only,*

**USE THE TELEPHONE THE RIGHT WAY**

(ENTERPRISE MEDIA) 24 minute video, audio and guide

How to apply 14 key call-handling skills for effective and positive phone use.

*Purchase only, \$129.95*

**VALUE OF TIME, THE**

(MEDIA PARTNERS) 3 minute program with discussion guide

This meeting opener prepares the viewer to understand how to effectively, productively use one's time; and understand why it's critical to do so.

*Only available for online programs. Call for pricing.*

**VALUES & ETHICS**

(COASTAL/DUPONT) 12 minute DVD

Segmented into short, dramatic "what would you do?" Vignettes and short breaks for review and comparison with the viewer's organization policies.

*Rental \$195; Purchase \$395, DVD has Spanish*

**VALUING DIVERSITY**

(GRIGGS) 7 DVD, 30 minutes each, except one\* with ancillary materials

This program covers every aspect of dealing with the diversity issues.

**1. Managing Differences.** Shows how to evaluate, develop, and motivate diverse employees, illustrating their effects on the performance of managers, supervisors and administrators in multicultural settings.

**2. Diversity at Work.** Diverse individuals offer strategies for self-development, teamwork and relationship building with supervisors and peers, different than

themselves, allowing for upward mobility in multicultural organizations.

**3. Communicating Across Cultures.** Suggesting ways to communicate more effectively, it addresses different styles of communication, and people's discomfort in dealing with race and gender issues.

**4. You Make the Difference.** Entry level employees working well with people different from themselves, exploring issues of sabotage, stereotypes, cultural differences, teamwork and environments that promote productivity.

**5. Supervising Differences.** Shows supervisory personnel how to keep diverse work forces productive, focusing on climate setting, coaching/development, team building, supervising culturally diverse workers, controlling stereotypes/assumptions and dealing with employee conflict.

**6. Champions of Diversity.** Senior executives, who "champion diversity," present their experiences in behavioral and organizational changes, emphasizing personal growth, changing demographics and diversity's benefits.

**7. \*Profiles in Change.** This 60 minute documentary explores organizations maximizing their diverse human resources, focusing on recruitment, mentoring team building and accommodating.

*Each: Rental \$250, series \$1,000; Purchase \$500, series \$1,750*

#### **VALUING OUR WORKPLACE SERIES**

(ATS) 2 programs, 4 minute DVD each with ancillary materials

Offers insights for dealing with peers, fellow workers, and customers.

**Doing Our Part.** Puts the emphasis on personal responsibility when reacting to others' signals; understanding one's verbal and nonverbal communication; all for effective teamwork, problem-solving and productivity.

**A Look Inside Ourselves.** Focuses on reinforcing the concepts of compassion, unity, empathy and sharing, in having us self-examine our roles in creating unified, productive, and happy workplaces.

*Purchase only; each \$295, both \$495*

#### **VALUING RELATIONSHIP SERIES**

(GRIGGS) 3 DVD program, 30 minutes each with ancillary material

**Interpersonal Synergy.** How to take mutual responsibility for the interpersonal challenges in building synergistic work relationships; focusing on the interaction between individuals. Showing how enhancing relationship patterns are the basis for creativity, productivity, teamwork, customer service, information flow, effective communication and breakthrough results.

**Organizational Energy.** For managers/supervisors and team leaders to create effective relationship patterns by making accountable, productive, creative, and co-operative work relationships.

**Personal Patterns.** Focuses on responsibility for understanding how one's behavior forms the basis of building, enhancing, or enhancing relationship patterns; encouraging them to effectively manage their personal behavior.

*Each: Rental \$250; Purchase \$500.; series - \$750*

#### **VERBAL COMMUNICATION: THE POWER OF WORDS**

(MEDIA PARTNERS) 22 minutes

Offering 5 critical skills, for all who could benefit from clearer, more precise communication skills; plus non-English speaking persons.

*Purchase \$795*

#### **VILLAGE OF 100, VERSION 3**

(ATS) 3 minute DVD with ancillary materials

Offering 5 key points for dealing with diversity, tolerance and understanding. It shrinks the earth's population to a village of 100 people, keeping the same proportions that allows viewers to see the makeup of the world.

*Purchase only, \$395*

#### **WAGE & HOUR COMPLIANCE**

(COASTAL/DUPONT) 17 minute DVD with ancillary materials

This program the Fair Labor Standards Act, exempt and non-exempt employees, their respective wages, defining basic compensation formulas, clarifying overtime, on-call employees, independent contractors, youth employment issues, and when to pay volunteers.

**Recordkeeping.** Employee data lists that organizations must record.

**Errors To Avoid.** Common employer pitfalls and corresponding preventive measures.

*Rental \$195; Purchase \$595*

#### **WALK AWHILE IN MY SHOES**

(TRAINERS TOOLCHEST) 20 minute DVD with leader guide

Interviews of 4 employees and managers, with diverse backgrounds, personalities, experience, and conflicting points of view. The discussions eventually bring their mutual interests and need for each other to the surface

*Rental \$195; Purchase \$595*

#### **WAY YOU WERE, THE**

(MONAD) 8 minute DVD

Is about being innovative, taking risk, being inquisitive and a nonconformist; traits common to children that are lost when growing into adulthood.

*Rental \$195; Purchase \$395*

#### **WAYMISH (WHY ARE YOU MAKING IT SO HARD...FOR ME TO GIVE YOU MY MONEY?)**

(MEDIA PARTNERS) 2 DVD program, Main DVD, 18 minutes; Supervisor DVD, 10 minutes; with ancillary materials.

Presented in a reality TV approach that is humorous and timely, it shows customer service reps in a variety of situations driving good customers away. They are able to see how their actions affect others and are coached on changing their attitudes and behaviors.

*Purchase \$695, both, \$895*

#### **WE ALL WIN: FANAGALO**

(GROH) 2 DVD program, 22 minutes each with ancillary materials

Fanagalo is a common language of many groups in the South African Bush; allows collaboration, respect of each other, and to be led effectively.

**1. Customer Service With Authenticity.** Offers 10 points group's use to create extraordinary customer experiences throughout an organization.

**2. Coaching, Mentoring & Leading High Performance Teams: Developing Talent Every Day.** Offers 10 key points to help organizations create a culture of extraordinary, customer service experiences.

*Each. Rental \$375; Purchase \$695*

#### **WE ARE THE ONES**

(STAR THROWER) 5 minute DVD

The picturesque Southwest is the backdrop for individuals and groups to think about the concepts of responsibility, leadership, vision, determination, teamwork, change, value, motivation, innovation, and inspiration.

*Rental \$200; purchase \$395*

#### **WE ARE ALL DIFFERENT: DIVERSITY IN THE WORKPLACE**

(KANTOLA) 14 minute DVD with ancillary materials

This video will help viewers create a workplace that is accepting and respectful of individual differences, while encouraging employees to see the values in their coworkers.

*Purchase only, \$169*

#### **WE NEED TO M.E.E.T./M.E.E.T. ZERO TOLERANCE**

(VISIONPOINT/SOLLAH) 29 minute VHS/DVD with ancillary materials

Shows managers how to recognize, respond to, and resolve day-to-day workplace situations that can arise out of cultural differences.

*Purchase only, \$795*

#### **WE WILL**

(GROH) 19 minute DVD with ancillary materials

Kevin Plank, founder and CEO of Under Armour, presents his philosophies that inspire and motivate his organization to each new level of growth. Creating passion and energy, and sharing core values in the belief that brands must have purpose, while giving back as they prosper.

*Rental \$495, Purchase \$1,095,*

#### **WEALTH, INNOVATION & DIVERSITY**

(STAR THROWER) 30 minute DVD

Joel Barker in a global backdrop, draws from history, geography, and science in presenting a diversity concept called, "mutualism." He shows why the need for hiring, promoting, and encouraging diverse people, and their ideas.

*Rental \$295; Purchase \$695*

**WEDNESDAY'S TOUCH**

(KANTOLA) 6 minute DVD

Shows why customers require relationships to keep them coming back; and how they perceive customer service reps.

*Purchase only, \$119*

**WELL-MANAGED MEETING, THE**

(KANTOLA) 22 minute DVD with ancillary materials

Starts with the common pitfalls that often derail meetings and then offers proven methods that can dramatically impact their effectiveness.

*Purchase only, \$189*

**WELL, WELL, WELL**

(STRESS STOP) 24 minutes

This humorous video deals with health, nutrition and its relationship to stress, by using a plot of 3 unhealthy employees organizing a picnic for their health and wellness company.

*Purchase only, \$199*

**WE'RE IN THE BAND**

(MEDIA PARTNERS) 10 minute DVD with ancillary materials

A fast paced, upbeat program featuring The Paperboys, a popular Northwest Rock Band, that documents their tour. While highlighting their goals, customer service, and teamwork; and those of employees at all levels and organizations who create upbeat environments for everyone.

*Rental \$350; Purchase \$895*

**WE'RE ON THE SAME TEAM REMEMBER?**

(MEDIA PARTNERS) 19 minutes; CD & ancillary materials

Presenting 4 key points, it emphasizes the importance of pulling together to work as a team, in making an organization responsive to customers needs.

*Purchase \$995*

**WE'VE GOT TO STOP MEETING LIKE THIS!**

(COASTAL/DUPONT) 20 minute DVD

Dramatizes how meetings wander off course, spelling out specific techniques for keeping them focused, participants involved, and goals on track.

*Rental \$195; Purchase \$395, DVD has Spanish*

**WHALE DONE! PROGRAM**

(SOLLAH) 3 DVD program with ancillary materials

Ken Blanchard presents a concept used by the whale trainers of SeaWorld; and how to use it within organizations.

**1. Whale Done!\*** A 21 minute video of Blanchard showing viewers how to improve relationships by building trust, accentuating the positive, and redirecting energy when things go wrong.

**2. Whale Done! In Action.\*\*** A 15 minute companion video showing the concept applied to real-life business situations; plus offering 2 critical skills.

**3. Accentuate The Positive.\*\*\*** A short meeting opener.

*Purchase only, \$595\*; Purchase only, \$695\*\*; Purchase only, \$198; DVD only \$99.\*\*\*.*

**WHAT A MANAGER SHOULD SAY**

(ADVANCED KNOWLEDGE) DVD 5 minutes

Focuses on using words in a creative, respectful, and positive manner, to get acknowledgement, commitment and successfully complete a task.

*Purchase only, \$295*

**WHAT CUSTOMERS REALLY WANT**

(BRIEFINGS) 14 minute DVD with leaders guide

This program shows the techniques that result in quality customer service, making them feel valued, and in exceeding their expectations.

*Purchase only, \$195*

**WHAT DO YOU SAY?**

(MEDIA PARTNERS) 22 minute DVD with ancillary materials

This fast-paced and entertaining video, deals with the awkward, difficult

moments of trying to converse with and satisfy unhappy customers. Offering practical, and immediately applicable answers.

*Rental \$350; Purchase \$895*

**WHAT DO YOU SEE?**

(STAR THROWER) 7 minute DVD with ancillary materials

The program focuses on care providers seeing every patient as a person, interacting with them, treating them with compassion, and discussing the importance of emotional care in alignment with medical care.

*Rental 295; Purchase \$495*

**WHAT IT REALLY TAKES TO BE A WORLD CLASS COMPANY**

(ADVANCED KNOWLEDGE) 23 minutes

Clem Sunter identifies 7 attributes, 1 rule and several examples for identifying world class designations.

*Rental \$195; Purchase \$695*

**WHAT TO DO WHEN CONFLICT HAPPENS**

(MEDIA PARTNERS) 21minute DVD with ancillary materials

Offers a 4 step process called C.A.L.M., for understanding and implementing the skills needed to avoid conflict.

*Purchase \$995*

**WHAT YOU ARE IS WHERE YOU WERE WHEN...LEADERS AGAIN!**

(ENTERPRISE MEDIA) DVD, Part 1 is 23 minutes; Part 2 is 44 minutes

Morris Massey and the updated version of his value programming concepts; offering techniques of understanding for working with different types and generations of people; and as per his other titles, be prepared for a lengthy, fast paced, personality, that will explode off your screen.

*Rental \$495; Purchase \$895*

**WHAT'S HOLDING YOU BACK?**

(TRAINING ABC) 3 minute DVD

Featuring famous historical figures and their stories of overcoming such adversities as deafness, blindness, polio, poverty, sexism, stereotyping, bankruptcy, homelessness, etc., in leaving their marks of greatness upon society.

*Rental \$195; Purchase \$295*

**WHAT'S IN IT FOR ME?**

(WORKPLACE PUBLISHING) 20 minutes DVD with ancillary materials

Teaches customer service employees to use skills that are in the best interests of the customer, the organization, and their own career.

*Rental \$295; Purchase \$695*

**WHAT'S YOUR PICKLE?**

(MEDIA PARTNERS) 17 minute DVD

Featuring Bob Farrell, it offers service providers ways to refine their pickle-giving skills by offering the viewer 4 ways to determine the viewer's pickle.

*Rental \$350; Purchase \$895*

**WHEN I SAY NO, I FEEL GUILTY**

(MONAD) 31 minute DVD

Teaches viewers how to cope with everyday problems and conflicts; both at work or in personal life by using the skills of Systematic Assertive Training.

*Rental \$195; Purchase \$395*

**WHEN THE COACH IS YOU!**

(MEDIA PARTNERS) 18 minutes

Host George Wendt (TV's Cheers) offers practical steps for creating successful, productive, work environments for coaches and learners.

*DVD Purchase \$795. Healthcare & Government only available for online programs. Call for pricing.*

**WHEN THE GOING GETS TOUGH**

(PROPOSITIONS) 2 DVDs, 24 minutes each

C. W. Metcalf offers a unique and simple way to cope with the stress and desolation of change.

**Program 1. Why Lighten Up.** An in-depth look at the whys and wherefores.

**Program 2. How To Lighten Up.** Techniques that succeed.  
*Purchase \$895. Online rentals only.*

**WHEN THE PHONE RINGS: TELEPHONE SKILLS FOR BETTER SERVICE**

(KANTOLA) 20 minute DVD  
Offers viewers the training to set the right tone in communicating effectively, listening, and giving customers what they need.  
*Purchase only, \$169*

**WHEN YOU'RE SMILIN'**

(MONAD) 6 minute DVD  
A simple, unique and beautiful visualization of smiling, that creates a pleasantness that is infectious; and is highlighted by Louis Armstrong's rendition of When Your Smilin'.  
*Rental \$195; Purchase \$295*

**WHERE THERE'S A WILL...LEADERSHIP & MOTIVATION**

(VIDEO ARTS) 29 minute DVD  
For managers on how to lead and motivate their employees.  
*DVD purchase only, \$870. Weekly digital rental only,*

**WHO ARE THEY ANYWAY?**

(WORKPLACE PUBLISHING) 16 minute DVD with ancillary materials  
Organized as a 2 or 4 hour session and based on B. J. Gallagher's (co-author of A Peacock in the Land Of The Penguins) same name book; deals with accountability, it's consequences for individuals and organizations, reinforcing the idea of being part of a problem or part of the solution.  
*Rental \$295; Purchase \$495*

**WHO CARES?**

(COASTAL/DUPONT) 21 minute DVD  
Using 4 simple, critical cornerstones, the video provides information and inspiration that will help your staff create extraordinary customer service.  
*Rental \$195; Purchase \$595, DVD has Spanish*

**WHO SAYS WE CAN'T DO IT**

(ENTERPRISE MEDIA) 12 & 20 minute versions  
A motivational program about Lance Armstrong's overcoming cancer and winning the Tour De France 3 times. It emphasizes the importance of goals, tactics, teamwork and leadership for any successful undertaking.  
*Rental \$345; Purchase \$795*

**WHO'S ON FIRST**

(PROPOSITIONS) 8 minute DVD  
The classic Abbott and Costello baseball routine, that says "I heard what you said, but I don't know what you mean."  
*Purchase \$295. Online rentals only.*

**WHO SOLD YOU THIS, THEN?**

(VIDEO ARTS) 23 minute DVD  
Shows service reps the importance of supporting the customer, the company, the product, the salesperson and management, in this video on developing customer oriented service techniques.  
*DVD purchase only, \$999. Weekly digital rental only,*

**WHY DIDN'T I THINK OF THAT II**

(COASTAL/DUPONT) 22 minute DVD with ancillary materials  
Stretches viewer's thinking, boosting their creativity through these 4 actions: viewpoint alteration; breaking of mental habits; generation of alternative; and finding similarities.  
*Rental \$195; Purchase \$395*

**WHY EMPLOYEES DON'T DO WHAT THEY'RE SUPPOSED TO DO**

(MONAD) 25 minute DVD  
Presents the concept of preventive management; and how training, guidance, and supervision will help supervisors and managers prevent problems.  
*Rental \$195; Purchase \$395*

**WHY MAN CREATES**

(PYRAMID) 25 minutes  
Produced by Saul Bass, this is a humorous presentation on creativity, how to be creative; its cost; how it occurs; and why it's available limitedly.  
*Purchase only, \$395*

**WIDE EYED**

(ADMIRE) 57 minute DVD  
Over a dozen films have been made of Jane Elliott's "Blue Eyed, Brown Eyed" exercise. She has now created a compilation of the most compelling moments from those films.  
*DVD Purchase only, \$395*

**WILD GOOSE CHASE, A**

(MONAD) 5 minute DVD  
A humorous combination of W.C. Fields and poor communication, making a strong point for active listening and confirming you heard correctly.  
*Rental \$195; Purchase \$395*

**WIN TEAMS: HOW ONE COMPANY MADE EMPOWERMENT WORK**

(VIDEO VISIONS) 23 minutes  
A case study of how employees transformed their organization thru empowerment, at the GE Mobile Communications plant in Lynchburg, Virginia.  
*Rental \$395; Purchase \$695*

**WINDOWS OF CHANGE**

(ENTERPRISE MEDIA) 25 minutes  
Jennifer James, a cultural anthropologist' uses humor and metaphors to explore responses to, and then overcome change, fear, resistance or denial.  
*Purchase only, \$249*

**WINNING**

(ENTERPRISE MEDIA) 3 minute DVD  
in presenting racing, cycling, high jumping and mountain climbing, it focuses on success as a result of hard work and dedication.  
*Rental \$250; Purchase \$445*

**WINNING COACHES SERIES**

(ENTERPRISE MEDIA) 5 DVD program with ancillary materials  
Record winning coaches, Mike Ditka, Sean Peyton, Rex Ryan and Bobby Bowden will provide viewers with their insights on sales, innovation, leadership, and teamwork.

**Leadership: Influence, Incentives, & Knowledge.** A 25 minute short and an extended 39 minute version presented in 5 segments; Incentives, Personal Psychology, Body Language, Group Dynamics, and integration.

**Sales Motivation & Results Today.** Contains a 20 minute short and an extended 41 minute version in 5 segments; Planning, Power, Persistence, Perspective, and People.

**Teamwork Across Generations.** Has an 11 minute short and an extended 39 minute version presented in 5 segments; Teamwork Warm-Up, Empower Across Generations, Perform Across Generations, Lead Across Generations, and Unite Across Generations.

**Winning Through Innovation.** Has an 11 minute short and an extended 42 minute version presented in 5 segments; Innovation Warm-Up, Steps To Innovation, Risk & Reward, Adaption & Flexibility, and Integration.  
*Purchase only. Each, \$495; series-\$995*

**WINNING CONNECTIONS, THE NEXT STEP IN DIVERSITY EDUCATION**

(PROPOSITIONS) 30 minutes  
Featuring, powerful vignettes, this Diversity/Communication/Team video makes team's members aware of the hidden agenda's; ready, willing, and able to sabotage their efforts. A simple, 3 step process is offered as a solution.  
*Purchase \$795. Online rentals only.*

**WINNING CUSTOMER LOYALTY Series**

(ENTERPRISE MEDIA) 2 DVDs averaging 27 minutes, with audio, and book.  
Dr. Paul Timm presents his concepts for improving customer service.

**1. Eliminate Customer Turnoffs.** Focuses on reviewing what turns customers off to your organization.

**2. Exceed Customer Expectations.** How to exceed customer expectations and gain their loyalty.

*Each: Purchase only, \$129.95 both \$199*

**WINNING OVER EVEN THE MOST DIFFICULT CUSTOMERS**

(BRIEFINGS) 20 minute DVD with leaders guide

This program offers techniques for dealing with 5 of the most common and most difficult situations.

*Purchase only, \$195*

**WINNING PRESENTATIONS: FOR MAKE OR BREAK MOMENTS**

(STAR THROWER) 22 minute DVD with ancillary materials

Featuring Dean Hyers and Pete Machalek of SagePresence offers a systematic way to develop powerful, compelling presentations; while increasing your confidence and ability to deliver them dynamically.

*Purchase only, DVD/Download \$595; Streaming-50 viewer minimum at \$5.95 per.*

**WINNING TEAM**

(PYRAMID) 8 minutes

A victorious world class sailing crew shows their strengths, abilities, and the teamwork that helped them succeed.

*Purchase only, \$295*

**WINNING TELEPHONE TIPS**

(ENTERPRISE MEDIA) 45 minutes

For everyone in an organization, Dr. Paul Timm's tips on all aspects of using the phone and/or allied telecommunications equipment effectively.

*Purchase only, \$129.95*

**WISDOM OF CARING LEADERS**

(SUCCESS MEDIAH) 13 minute DVD with ancillary materials

Shows viewers 5 leaders presenting their philosophies for developing strong leadership skills.

*Purchase only, \$695*

**WINTER WALKING: AVOIDING SLIPS & FOLDS**

(SOLLAH) 10 minute DVD with ancillary materials

Offers 6 key points for safely traversing adverse winter conditions like snow, cold, rain, sleet, ice, wind, etc.

*Purchase only, \$295*

**WITH ALL DUE RESPECT**

(EDGE TRAINING) 18 minute DVD with Leader Guide

Based on the revised EEOC guidelines of 10/99, it focuses on continuous training of employees to guard against all forms of workplace harassment.

*Purchase only \$795. Add \$200 for unlimited reproduction rights.*

**WITHOUT REGARD...TO RACE, RELIGION, SEX, NATIONAL ORIGIN, AGE OR DISABILITY**

(VIVID EDGE) 25 minute video program

Shows 10 scenarios that explore the actions and behaviors that can lead to discrimination claims; plus offering 6 principle to counter them.

*Rental \$210; Purchase \$695*

**WORKING PEOPLE SMART**

(MONAD/MIINDLINK) 16 minute DVD

Based on the book, "PeopleSmart: Developing Your Interpersonal Intelligence," the program offers 8 key points to help viewers build productive relationships with diverse personalities.

*Rental \$225; Purchase \$495*

**WORKING TOGETHER WORKS**

(MONAD) 22 minute DVD

Presents several factory and office scenarios; plus an animation section, all

showing how and why it's necessary to successfully participate as a team.

*Rental \$195; Purchase \$395*

**WORKING TOGETHER WORKS SHORT**

(MONAD) 4 minute DVD

A sparkling, animated, meeting opener for motivating and creating successful teams..

*Rental \$195, Purchase \$295*

**WORKING WITH YOU IS KILLING ME**

(MEDIA PARTNERS) 23 minute DVD with ancillary materials

Based on the book "Freeing Yourself From Emotional Traps At Work" by Katherine Crowley and Kathi Elster, this video shows how to counter the toxic attitudes of difficult employees, who create issues and/or stress.

*Purchase \$995*

**WORKING WITHOUT A SCRIPT**

(STAR THROWER) 14 minute DVD with ancillary materials

Featuring the Second City Improv Group showing how improvisation becomes necessary and productive; as it fosters risk taking, open mindedness, enhances communication, teamwork, and empowers.

*Rental \$295; Purchase \$595*

**WORKOUT FOR THE MIND, A**

(ENTERPRISE MEDIA) 97 minutes

Based on her book, "Thinking In The Future Tense," Dr. Jennifer James shows how to use perspective, history, and 5 key skills for dealing with today's rapid changes and thriving in the 21st century.

*Purchase only, \$249*

**WORKPLACE BULLYING PREVENTION MADE SIMPLE**

(TRAINING ABC) 6 minute DVD with ancillary materials

This short, comprehensive video covers every aspect of this important issue.

*Purchase only, \$295*

**WORKPLACE ETHICS**

(KANTOLA) 17 minute DVD with ancillary materials

This program offers realistic scenarios demonstrating the importance of basic values; respect for others; and fairness and honesty. Plus a decision-making process for solutions in complex situations where finding the right answer isn't easy.

*Purchase only. Each, \$189, Employee or Manager Version, Both \$395.*

**WORKPLACE HARASSMENT: PREVENTION AND THE LAW**

(ANDERSON-DAVIS) On-line program

An interactive e-learning program for training supervisors/managers/employees dealing with all aspects of prevention, implementation, and resolution of workplace harassment issues; offering flexible training options.

*Call for details about pricing.*

**WORKPLACE VIOLENCE: EMPLOYEE TRAINING**

(Sollah) 17 minute DVD

Viewers learn how to spot and diffuse potentially explosive situations, anti-risk individuals, a detailed look at the factors that cause an act of violence, the profile of the typical perpetrator, and the appropriate action to take, if caught in a violent situation.

*Purchase only, \$295*

**WORKPLACE VIOLENCE: FIRST LINE OF DEFENSE**

(COASTAL/DUPONT) 30 minute DVD with ancillary materials

Gary Mathiason, a senior law partner, and Chis Hatcher, a clinical psychologist, offer advice on how to identify and prevent workplace violence; using a managed, organizational response.

*Rental \$195; Purchase \$595, DVD has Spanish*

**WORKPLACE VIOLENCE IS...**

(SOLLAH) 3 minute DVD with ancillary materials



While most violence is less obvious than someone walking in with a gun, this short program presents powerful and direct messages regarding violence. Also available in a Healthcare version.

*Purchase only, \$295. Special online license available.*

**WORKPLACE VIOLENCE: LOOKING OUT FOR EACH OTHER**

(COASTAL/DUPONT) 15 minute DVD with ancillary materials Alerts employees to the less newsworthy, but equally damaging kinds of workplace violence that can lead to serious incidents; Such as threats, intimidation, harassment, bullying, and domestic abuse.

*Rental \$195; Purchase \$595*

**WORKPLACE VIOLENCE: REDUCING YOUR RISK**

(MEDIA PARTNERS) 28 minute DVD Viewers learn to reduce their risk of being a victim, avoid potentially violent situations, and form a plan of action for escape or defense, if it occurs.

*Rental \$250; Purchase \$495*

**WORKPLACE VIOLENCE Series**

(KANTOLA) 2 DVD (17 & 24 minutes) program with ancillary materials This is a 2 part program, individually created for employees and managers. **Employees.** Offers 10 warning signs of possible workplace violence.

**Managers.** Offers guidelines for holding information gathering meetings, confronting bullies and problem employees.

*Purchase only. Individually \$199; series \$355*

**WORKPLACE VIOLENCE: THE CALM BEFORE THE STORM**

(COASTAL/DUPONT) 25 minute DVD with ancillary materials By offering 4 key points, this program is designed to help supervisors and employees identify the warning signs of workplace violence and prevent it.

*Rental \$195; Purchase \$395*

**WORKPLACE VIOLENCE: THE RISK FROM WITHIN**

(MEDIA PARTNERS) 24 minute DVD Offers points on how to look for signs of excessive stress, unusually traits, potentially dangerous behavior, and open communication channels with frustrated employees.

*Rental \$250; Purchase \$495*

**WORKPLACE VIOLENCE: TRAINING FOR SUPERVISORS & MANAGERS**

(VISIONPOINT/SOLLAH) 23 minute DVD Viewers learn violence prevention strategies that create a comfortable atmosphere for employees to report threats of violence. Key points are creating an open system of communication, creating a workplace violence policy, identifying risk creating employees, organizing a thread management team, and accurately identifying all threats, incidents and behaviors.

*Purchase only, \$295*

**WORKSMARTS: HOW TO GET ALONG, GET NOTICED, & GET AHEAD**

(VISIONPOINT/MONAD) 18 minute video Shows viewers what it takes to fit in and succeed in an organization, by presenting 4 key, proven strategies.

*Purchase only, \$795*

**WORKTEAMS & THE WIZARD OF OZ**

(ADVANCED KNOWLEDGE) 18 minutes Ken Blanchard points out key skills Dorothy uses (build a team, delegate tasks, empower others) as she and her companions make their trek to Oz.

*Rental \$225; Purchase \$795*

**WOULD I FOLLOW ME?**

(VIDEO VISIONS) 18 minute DVD Shows how a leader's behavior affects the success of a workgroup, while offering vignettes on the wrong and right way to lead.

*Rental \$395; Purchase \$695*

**WOULD I INSPIRE ME?**

(VIDEO VISIONS) 21 minutes DVD with ancillary materials

This video offers 4 critical tools as it shows viewers how to make work life meaningful, productive, and rewarding; for their team, their subordinates, and themselves.

*Rental \$395; Purchase \$795*

**WOULD I WORK FOR ME?**

(VIDEO VISIONS) 20 minute DVD Offers 8 key skills, while demonstrating a supervisor's behavior in realistic situations. First as newly appointed, then as an experienced manager, who has learned from his mistakes.

*Rental \$395; Purchase \$695*

**WRITE STUFF, THE**

(ENTERPRISE MEDIA) 39 minute video, audio, & book This program helps you write better, both professionally and personally.

*Purchase only, VHS \$109.95; DVD \$129.95*

**WRITING FOR BUSINESS RESULTS**

(ENTERPRISE MEDIA) 39 minute video, audio cassette and book This clear-cut, non-threatening approach gives you the principles you need to make your writing powerful, interesting and relevant to the reader.

*Purchase only, DVD \$129.95*

**WRONG WAY RIGHT WAY: BUSINESS ETHICS CASES**

(COASTAL/DUPONT) 59 minute DVD with ancillary materials This program uses humor and refreshing laughter to engage and reinforce ethics trainings for viewers; plus offering video scenarios showing the "wrong way" and "right way" of handling 17 ethic issues.

*Rental \$195; Purchase \$1395*

**YES, BUT...**

(TRAINERS TOOLCHEST) 13 minute DVD with leader guide Based on the best seller by Charles Thompson, it humorously offers a concept (I.D.E.A) that non-confrontationally eases the way to sound decision making.

*Purchase only, \$295*

**YES LIVES IN THE LAND OF NO**

(STAR THROWER) 10 minute DVD with ancillary materials Helps viewers successfully work together by helping them deal with negativity, allowing for productive workplaces and minimizing the effects of discouragement and despair.

*Rental \$200; Purchase \$495*

**YOU**

(MONAD) 4 minutes DVD All of us start life enthusiastically, excited for new things, finding joy in rising after a fall. A baby is the example in recapturing this spirit.

*Rental \$195; Purchase \$345*

**YOU CAN DO IT**

(SUPERNOVA) 7 minute DVD Presented in a Latin American Dance setting, this short, motivational program focuses on inspiring and motivating viewers to excel in whatever they do.

*Purchase only, \$395*

**YOU ARE THE ORGANIZATION: EVERY EMPLOYEE'S PUBLIC RELATIONS ROLE**

(BRIEFINGS) 25 minute, VHS/DVD with leaders guide Gives viewers the points for professional business behavior, appropriate dress, polish and poise, for creating a positive organizational image.

*Purchase only, \$195*

**YOU BE THE JUDGE II**

(MEDIA LEARNING) 22 minute DVD Dr. Paul Green is featured in this content rich, updated presentation for collecting detailed information, through legal employment interviews.

*Rental \$295; Purchase \$845, DVD has Spanish*

**YOU CALL THAT RESPECT?**

(EDGE TRAINING) 16 minute DVD with Leader Guide

Presenting 11 scenarios of various types of workplace harassment, giving trainers and participants the opportunity to discuss what they see.

*Purchase only \$795. Add \$200 for unlimited reproduction rights.*

**YOU CAN STOP HARASSMENT SERIES**

(QMR) 2 video program, averaging 25 minutes each with ancillary materials

**1. Taking Responsibility.** Shows employee obligations when involved with any form of harassment; whether as an observer, a target, or an accused.

**2. Responsible Leader, The.** Shows supervisors/managers their obligations in establishing and maintaining, an organization free of harassment.

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(QMR) 28 minutes

Presents 7 harassment dramatizations, and followed by various discussions of the social, legal and psychological impact of each situation.

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(CUSTOMER SERVICE U) 14 minute DVD with study guide

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Humorous vignettes depict poor listening habits and how to correct then showing how to limit stressful and unproductive situations.

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(VIDEO VISIONS) 20 minutes

An unique approach to conveying 6 key points. It uses common, everyday occurrences of serving food in forcing viewers to think about good customer service.

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**ZEA: A STUDY OF PERCEPTION**

(MONAD) 5 minutes, DVD

A unique, broadly conceptual meeting opener for use in programs about perception, change, motivation, diversity, creativity, vision, etc.

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