



**THIS CUSTOMIZED
INVENTORY IS OUR
CATEGORICAL LISTING
2017 VERSION**

Offering you over 40 years of experience, exceptional customer service, 4,000 titles and 149 categories, ensures the best choice available for your Self-Development and Group HR/Training Programs. We're sure you'll agree, we're the best source for you.

To discuss your needs, **FREE Previews, or a FREE Catalog, contact:**
carol@monadtrainersaide.com 📧 📞 **1.800.344.6088**

Categorical Listings' Table Of Contents

CATEGORY	PAGE	CATEGORY	PAGE	CATEGORY	PAGE
ABSENTEEISM	1	EMPLOYEE RETENTION	7	PRESENTATION SKILLS	15
ACCOUNTABILITY	1	EMPOWERMENT	7-8	PROBLEM EMPLOYEES	15
ADVERSITY	1	ENVIRONMENTAL ISSUES	8	PROBLEM SOLVING	15
AIDS	1	ERGONOMICS	8	PRODUCTIVITY	15
ALLIANCE BUILDING	1	ETHICS	8	PROJECT MANAGEMENT	16
AMERICANS WITH DISABILITIES ACT	1	ETIQUETTE	8	QUALITY	16
ANIMATION	1	EXHIBIT SKILLS	8	READING	16
ASSERTIVENES	1	FEEDBACK	8	RECRUITING	16
ATTITUDE	1	FIELD CUSTOMER SERVICE	8	REENGINEERING	16
BACK CARE	1	FINANCE	8	RELATIONSHIP	16
BANKING	1	FIRST AID	8	RESPECT/HARASSMENT	16
BEHAVIOR MODIFICATION	1	GENDER DIFFERENCES	8	RESPONSIBILITY	16
BLUE COLLAR/MANUFACTURING	1	GENERATION ISSUES	8	RETALIATION	16-17
BODY LANGUAGE	1	GOAL SETTING	8	RETAIL	17
BULLYING (See Respect/Harassment)	1	GOVERNMENT	8	RISK TAKING	17
BUSINESS "GURUS"	1-2	HEALTH/HOSPITAL CARE	8-9	SAFETY	17
CAREER DEVELOPMENT	2	HOSPITALITY	9	SALES MANAGEMENT	17
CASE STUDIES	2	HUMOR	9	SALES TIME MANAGEMENT	17
CHANGE	2	INFLUENCE	9	SECRETARIAL/ADMINISTRATIVE	17
CHARACTER	2	INTERNAL SECURITY	9	SECURITY	17
CLERICAL SKILLS	2	INTERNATIONAL	9	SELF DEVELOPMENT	17
COACHING	2-3	INTERNET	9	SELF DIRECTED WORKTEAMS	17
COFFEE BREAKS/ MEETING OPENERS	3	INTERPERSONAL RELATIONS	9	SELF MANAGEMENT	17
COLABORATION	3	INTERVIEWING SKILLS	9	SELLING SKILLS	17-18
COLLECTION	3	INTRAPRENEURSHIP	9	SERVICE REPS	18
COMMITMENT	3	JAPANESE MANAGEMENT	9	SEXUAL HARASSMENT	18
COMMUNICATION	3	LEADERSHIP	9-10	SITUATIONAL LEADERSHIP	18
COMPETITION	3	LEGAL ISSUES	10-11	SOCIAL MEDIA	18
COMPUTER	3	LISTENING	11	SPORTS ORIENTED TITLES	18
CONFLICT	3-4	MANAGEMENT	11	STRATEGIC PLANNING	18
CONTINUOUS IMPROVEMENT	3	MARKETING	11-12	STRESS	18-19
COURTESY	4	MEETING OPENERS/COFFEE BREAK	12-13	SUPERVISORY SKILLS	19
CREATIVITY/INNOVATION	4	MEETING SKILLS	13	TEAMWORK	19-20
CRITICISM	4	MEMORY	13	TELEMARKETING	20
CULTURAL ISSUES	4	MENTORING	13	TELEPHONE CUSTOMER SERVICE	20
CUSTOMER SATISFACTION	4	MOTIVATION	13	TELEPHONE SKILLS	20
CUSTOMER SERVICE (external)	4-5	MOTIVATION (self)	13-14	TERMINATION	20
CUSTOMER SERVICE (internal)	5	NEGOTIATING	14	THEFT	20
DEALING WITH DIFFICULT PEOPLE	5-6	NETWORKING	14	TIME MANAGEMENT	20
DECISION MAKING	6	NEW EMPLOYEES	14	TRAIN THE TRAINER	20
DELEGATION	6	NON-NARRATION	14	TRUST	20
DISASTER PREPAREDNESS	6	ONE-ON-ONE TRAINING	14	TQM	20
DISCIPLINE	6	ORIENTATION	14	UNION	20
DISCRIMINATION	6	OUTPLACEMENT	14	VALUES	20-21
DIVERSITY	6-7	PEER TO PEER	14	VALUE PROGRAMING	21
DRUG/ALCOHOL ABUSE	7	PERCEPTION	14	VISION	21
E-MAIL	7	PERFORMANCE APPRAISAL	14	WOMEN IN BUSINESS	21
EEO	7	PERFORMANCE MANAGEMENT	14	WORKPLACE VIOLENCE	21
EMOTIONAL INTELLIGENCE	7	PERSONAL GROWTH	14-15	WORK REDESIGN	21
EMPLOYEE ASSISTANCE	7	PERSONAL SITUATIONS	15	WRITING	21
EMPLOYEE RELATIONS	7	PLANNING	15		

MONAD TRAINER'S AIDE, INC.

For a **FREE PREVIEW** or more details, contact **1.800.344.6088** or carol@monadtrainersaide.com

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

ABSENTEEISM

Absence Minded: Managing Absenteeism

ACCOUNTABILITY

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

AIDS

Facts Vs Fears Aids In The Workplace:

ADVERSITY

Adversity Quotient
Adversity Quotient At Work
If I Were Brave

ALCOHOL ABUSE (see Drug/Alcohol Abuse)

ALLIANCE BUILDING

Total Awareness: Listening With Your Eyes
Working People Smart

AMERICANS WITH DISABILITIES ACT

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

ANIMATION (see Meeting Openers)

ASSERTIVENESS

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

ATTITUDE

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

Attitude Virus, The: Curing Negativity In The Workplace
Bad Apples: How To Deal With Difficult Attitudes
Bear Essentials Of Business, The
Creating A Positive Workplace: Good Attitudes are Contagious
Do It Right The First Time: Paying Attention To Details
Doing Our Part
Drop By Drop
Exploring Human Nature
Everybody Loves A Winner
Fall Seven Times, Stand Up Eight
Fish!
Fish! Culture
Fish! Sticks
40 Hours: invest In Yourself
Fun Is Good
Good Company
Habit Of Winning
Happiness Advantage, The
Have A Paws-O-Tive Attitude (Barkles Business Series)
Inclusion Insights
If I Were Brave
It's A Way Not A Day
It's Business, Not Personal: Taming Emotions In The Workplace
It's Not Like I Hit Her!
Juice
Life Is Good...And Work Can Be Too
Little Big Things, The
Power Of Attitude, The
Sam Glenn, The, Series:
 Second Chance, A
 Spirit Of The Dolphins, The
 Start Right...Stay Right
Strategies For Success Series:
 1. *Key Ways For Gaining That Competitive Edge In The 21st Century*
 2. *How To Overcome Mingle-Phobia*
 3. *Gaining That Edge During Business Meals*
Success Is An Attitude
Taking Care Of Your Future Is...
Turn 'Em On Turn 'Em Loose
When You're Smilin'
Who Are You? (TrainingBytes Series)
Worksmarts: How To Get Along, Get Noticed, & Get Ahead
Yes lives In The Land Of No
You Are The Organization: Every Employee's Public Relations Role

BACK CARE

Back Care & Safety

BANKING

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

BEHAVIOR MODIFICATION

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

BLUE COLLAR

Achieving Supervisory Excellence

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

BODY LANGUAGE

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

BULLYING (see Respect/Harassment too)

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

BUSINESS & HR "GURUS"

Eve Ash
Lance Armstrong
Joel Barker
Warren Bennis
Ben Bissell
Fern Bratten
Tony Buzan

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

CAREER DEVELOPMENT

Clerical Skills For New Employees
 Emma's Choice
 Gettig Ahead By Getting Along: People Skills For
 The Workplace
 Start Right...Stay Right
 Survival In The Workplace 2000

CASE STUDIES

Big Mac: Inside The McDonald's Empire
 Brilliant, Simply Brilliant Series:
Over & Outta Here
Plastic Gold
Play It Again Vin
Thinking Inside The Box
 Excellence Files, The
 Fish! Culture
 Fish! Sticks
 Fish! Tales: Building Trust
 Fish! Tales: Jump Start
 Fish! Tales: Peak Experience
 Fish! Tales: Sprint
 Fish! Tales: Vital Signs
 Igniting Exceptional Performance
 I'll Be Back
 mplode! Building Trust, Teams & Communication...
 Indivisible (Spirit Clips Series)
 It's So Simple
 Life Is Good...And Work Can Be Too
 Listen To Your Customers
 Living The Brand: The Patagonia Story
 Negotiating Corporate Change
 Not So Obvious Art Of Dynamic Collaboration
 Sincere Trust & Belief In People (govt ver tool)
 Succeeding In A Changing World

3 R's Of Sustainability
 Win Teams
 Women's Millenium

CHANGE

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

Shifting Years
 Succeeding In A Changing World
 Survival Skills For The Future
 Tactics Of Innovation/Joel Barker
 Taking Charge Of Change
 Tearing Down The Walls/Stephen Covey
 Their's Is Not To Reason Why: The Story of Lt.
 Wm. Sowden Sims
 This Thing Called Change
 Thriving In A Techno World
 TNT: Dealing With Change/Tom Peters: Re-imagine
 Trustworks: Alliance Building As A Foundation For
 Change
 When The Going Gets Tough
 Winds Of Change
 Windows Of Change
 Workout For The Mind/Jennifer James

CHARACTER

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

CLERICAL SKILLS

Clerical Skills For New Employees
 Responsible Business Communications

COACHING

Art Of Coaching In Business
 Art Of Coaching In Business Meeting Openers
 1. *Combines 7 personalities*
 2. *Herb Kelleher*
 3. *Jack Nicklaus*
 4. *Keith Lockhart*
 5. *Lenny Wilkins*
 Can You Spare A Moment
 Coaching & Counseling: Maximizing Opportunities
 Coach, The: Improving Workplace Performance
 Coaching Challenges Series
 1. *Can We Talk*
 2. *So You Agree With Me*
 3. *What's Really Going On*
 4. *Why Are We Stuck?*
 Coaching: It Takes Work (Smart-Start Meeting
 Openers)
 Coaching, Mentoring, & Leading High Performance
 Teams (We All Win Series)
 Courage 2 Coach
 Courage To Coach (Also Retail Version)
 Curse Of The Vanishing Employee
 Dimensions Of Coaching
 Helping Hand: Coaching Skills For Managers
 Leader As Coach, The (Millenium-Leadership
 Series)
 Leader As Mentor, The (Millenium-Leadership
 Series)
 Leadership: An Art Of Possibility
 Leading By Example (Covey Leadership Series)
 Manager As Coach
 Mentoring
 Mentoring That Makes A Difference
Part 1; Part 2

Millennium: Coaching & Performance Training

Scenes:

1. *Always Late*
2. *I Like Things Just As They Are*
3. *Great Stuff*
4. *Attitude.*
5. *Maximizing Potential*
6. *Do You Smell Something*
7. *Lest I Offend You8. 3600 feedback*

Pass It On: Coaching Skills For Managers

Performance Excellence Video Series:

- Part 1. *Coaching To Clarify Expectations*
- Part 2. *Coaching To Build Skills*
- Part 3. *Coaching To Enhance Confidence*
- Part 4. *Coaching To Encourage Flexibility*
- Part 5. *Coaching To Resolve Conflict*
- Part 6. *Coaching To Develop Motivation*

Power Of Positive Discipline, The

Practical Coach, The

Practical Coach, The, 2nd Edition

Smart Questions

Succeed By Coaching

Training Wheels (Spirit Clips Series)

Whale Done Program

Whale Done!

Whale Done! In Action

Acentuate The Positive

When The Coach Is You

Winning Coaches Series:

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

You'll Soon Get The Hang Of It

COFFEE BREAKS (see Meeting Openers)

COLABORATION

Partnering intelligence: Creating Value By Building Strong Alliances

COLLECTION

It's In The Mail

COMMITMENT

Happiness Advantage, The

Spirit Clips Series:

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

Start Right...Stay Right

Who Cares

COMMUNICATION

A Look Inside Ourselves

Abilene Paradox (also group)

Achieving Communication (Training Bytes Series)

Achieving Communication Excellence (Training Bytes Series)

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

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

Berfunkle

Bob Knowlton Story, The

Breakthrough Listening

Business Communication Series:

1. *Listening* 2. *Writing* 3. *Speaking* 4. *Reading*

Clarity Imperative, The

Communicating For Results: How To Be Clear,

Concise & Credible

Communicating Non-Defensively

Communicating With Customers

Communication Breakdown

Communication Cornerstones: Building Trust

Communication Essentials Video Series (4)

- Part 1. *Exercising Personal Power*
- Part 2. *Overcoming Negative Behavior*
- Part 3. *Listening & Understanding*
- Part 4. *Conveying Information*

Communication In Healthcare

Communication Nightmares: Solutions To Your

Top Communication Problems

Communication Skills That Build Winning

Relationships

Communication Skills...What Everyone Needs To Know

Communication: The Nonverbal Agenda

Communication ToolKit

Constructive Communication: How To Give It & How To Take It

Coping with Difficult People:

- Parts 1 & 2

Curse Of The Vanishing Employee, The

Dialogue-Now You're Talking! Series

1. *Communicating In A Diverse World*
2. *Dialogue For Cultural Understanding*
3. *Dialogue Between Genders*
4. *Dialogue Among Generations*

Difficult People: How To Deal With Them

Doing Our Part

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

Drop By Drop

Elephant, The., A Simple Fable About Communication, Perception, &...An Elephant

Empathic Listening

1. *Nobody's Listening*
2. *Diagnose Before You Prescribed*
3. *I Know Just What You Mean*
4. *Tonesetter*

Exploring Human Nature

Four Styles, The

From No To Yes

Get To The Point, Keep To The Point

Giving Feedback

Group Think

How To Ask Positive Questions

How To Communicate Clearly & Effectively With Employees

How To Develop Effective Communication Skills

How To Say It

How To Write & Deliver Great Speeches

I Know Just What You Mean (Covey Leader Series)

Implode! Building Trust, Teams & Communication...

Invisible Rules Revised

Let's Talk! Performance Feedback

Life Is A Series Of Presentations: Inspire, Inform, & Influence

Listen & Win

Listen & Win: How To Keep Customers Coming Back

Listening: The Key To Productivity

Listening Under Pressure: The Customer service Challenge

Little Things Mean a Lot

Look Inside Ourselves, A

Make The Connection: How To Be Effective & Productive On The Phone

Master The Message: Communicating For Success

Men, Woman & Work Series:

- Listening Between The Lines*
- Unspoken Messages*

Nobody's Listening

Power Dead-Even Rule, The

Power Of Future Conversation, The

Power Of Listening

Power Of Words Meeting Opener

Powerful Ways To Persuade People

Presentation Is Everything

Relationship Strategies Series:

- Part 1. *Understand & Identify.* Part 2 *Adapt*

Responsible Business Communications

Right Words At The Right Time

Sacrifice Is Just Not A Bunt

Smart Questions

Solving Even More People Problems On The Job

Solving People Problems On The Job

Speaking Effectively To 1 Or 1000

Speaking Effectively To 1 Person Or A Roomful:

- Proven Techniques That'll Make You A Master

Speaking With Confidence, Clarity & Charisma

Straight Talking: The Art Of Assertiveness

Strategies For Success Series

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

Talk Isn't Cheap

Tell Me A Story: A Powerful Way To Inspire Action

This Is Going To Hurt Me More Than It Hurts You

Total Awareness: Listening With Your Eyes

Toxic Talk: What Would You Say

Verbal Communication: The Power Of Words

What A Manager Should Say

What Do You Say?

Who's On First

Wild Goose Chase

Working Without A Script

You're Not Listening

COMPETITION

Chase, The

Ethics Is A Competitive Advantage

Who's The Enemy

COMPUTERS

Ergonomics: Preventing Cumulative Trauma....

Ellie Mae: Re-imagine Technology & The Customer (Tom Peters: Re-imagine!)

It's Time To Stop

Social Media: Reduce The Risk

CONFLICT

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

Between You & Me: Solving Conflict

Conflict Clock: Taking T.I.M.E. To Resolve Conflict In The Conflict

Conflict Clock: Taking T.I.M.E. To Resolve Conflict In The Conflict - Manager Version

Conflict Resolution Training Scenes (Respectful Workplace Series)

Conflict Resolution: A Win-win Approach

Conflict Resolution: The Skill That Makes The Difference
 Conflict: Resolving Conflict (Smart-Start Meeting Openers)
 Conflict: Rules Of Engagement/Pat Heim
 Conflicts In The Workplaces: Sources & Solutions Dealing With Conflict
 Don't Shoot The Messenger; Common Workplace Courtesies To Reduce Tension & Lower Stress
 Everybody Wins: How to Turn Conflict Into Collaboration
 Facing Anger
 Forget For Success
 From No To Yes
 How To Resolve Conflict At Work
 Jack Cade's Nightmare 2: Double Liability
 Managers As Mediators
 Managing Conflict At Work: The Art Of Communication
 Resolving Conflict Is...
 Resolving Conflicts: Strategies For A Winning Team
 Resolving Team Conflicts (Performance Excellence)
 Solving Conflict
 Solving People Problems On The Job
 Solving Even More People Problems On The Job
 12 Angry Men: Teams That Don't Quit
 Unlocking Conflict (Lifeline Series)
 What To Do When Conflict Happens

CONTINUOUS IMPROVEMENT

5S Garage
 Dashboard, The
 Errand Run, The
 How To Be Creative On The Job
 Instant Replay
 ISO 9000 & Why Do I Care?
 ISO 9000 Series
ISO 9000: Quality Assurance
ISO 9000: 6 Steps To Global Quality
 Personal Efficiency Program, The How To Do More Work In Less Time
 Reengineering The Future
 Restructuring The Organization/Peter Drucker
 3 R's Of Sustainability
 Toast Kaizen: An Introduction To Lean Principles

COURTESY

Courtesy Or Consequences
 Impressions Count
 When You're Smilin'

CREATIVITY/INNOVATION

Blue Movie, The: Generating Great Ideas
 Bottom-Up Innovation: Unleash The Creative Intelligence Of Everyone In Your Organization
 Brain Power 2
 Break It...Thinking!
 Brilliant, Simply Brilliant Series:
Over & Outta Here
Plastic Gold
Play It Again Vin
Thinking Inside The Box
 C And The Box
 Embracing New Ideas
 Everyday Creativity
 Everything Is Design
 Father & Son
 Focus Your Vision
 Free Radicals Of Innovation
 Getting The Light Bulb To Click

Great Minds On Creativity, Innovation & Imagination (Great Minds Series)
 How Do You Fit A Giraffe Into A Refrigerator? Ideas Into Action
 Innovate! How To stand Out In A Crowd
 Innovate Or Die/Tom Peters
 Innovation At The Verge
 Jamming: Art & Discipline Of Managing Creativity
 Little Frog, The (Spirit Clips Series)
 Memorial Hospital & HealthWorks Kids (Tom Peters: Re-imagine!)
 More Than One Right Answer
 My Idea
 OXO Good Grips:Think Differently (Tom Peters: Reimagine!)
 Sam Glenn, The, Series:
A Kick In Attitude
When Change Happens Adjust Your Sail
Who Put A Lizard In My Lasagna
 Sticky Wisdom: How To Start A Creative Revolution At Work
 Tactics Of Innovation/Joel Barker
 Team Creativity
 Think Again: An Invitation & Creative Meeting Opener
 Why Didn't I Think Of That
 Why Man Creates
 Winning Through Innovation (Winning Coaches Series)
 Working Without A Script
 Yes, But
 Zea

CRITICISM

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

CULTURAL ISSUES

Corporate Culture & Performance/John Kotter
 Cultural Competency: Just Good Health
 Cultural Competency: Problem Solving
 Dialogue-Now You're Talking! Series

1. *Communicating In A Diverse World*
2. *Dialogue For Cultural Understanding*
3. *Dialogue Between Genders*
4. *Dialogue Among Generations*

 Global One: Cross-Cultural Understanding
 Global One: Intercultural Communication
 Global One: International Negotiating
 Global Scenario: Building The Multicultural Team
 Global Scenario: Building The Virtual Team
 Global Scenario: Cross-Cultural Communication
 Global Scenario: Cultural Awareness
 Going International Series:
Beyond Culture Shock
Bridging The Culture Gap
Going International-Safely
Living In The USA
Managing The Overseas Assignment Safely
Welcome Home, Stranger
Working In The USA
 How To Deal With Cultural Diversity In The Workplace
 Human Energy At Work Series:

1. *Bottom Line, The*
2. *Relating Across Differences*

3. Breaking Thru Conflict
4. Teams In Action
5. Global Contrasts
6. Sexual Dynamics
 Just Be FA.I.R. Series:
Just Be FA.I.R. & FA.I.R. In Action
 Maurtilius: Celebrating Differences (Covey Leadership Series)
 M.E.E.T. Zero Tolerance
 Open Mind, Open World: Improving Intercultural Interactions
 Power Dead-Even Rule, The
 Results Rule! Build A Culture That Makes Your Team A Hero
 We Need To M.E.E.T.
 Worksmarts: How To Get Along, Get Noticed, & Get Ahead

CUSTOMER SATISFACTION

Art Of Customer Service
 Can't Be Denied: The Impact Of Customer Discrimination
 Complaint Is A Gift, A: Using Customer Feedback As A Strategic Tool
 Complaints: Five Tactics For Handling Complaints Effectively
 Complaint Is A Gift, A: Using Customer Feedback As A Strategic Tool
 Courtesy Or Consequences
 Customer Service Counts
 Customer Service Gone Viral
 Customer Satisfaction
 Customer Service Zone
 Diversity: Maximizing Customer Satisfaction Through Valuing Employees
 First Mile, The: Essential Art Of Customer Service Fish!
 Fish! Culture
 Fish! Sticks
 Fish! Tales: Jump Start
 Fish! Tales: Peak Experience
 Fish! Tales: Sprint
 Golf & The Art Of Customer Service
Basic Concepts Version
Generic/Business Version
Healthcare Version
 Glad I Could Help
 It's Personal (Restaurant)
 It's Your Call: Connecting With Customers Over The Phone
 Just Be FA.I.R./FA.I.R In Action
 Leadership & The Customer Revolution
 Life Is Good...And Work Can Be Too
 Little Big Things, The
 Love Your Customers & Love Your Difficult Customers
 Measuring Customer Satisfaction
 WAYMISH: (Why Are You Making It So Hard...For Me To Give You My Money)
 What Do You Say?
 You've Gotta Be Kidding Me!

CUSTOMER SERVICE (external)

Art Of Customer Service
 ADA Customer Service Course
 Adventures In Sales, Service & Self Esteem
 Adventures In Service
 An Invisible Man Meets The Mummy (Government & Business Versions)
 Attitude Virus, The: Curing Negativity In The Workplace

- Basics Of Profitable Customer Service, The
 Bear Essentials Of Business, The
 Best In The Field
 Beyond Words: Customer Service & Sales Series
Part 1 & Part 2
Actions Speak Louder Than words
 Can't Be Denied: The Impact Of Customer
 Discrimination
 Case Of The Vanishing Customer
 Casino: A Customer Service Story
 Cliffs Customer Service Adventure
 Commendable Customer Service
 Communicating With Customers
 Complaint Is A Gift, A: Using Customer Feedback
 As A Strategic Tool
 Complaints: Five Tactics For Handling Complaints
 Effectively
 Container Store, The: Re-imagine Customer
 Service & Talent (Tom Peters: Re-imagine!)
 Coping With Difficult People:
Part 1. Know-It-All Experts, Stallers, & Snipers
Part 2. Tanks, Super Agreeables & Complainers
 Courtesy Or Consequences
 Customer Is Always Dwight
 Customer Service (Life's Lessons Series)
 Customer Service Central: The Essentials Of Great
 Service
 Customer Service Connection, The
 Customer Service Counts
 Customer Service: Difficult Customer Alert
 Customer Service Gone Viral
 Customer Service: Make It Easy
 Customer Service: Natural As Child's Play
 Customer Service: The Royal Treatment
 Customer Service: Think like A Customer (Smart-
 Start Meeting Openers)
 Customer Service To The Rescue
 Customer Service Toolkit
 Customer Service With Authenticity (We All Win
 Series)
 Customer Service Zone
 Dealing With Angry Customers
 Dealing Withthird Parties: The Irate Customer II
 Demanding Customers: Customer Care Made
 Perfect
 Difficult Guest, The
 Difficult People: How To Deal With Them
 Diffusing Hostility Thru Customer Service
 (Respectful Workplace Series)
 Diversity: Maximizing Customer Satisfaction
 Through Valuing Employees
 Do It Right
 Don't Mind Him, He's Only A Customer
 Ellie Mae: Re-imagine Technology & The Customer
 (Tom Peters: Re-imagine!)
 Everyone's Customer Service Role
 Everything Is Design
 Exceeding Expectations
 Excellence Files, The
 50 Ways To Keep Your Customers
 File 102: Creating World Class Customer Service
 (Excellence Files: Action Agenda Series)
 First Mile, The: Essential Art Of Customer Service
 Fish!
 Fish! Culture
 Fish! Sticks
 Fish! Tales: Peak Experience
 Fish! Tales: Sprint
 Fish! Tales: Jump Start
 5 Star Teamwork
 5 Tactics For Handling Complaints Effectively
- 5 Values Of Great Customer Service
 Get To The Point, Keep To The Point
 Gift From Mrs. Timm, A
 Give 'Em The Pickle
 Golf & The Art Of Customer Service
Basic Concepts Version
Generic/Business Version
Healthcare Version
 Good Enough Isn't Good Enough
 Guest, The/Guest, The, 2E
 How To Connect In Business
 How To Lose Customers Without Really Trying
 How To Win Customers & Keep Them For Life
 If Looks Could Kill: The Power Of Behavior
 I'll Be Back
 In Search Of Excellence/Tom Peters
 In Search Of Quality, Vol 1. Quality Thru Systems
 (Wallace)
 In Search Of Quality, Vol 2. Quality Thru People
 (Motorola)
 In The Company Of Women
 In The Customer's Shoes
 Internal Customer, The
 It's A Wonderful Life: Leading Through Service
 It's Personal (Restaurant)
 It's Your Call
 It's Your Call: Connecting With Customers Over
 The Phone
 Jordan's Furniture: Re-imagine The Customer
 Experience (Tom Peters: Re-imagine!)
 Johnny The Bagger
 Just Incredible! A Customer Service Story II
 Leadership & The Customer Revolution
 Listen & Win: How To Keep Customers Coming
 Back
 Listening Under Pressure: The Customer service
 Challenge
 Little Big Things, The
 Love Your Customers & Love Your Difficult
 Customers
 Mad About Customer Service
 Make The Connection: How To Be Effective &
 Productive On The Phone
 Opportunity Imperative, The
 Other Side Of The Window, The: Providing
 Exceptional Service In Government
 Passion For Customers/Tom Peters
 Passion For Excellence/Tom Peters
 Power Of Customer Service, The
 Quality Service In The Public Sector
 Race To The Finish Line
 Real Heroes Of Business, The
 Remember Me
 Return, The: Not So Great Moments In Customer
 Service
 Right Words At The Right Time
Government, Health, Retail, & Hospitality
 Sell! 25 Essentials on Selling with Tom Peters
 Serve! Turn Customer Service into Unforgettable
 Customer Experiences with Tom Peters
 Service Excellence: Time To Care
 Service From The Heart
 Service Heroes: Customer Service Turnaround
 Service Impact Series
Credibility Through Honesty
Cross-Cultural Communication
Dimensions of Service
Levels of Learning
The Angry Customer
 Service With Soul/Tom Peters
 Support The SALE. For Service & Support
- Professionals
 7 Things Never To Say To Your Customer
 Smile: It's About Attitude
 So Help Me
Employee & Manager versions
 Taking CARE. Of Business
 Think Like The Customer, Act Like The Owner: The
 Art Of Delivering Superior Customer Service
 Truly Furr-lfic Customer Service (Barkles Business
 Series)
 Truth About Customer Service, The (Truth Series)
 WAYMISH: (Why Are you making It So Hard...For
 Me To Give You My Money
 Wednesday's Touch
 We're On The Same Team, Remember?
 What Customers Really Want
 What Do You Say?
 What It Really Takes To Be A World Class Co.
 What's In It For Me?
 What's Your Pickle?
 When You're Smiin'
 Who Cares?
 Who Sold You This, Then?
 Winning Customer Loyalty Series:
Eliminate Customer Turnoff
Exceed Customer Expectations
 Winning Over The Most Difficult Customers: Going
 Beyond "Service With a Smile"
 Working People Smart
 You've Gotta Be Kidding Me!
- CUSTOMER SERVICE (Internal)**
 An Inside Job: Meeting Internal Customer Needs
 Art Of Customer Service
 Bear Essentials Of Business, The
 Beyond Words: Customer Service & Sales Series
*Part 1, Part 2, & Actions Speak Louder
 Than words*
 But I Don't Have Customers (Gov't & Bus versions)
 Can't Be Denied: The Impact Of Customer
 Discrimination
 Complaint Is A Gift, A: Using Customer Feedback
 As A Strategic Tool
 Complaints: Five Tactics For Handling Complaints
 Effectively
 Courtesy Or Consequences
 Customer Service Counts
 Customer Service Gone Viral
 Customer Service (Life's Lessons Series)
 Customer Service: Think like A Customer (Smart-
 Start Meeting Openers)
 Customer Service Toolkit
 Glad I Could Help
 Golf & The Art Of Customer Service
Basic Concepts Version
Generic/Business Version
Healthcare Version
 Hidden Customer, The: Internal Customer Service
 Inside Information
 Internal Customer, The
 It's Your Call: Connecting With Customers Over
 The Phone
 We're On The Same Team, Remember?
 What Do You Say?
 What's Your Pickle?
 Working People Smart
 Your Link In The Internal Service Chain
 You've Gotta Be Kidding Me!
- DEALING WITH DIFFICULT PEOPLE**
 Body Language At Work

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

DECISION MAKING

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

DELEGATION

From Delegation To Empowerment: Getting Things Done Through People
 Giving Leadership Away
 Helping Hand: Coaching Skills for Managers
 Leader's Guide To Delegating, A
 Leadership In Action
 Unorganized Manager Series/John Cleese
Part 1, Part 2, Part 3

DISASTER PREPAREDNESS

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

Biological & Chemical Threats: Closing The Door
Biohazard Health Risks In Healthcare: Identify & Respond

DISCIPLINE

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

DISCRIMINATION

Angry Eye, The/Jane Elliot
 Beyond Sexual Harassment (Employee & Manager)
 Can't Be Denied: The Impact Of Customer Discrimination
 Class Divided, A/Jane Elliot
 Complete Blue Eyed Series/Jane Elliot
Blue-Eyed
Essential Blue-Eyed
30 Minute Blue-Eyed
 Consciously Overcoming Unconscious Bias
 Creating The Respect Effect; Preventing Harassment, Discrimination & Retaliation
 Defeating Unconscious Bias
 Differences
 Drawing The Line: Creating A Harassment Free Workplace
 EEO Made Simple
 Eye Of The Storm/Jane Elliot
 Gateways To Inclusion: Turning Tense Moments Into Productive Conversations
 Harassment & Discrimination Is...
 Harassment & Discrimination: It's More Than You May Think (Smart-Start Meeting Openers)
 Harassment & Discrimination: Promoting Respect & Preventing Discrimination (Legal Briefs Series)
 Inclusion Insights
 Is It Bias? Making Diversity Work
 It's Still Not About Sex Anymore: Harassment & Discrimination In The Workplace
 It's The Law: The Legal Side Of Management
 Let's Get Together: Communicating Respect In A Diverse Workplace
 Manager's Guide, A
 Matter Of Respect, A
 Montgomery (Spirit Clips Series)
 Ouch! That Stereotype Hurts
 Ouch! Your Silence Hurts
 Plus Of Us, The
 Race, Ethnicity, Language/Religion Workplace Issues (Series)
 Read My Lips
 Respect In The Workplace: Avoiding Discrimination
 Tale Of O, A
 Valuing Our Workplace Series
Doing Our Part
Look Inside Ourselves, A

Wide Eyed
 Without Regard...To Race, Religion, Sex...

DIVERSITY

Anyone Can Be An Ally
 Are we Really So Different, You & I?
 As Simple As Respect
 Awesome!
 Building A Diverse Workforce For The Global Millenium Series:

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

Clown

Corporate Culture & Performance
 Cultural Competency: Just Good Healthcare
 Cultural Competency: Problem Solving
 Dealing With Diversity
 Dialogue-Now You're Talking! Series

1. *Communicating In A Diverse World*
2. *Dialogue For Cultural Understanding*
3. *Dialogue Between Genders*
4. *Dialogue Among Generations*

Differences

Different Like You: Appreciating Diversity In The 21st Century
 Diversity 101 Series
 Diversity Advantage, The: Food For Thought
 Diversity & Inclusion: A Step-BY-Step Guide For Employees
 Diversity & Inclusion: A Step-BY-Step Guide For Managers
 Diversity Challenges: What Would You Do
 Diversity: Creating Success For Business & People Series: (8)

- 1-1. *Sexual Harassment & Gender Discrim...*
- 1-2. *Disabilities: Hiring & Promotion*
- 2-1. *Career Development: Minority Issues*
- 2-2. *Career Development: Reverse Discrimination & Ageism*
- 3-1. *Performance Appraisal*
- 3-2. *Balance Of Work/Family Issues*
- 4-1. *Sexual Orientation*
- 4-2. *Career Mobility: Language*

 Diversity: Face To Face
 Diversity In The Real World
 Diversity Is...
 Diversity Made Simple Series
Diversity Made Simple
Diversity Made Simple For Managers
Diversity Made Simple: Gov't
Diversity Made Simple For Managers: Gov't

Diversity: Maximizing Customer Satisfaction
Through Valuing Employees

Diversity Now

Diversity: The Real Scene

Diversity, The, Series:

1. *On The Threshold Of Change*
2. *Gender & Sex Orientation Workplace Issues*
3. *Race, Ethnicity, Language & Religion*
4. *Age & Physical Ability Workplace Issues*

Diversity, The, Series Training Scenes

Diversity Unplugged: Provocative Insights, Practical Solutions

Diversity: What Is Diversity? (Smart-Start Meeting Openers)

Drop By Drop

Faces

Gateways To Inclusion: Turning Tense Moments Into Productive Conversations

Gender & Sexual Orientation Workplace Issues

Global One: Cross-Cultural Understanding

Global One: Intercultural Communication

Global One: International Negotiating

Global Scenario: Building The Multicultural Team

Global Scenario: Building The Virtual Team

Global Scenario: Cross-Cultural Communication

Global Scenario: Cultural Awareness

Going International Series:

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

Harassment & Diversity: Respecting Differences...

How To Deal With Cultural Diversity In The Workplace

HR & EEO Toolbox (Learncom Books)

Human Energy At Work Series:

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

Inclusion Insights

Is It Bias? Making Diversity work

Just Be FAIR. Series:

- Just Be FAIR. & FAIR. In Action*

Little Things Mean A Lot

Managing Diversity

Mauritius: Celebrating Differences (Covey Leadership Series)

M.E.E.T.: Breaking New Ground

M.E.E.T. Zero Tolerance: Enforcing Zero Tolerance With Fairness & Respect

Not My Type: Valuing Diversity

Open Mind, Open World: Improving Intercultural Interactions

Peacock Experience

People

Pigeon-holed In The Land Of Penguins

Plus Of Us, The

Power Dead-Even Rule, The

Real World Guide To Diversity In The Workplace, A (Positive Prevention Series)

Respectful Communicator, The

Results Rule! Build A Culture That Makes Your Team A Hero

Smart Start: Global Diversity: Experience An Open World

Tale Of O, A

Uh-Oh Syndrome: From Intolerance To Inclusion

Valuing Diversity Series:

1. *Managing Differences*
2. *Diversity At Work*
3. *Communicating Across Cultures*
4. *You Make The Differences*
5. *Supervising Differences*
6. *Champions of Diversity*
7. *Profiles In Changes*

Village Of 100, 3rd Edition

We Need To M.E.E.T./ M.E.E.T. Zero Tolerance

Wealth, Innovation, & Diversity

We're All Different: Diversity IN The Workplace

Wide Eyed

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

DRUG/ALCOHOL ABUSE

D.O.T. Drug & Alcohol Testing

Recognizing Drug & Alcohol Abuse

Employee & Manager Versions

Substance Abuse: Awareness & Intervention

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

E-MAIL

Easywriter

E-mail Essentials

Legal E-mail & Text Messaging At Work

No Privacy: Legal Issues In E-Mail

Professional E-Mail Etiquette

Responsible Business Communications

Straight Scoop On E-Mail

Truth About E-Mail

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

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

EEO Made Simple

HR & EEO Toolbox (Learncom Books)

HR Case Files Series

Millenium: Leadership Capsules series

Tale Of O, A

ECONOMICS

3 R's Of Sustainability

Wage & Hour Compliance

EMOTIONAL INTELLIGENCE

A Look Inside Ourselves

Emotional Intelligence

Emotional Intelligence Series, The

Emotional I.Q.

Giving Feedback

How You Think Is Everything: The Power Of Intelligence

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

Manage Me

EMPLOYEE ASSISTANCE

Can You Spare A Moment

Come Back, The

Family Medical Leave Act

FMLA, The: Everything YOU Need To Know

Focusing On Quality Solutions

Good News! It's Performance Appraisal Time

Managing Performance Problems

Taking Charge

Troubled Employee

Understanding The New FMLA

Working With You Is Killing Me

EMPLOYEE RELATIONS

Gettin' Ahead By Getting Along: People Skills For The Workplace

Increasing Emotional Intelligence (Training Byte Series)

1. *Stay In Control: Managing Your Emotions At Work*
2. *Half Full Or Half Empty? Choosing To Be Positive*
3. *Big Picture: Keeping Things In Perspective*

Giving Feedback

Little Things Mean A Lot

Living The Brand: The Patagonia Story

Managing Up

Not Everyone Gets A Trophy

Start Right...Stay Right

Valuing Our Workplace Series:

- Doing Our Part*
- A Look Inside Ourselves*

Working With You Is Killing Me

EMPLOYEE RETENTION

After The Hire: Retaining Good Employees

Building Employee Morale: Missed Opportunities

Continuous Motivation

Curse Of The Vanishing Employee

Emma's Choice

Encouraging The Heart

Fish

Fish! Culture

Fish! Tales: Jump Start

Fish! Tales: Sprint

Keeping The Good Ones

Life Is Good...And Work Can Be Too

Love 'Em Or Lose 'Em

One On One: Informed Employee Performance Reviews

Performance Matter Series:

- Importance Of Praise*
- The Need For Constructive Criticism*

Talent Management: How To Retain Your Best People

Would I Inspire Me?

EMPOWERMENT

Being Empowered: Making A Difference

Empowered Manager, The

Empowered Team, The

Empowering Employees

Fear

Flashpoint: When Values Collide

Flight Of The Buffalo

From Delegation To Empowerment: Getting Things Done Through People

Giving Leadership Away

Green Movie: Empowerment Within A Framework

Happiness Advantage, The

Improving Performance Through Empowerment

Inclusion Insights

Managing For Commitment

Managing Up

New Workplace, The, Series:

- Making The Change*
- Leading The Change*

One On One: Informal Performance Review

Spirit Of Individualism

Tapping The Sources Of Change

Training Wheels (Spirit Clips Series)

Winning Teams

ENVIRONMENTAL ISSUES

3 R's Of Sustainability

ERGONOMICS

Computer Ergonomics

Office Ergonomics: It's Your Call

Office Ergonomics: It's Your Move

Preventing & Managing Computer Related Injuries

ETHICS

A.C.T. With Integrity

Business Ethics...A 21st Century Perspective

Business Ethics In The New Economy/Dr. Jennings

Business Ethics: Integrity At Work (Smart-Start Meeting Openers)

Character Is Destiny

Compliance Is Just The Beginning

Dynamic Leadership For The 21st Century

Ethical Leadership: Tone At All Levels/Dr. Jennings

Ethics & Corporate America: A Crisis Of Credibility

Ethics 4 Everyone

Ethics Is A Competitive Advantage/Ethics:

Ethics Made Simple

Ethics: Speaking Up Without Fear/Dr. Jennings

Ethics: The L.O.G.I.C. Of Right

Integrity Every Day

Integrity Is...

LEAD. With Integrity: Promoting A Culture Of Ethical Conduct & Compliance

Moment Of Truth

More Than One Right Answer

Rumor, Gossip & Confidentiality

The Oh Series, Everyday Ethics

Values & Ethics

Values & Ethics (Life's Lessons Series)

Workplace Ethics

Wrong Way Right Way: Business Ethics Cases

ETIQUETTE

Basics Of Business Etiquette

Courtesy Or Consequences

Gaining The Competitive Edge With Business

Etiquette Series:

1. *Business Etiquette*

2. *Business Meal Etiquette*

Impressions Count

Professional E-Mail Etiquette

Strategies For Success Series

1. *Key Ways For Gaining That Competitive Edge In The 21st Century*

2. *How To Overcome Mingle-Phobia*

3. *Gaining That Edge During Business Meals*

Truth About Business Casual, The (Truth Series)

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

EXHIBIT SKILLS

Best Of Shows: Essential Dot Points To Successful Exhibiting

How Not To Exhibit Yourself

FEEDBACK

After The Hire: Retaining Good Employees

Complaint Is A Gift, A: Using Customer Feedback As A Strategic Tool

Discussing Performance

Feedback For Performance

Feedback: Giving Constructive Criticism

Feedback: Skills For Supervisors

Feedback Solutions Video Series:

Part 1. Giving Feedback: Basic Skills

Part 2. Giving Feedback: Advanced Skills

Part 3. Receiving Feedback: Basic Skills

Part 4. Receiving Feedback: Advanced Skills

Gift Of Feedback, The

How Leaders Provide Performance Feedback

(Millenium-Leadership Series)

Leadership Feedback: What Employees Want To Tell You... But Don't!

Let's Talk: Performance Feedback

Performance Matters: Importance Of Praise

FIELD CUSTOMER SERVICE

Best In The Field

Complaint Is A Gift, A: Using Customer Feedback As A Strategic Tool

Who Sold You This Then

FINANCE

Accounting Game, The: Learning The Basics

Balance Sheet Barrier, The

Budgeting

Control Of Working Capital

Cost, Profit Break-Even

Stanford Guide To Financial Statements

Taking Care Of Your Future (Smart-Start Meeting Opener)

3 R's Of Sustainability

FIRST AID

Survival Guide

GENDER DIFFERENCES

Dialogue Between Genders

Gender-Driven Selling

In The Company Of Women

Invisible Rules: Revised

Mars & Venus In The Workplace/Dr. John Gray

Men, Woman & Work Series

Listening Between The Lines

Unspoken Messages

Please Call Me Jessica, Not Bill (TrainingBytes)

Power Dead-Even Rule, The: Revised

Talking 9 To 5: Women & Men In The Workplace

Transgender Transitions Is...

When Opposites Complement

GENERATION ISSUES

Awesome!

Bruce Tulgan's Managing Generation X Workshop

Dialogue Among Generations

Employing Generation Why

Four Generations: The Greatest Potential

Generations & Work Series

Engaging All Generations

Connecting Across Differences

Working With Millennials

Succeeding With Younger Workers

Generations In The Workplace

Generations M.E.E.T. For Respect In The Workplace/Managing Generations

Getting Ahead By Getting Along: People Skills For The Workplace

Massey Triad Series

What You Are Is Where You Were When

What You Are Is Not Where You Have To Be

What You Are Is Where You See

Managing 4 Generations In The Workplace

Mixing 4 Generations In The Workplace

Not Everyone Gets A Trophy

Please Respect My Generation! 5 Generations At Work

Shifting Years: Leverage The Power Of Generations

Teamwork Across Generations (Winning Coaches Series)

What You Are Is Where You Were When...Again Working People Smart

GOAL SETTING

Clarity Imperative, The

Discovering The Future:The Power Of Vision

Encouraging The Heart

Focus Your Vision

Goals: The Backbone Of Dreams

Goal, The: How To

Grander Goal

Happily Ever After...Setting Goals

How To Set & Really Achieve Your Goals

Leadership: An Art Of Possibility

Life Is Short

Make It Matter

Natural Intelligence

One Small Step (Spirit Clips Series)

Priorities (Priorities For Life Series)

Restructuring The Organization/Peter Drucker

Roadmaps: Creating Effective Written Actions Plans

Smart Goals: Steps To Success

Solo

Targeting For Performance

Training To Win: Helping Employees Meet Or

Surpass Their Goals

We Are The Ones

We Will

We're In The Band

GOVERNMENT

Customer Service Recovery For Government

From Red Tape To Results: Reinventing Government

Government Pride: Serving In The Public Sector

(Smart-Start Meeting Openers)

Right Words At The Right Time

HEALTH/HOSPITAL CARE

An Invisible Man Meets The Mummy

Another Look: Defining respect In Healthcare

Beyond Words For Healthcare: A Body Language

Guide For Healthcare Professionals

Glow

Communication In Healthcare

Communication Nightmares: Solutions To Your

Top Communication Problem

Cultural Competency: Just Good Healthcare

Cultural Competency: Problem Solving

Customer Service: Natural As Child's Play

Customer Service Recovery For Healthcare

Dealing With Conflict: Healthcare

Difficult Behavior: Breaking Through

Ergonomics: Preventing Cumulative Trauma

Fish! Tales: Vital Signs

General Hospitable: Keeping Your Customers &...

Gift From Mrs. Timm, A

Golf & The Art Of Customer Service

Healthcare Toolkit, The

HIPAA Privacy Compliance: It's The Law

HIPAA: Rules & Compliance

How To Connect In Healthcare

It's A Dog's World

It's A Way Not A Day

Life Is Short

Lila's Story Trainer's Toolkit

Memorial Hospital & HealthWorks Kids (Tom

Peters: Re-imagine!)

Natural As Child's Play Toolkit

Own It!
Patient Confidentiality: Privacy In High-Tech Era
Patient Diversity: Beyond The Vital Signs
Patient Rights Made Simple
Patient Safety: Coaching & Teamwork
Patient Safety: Light The Way
Right Words At The Right Time
Service Excellence: Time To Care Trainer's Toolkit
Sexual Harassment: Is It Or Isn't It: Healthcare
Taking Charge Of Change: Healthcare
Target Zone, The
Well, Well, Well
What Do You See?
When The Coach Is You

HOSPITALITY (Customer Service)

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

HUMOR

Candid Camera Goes To Work Series
Expect The Unexpected
Too Close To The Customer
From Hell Series:
Bosses From Hell!
Customers From Hell!
Employees From Hell!
Salespeople From Hell!
Teams From Hell!
Meeting Openers With Loretta Laroche
Not Another Meeting
Whoopee, Another Meeting
Muppet Meeting Openers & Coffee Breaks
Snookles
Who's On First
Wild Goose Chase

INFLUENCE

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

INTERNAL SECURITY

Internal Crime
Leakproof: 8 Privacy Principles
Red Flags Rule: Preventing Identity Theft

INTERNATIONAL

Building The Transnational Team
Dealing With Third Parties
Global One: Cross-Cultural Understanding
Global One: Intercultural Communication
Global One: International Negotiating
Global Scenario: Building The Multicultural Team

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

INTERNET

Truth About Internet, The (Truth Series)

INTERPERSONAL RELATIONS

Beyond Words: Customer Service & Sales Series
Part 1. & Part 2.
Actions Speak Louder Than words
Beyond Words For Managers
Beyond Words:Hiring & Interviewing Series
Negative
Positive
Body Language Clusters: Putting It All Together
Actions Speakk Louder Than words
Character is Destiny
Conflicts In The Workplace: Sources & Solutions
Get To The Point, Keep To The Point
If Looks Could Kill
Little Things Mean A Lot
Managing Up
Respectful Communicator, The
Ripples
Transgender Transitions Is...
We Need To M.E.E.T.
Working People Smart
Working With You Is Killing Me
Worksmarts: How To Get Along, Get Noticed, & Get
Ahead

INTERVIEWING SKILLS

Actions Speak! Behavior-Based Interviewing
Beyond Words: Hiring & Interviewing Series
Negative
Positive
Body Language Clusters: Putting It All Together
Actions Speak Louder Than words
Do I Know You? Defining, Discovering, & Deciding
Whom To Hire
Get Hired! How To Ace The Interview
Get Ready! How To Prepare For A Successful Job
Search
Get The Whole Picture: Asking Probing Questions
In A Behavior Based Interview
Get To The Point, Keep To The Point
Hire For Attitude
How Great Companies Get Great People
How To Recruit, Interview, & Hire To Maximize
Effectiveness & Minimize...(Fairness Factor Series)

Integrity Is...
Interviewing
Interviewing: A Pain In The Gut! (T. Conway Series)
Interviewing Getting Beyond The Image
Interviewing Techniques That Help You Hire The
Best
It's Your Choice: Selection Skills
Legal & Effective Hiring
Legal & Effective Interviewing (Legal & Effective
Employment Series)
Legal Interviewing: Asking The Right Questions
More Than A Gut Feeling III
More Than A Gut...Hiring Excellent Sales People
More Than A Gut...Interviewing For Entry Level
More Than A Gut...Manufacturing Version
More Than A Gut...Situations For Discussions
More Than A Gut Feeling IV
Safe Hiring: How You Can Avoid Bad Hires
Smart Questions
Three-Dimensional Interview
You Be The Judge

INTRAPRENEURSHIP

Entrepreneurs: An American Adventure

JAPANESE MANAGEMENT

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

LEADERSHIP

Abilene Paradox
Age Of Leadership, The
Apollo 13 Leadership: Down To Earth Leadership...
Becoming A Leader: Communication Techniques...
That Motivate, Guide & Inspire Employees...
Bob Knowlton Story, The
Buck Stops Here, The
Bury My Heart At Conference Room B
Character In Action
Corporate Culture & Performance/John Kotter
Covey Leadership Library
Tearing Down Walls
Leading By Examples
I Know Just What You Mean
Mauritius: Celebrating Differences
Max & Max
Difficult People: How To Deal With Them
Discovering The Future:The Power Of Vision
Do Right: The Plan/Lou Holtz
Don't Panic
Encouraging The Heart
Everest
Extraordinary Leader, The: Going From Good To
Great
File 103: Developing 21st Century Leaders
(Excellence Files: Action Agenda Series)
First Time Around, The
Fish!
Fish! Culture
Fish! Sticks
Fish! Tales: Building Trust
Fish! Tales: Jump Start
Fish! Tales: Peak Experience
Fish! Tales: Sprint
Fish! Tales: Vital Signs
5 Questions Every Leader Must Ask
Flight Of The Buffalo
Follow The Leader
Front Of The Class, The
Get To The Point, Keep To The Point
Giving Leadership Away

- Great Minds On Leadership (Great Minds Series)
 Group Think
 Hiring The Best
 How Great Companies Get Great People
 In Charge
 In Search Of Excellence/Tom Peters
 Indivisible (Spirit Clips Series)
 It's A Wonderful Life: Leading Through Service
 It's Okay To Be Boss
 Joel Barker's Leadership: 5 Lessons For Leading
 In The 21st Century/Joel Barker
 Lance Armstrong Meeting Openers
Crossing The Line
Teamwork
Perspective: A Different View
 LeaderFish Series
 1. *It Starts With Me*
 2. *Be There*
 3. *Play*
 4. *Make Their Day*
 5. *Choose Your Attitude*
 6. *Who Are You Being*
 Leader Inside, The
 Leader Madness
 Leader's Guide To Delegating, A
 Leaders Of Character: Leadership, The West Point
 Way
 Leadership
 Leadership (Life's Lessons Series)
 Leadership (Priorities For Life Series)
 Leadership Alliance, The/Tom Peters
 Leadership: An Art Of Possibility
 Leadership & Self-Deception
 Leadership & The Customer Revolution
 Leadership & The New Science
 Leadership Challenge, The, 3rd Version
 Leadership Feedback: What Employees Want To
 Tell You... But Don't!
 Leadership: Influence, Incentives, & Teamwork (Win-
 ning Coaches series)
 Leadership/Management Mix
 Leadership Pickles, The
 Leadership: The Myth & The Reality (Smart-Street
 Meeting Openers)
 Leadership: What's Trust Got To Do With It? (2)
 Leading In A Time Of Change
 Leading More With Less
 Leading With Persuasion
 Learn To Lead: Lessons With Capt. Sullenberger
 Legacy: The Leadership Challenge
 1. *A Leader's Legacy*
 2. *The Leadership Challenge*
 3. *Encouraging The Heart*
 4. *Leadership In Action*
 5. *The Credibility Factor: What Followers*
Expect From Leaders
 6. *Credibility: How Leaders Gain & Lose It; Why*
People Demand It
 Legal & Effective Hiring
 Legal Perils & Management Pitfalls To Avoid
 Legal Survival Skills For The Modern Manager
 Lessons From Miracles On The Hudson Series:
Being Prepared
Investing In Yourself & Your Values
Teamwork
Making Safety A Priority
Importance Of Being Competent
Communication
 Life & Work
 Life Is Short
 Little Big Things, The
 Love & Profit: The Art Of Caring Leadership
 Manager Of The Year: A Film About Effective
 Listening
 Manager Or Mouse
 Manager's Balancing Act, The
 Managing From The Heart
 Managing Me
 Managing - Only Just!
 Managing Up
 Max & Max (Covey Leadership Series)
 Memorial Hospital & HealthWorks Kids (Tom
 Peters: Re-imagine!)
- Millenium-Leadership Capsules For 21st..Series: (7)
 1. *Leadership Is...*
 2. *The Leader As A Coach*
 3. *The Leader As A Mentor*
 4. *How Leaders Provide Performance Feedback*
 5. *Beginning Employment Relationships*
 6. *Ending Employment Relationships*
 7. *In Compliance*
 Miracle On The Hudson: Prepare For Safety
 New Business Of Paradigms: 2nd Edition
 New Business Of Paradigms, The
 Classic Edition & 21st Century Edition
 New Deal, The (Spirit Clips Series)
 New Workplace Series:
Making The Change.
Leading The Change
 Once Upon A Leader
 One Small Step (Spirit Clips Series)
 Ordinary People, Extraordinary Results: True Stories
 Of Great Leadership
Trim Tab
A Legacy of Winning
Store 334
Emma Brandon
Your Best Moment
Live Love Learn Legacy
 Paradigm Mastery
 Paradigm Pioneers
 Paradigm Principles
 Recipe For Change (Restaurant)
 Recipe For Success (Restaurant)
 Re-imagine: Business Excellence In A Disruptive
 Age
 Restructuring The Organization/Peter Drucker
 Sacrifice Is Just Not A Bunt
 Servant-Leadership
 Sid Story, The
 Smart Questions
 Stephen Covey's Lesson In Leadership Series:
Grander Goal, A
Journey To Discovery
Better Way, A
Law Of The Harvest
 Stephen Covey On Leadership
 Story Of A New One Minute Management Manager
 Talent! How To Win The Great War For Talent
 With Tom Peters
 Talent Management: How To Retain Your Best
 People
 Team Of Champions
 Theirs Not To Reason Why: The Story of Lt.
 Wm. Sowden Sims
 Thriving In A Techno World
 TNT: Dealing With Change/Tom Peters: Reimagine!
 Training To Win: Helping Employees Meet Or
 Surpass Their Goals
 Training Wheels (Spirit Clips Series)
 12 Angry Men: Teams That Don't Quit
 We Will
- Whale Done Program:
Whale Done!
Whale Done! In Action
Acentuate The Positive
 What It Really Takes To Be A World Class
 Company
 Where There's A Will...Leadership & Motivation
 Who Says We Can't Do It?/Lance Armstrong
 Wisdom Of Caring Leaders
 Would I Follow Me?
 Would I Inspire Me?
 Would I Work For Me?
- LEGAL ISSUES**
 Act With Integrity
 Avoiding Litigation Landmines
 Beyond Sexual Harassment
 Dealing With Third Parties
 Discrimination/Legal Issues (JTI) Series)
 Documentation & Discipline: One Of Many
 Termination Techniques
 EEO Made Simple
 Employment Law (Smart Start Meeting Openers)
 Employment Law Is...
 Ethics & Corporate America: A Crisis Of Credibility
 Ethics: The L.O.G.I.C. Of Right
 Family Medical Leave Act
 FLSA Made Simple, The
 FMLA, The: Everything YOU Need To Know
 Foreign Corrupt Practices Act (FCPA)
 Harassment & Discrimination Is...
 Harassment/Termination: Porn On A Computer
Parts 1 & 2
 HIPAA: Rules & Compliance
 HR Case Files With Catherine Crier
ADA
FMLA
FLSA
Sexual Harassment
 Insider Trading: It's Not Worth the Risk
 It's The Law: Legal Side Of Management
 It's Time To Stop
 Leakproof: 8 Privacy Principles
Legal & Effective Employment Series
Legal & Effective Employment Termination
Legal & Effective Interviewing
Legal & Effective Performance Appraisal
Legal & Effective IProgressive Discipline
 Legal & Effective Hiring
 Legal & Effective Interviewing II
 Legal Interviewing: Asking The Right Questions
 Legal Briefs Series:
ADA: The Tough Questions & Straight Answers
Discipline & Termination: Improving Performance &
Reducing Liability
Harassment & Discrimination: Promoting Respect &
Preventing Discrimination
Recruiting & Hiring: A Manager's Guide To Staying
Out Of Court
 Substance Abuse: The Manager's Role In Creating
 & Maintaining A Drug Free Workplace
 Workplace Privacy: Does It Really Exist?
 Workplace Violence: The Legal Role In Keeping
 Your Workplace Safe
 Legal Peril: 8 Management Pitfalls To Avoid
 Legal Survival Skills For The Modern Manager
 Need To Know, A: Insider Trading & The Law
 Nothing But The Truth: Giving A Deposition In A
 Civil Case
 Preventing Employee Lawsuits
 Right Side Of The Law, The

Smart-Start Meeting Openers:

Attitude: It's All In How You Look It
Business Ethics: Integrity At Work
Coaching: It Takes Work
Conflict: Resolving Conflict
Customer Service: Think Like A Customer
Diversity: What Is Diversity?
Employment Law: The Manager & The Law
Government Pride: Serving In The Public Sector
Harassment & Discrimination: It's More Than You May Think
Leadership: The Myth & The Reality
Motivation
New Supervisor: So, Now You're The Boss
Performance Appraisal: What It's Really About
Presentations: What Is A Presentation?
Problem Solving: What's Your Problem
Respect: It Just Takes A Little Respect
Sexual Harassment: It's Everyone's Responsibility
Taking Care Of Your Future
Workplace Violence: Before It's Too Late
Social Media: Reduce The Risk

Training Triggers Series: (22)

Accommodation: Day of Rest
Constructive Discharge Part 1: He's Been Fired
Constructive Discharge Part 2: Transferred
Constructive Discharge Part 3: I Quit
FMLA Part 1: Sick Again
FMLA Part 2: He Didn't See It Coming
FMLA Part 3: Cutting It Close
FMLA Part 4: The Big Let Down
FMLA/Retaliation: Rock-A-Bye Baby
Harassment/Termination Part 1: He Knows The Rules
Harassment/Termination Part 2: The Tip Of The Iceberg
Retaliation Part 1: He's Picking On Me
Retaliation Part 2: I'm Afraid You Have No Future In This Company
Safety Absolute Scene 1: A Little Thing Like That
Safety Absolute Scene 2: You Can't Be Serious
Termination: Step Aside
Unauthorized Removal Of Confidential Data: Just Personal Things
Unmerited Claim & Harassment Part 1: She May Just Need Time To Adjust
Unmerited Claim & Harassment Part 2: The Other Side Of The Coin
Unmerited Claim & Harassment Part 3: Tough Decisions
USERRA: Just Trying To Be Helpful

Understanding The New FMLA

Union Realities Series:

That's Just Reality
Talking With Employees

Union Realities Series:

Module 1. You're The First Line Of Defense
Module 2. Signing The Union Card

Wage & Hour Compliance

LISTENING

Breakthrough Listening
 Complaint Is A Gift, A: Using Customer Feedback As A Strategic Tool
 From No To Yes
 HIPAA: Rules & Compliance
 I Know Just What You Mean
 Jump Start Your Brain
 Listening Between The Lines (Men, Women & Work Series)
 Listening: The Key To Productivity
 Listening Under Pressure: The Customer Service Challenge
 Total Awareness: Listening With Your Eyes
 Men, Woman & Work Series
Listening Between The Lines

Unspoken Messages

Nobody's Listening
 Power Of Listening
 Smart Questions
 You're Not Listening

MANAGEMENT

After The Hire: Retaining Good Employees
 Beyond Words for Managers
 Communication Cornerstones: Building Trust
 Corporate Culture Is...
 Creating A Positive Workplace: Good Attitudes Are Contagious
 Curse Of The Vanishing Employees, The: How To Retain & Motivate Great Employees
 Discussing Performance
 Employment Law: The Manager & The Law (Smart-Start Meeting Openers)
 Encouraging Manager, The
 Encouraging The Heart
 Everything You Always Wanted To Know About Management
 Excellence Files, The
 Fish! For Leaders Series:

1. *It Starts With Me*
2. *Be There*
3. *Play*
4. *Make Their Day*
5. *Choose Your Attitude*
6. *Who Are You Being*

 Flight Of The Buffalo
 Get To The Point, Keep To The Point
 Giving Leadership Away
 Goal, The: How To
 I'd Like A Word With You/John Cleese
 In An Instant Series/Anthony Salemi
Volumes: 1, 2, 3, 4
 In Search Of Excellence/Tom Peters
 It's Okay To Be Boss
 It's The Law: legal Side Of Management
 Journey Into The Heroic Environment, A
 Juggling Elephants For Managers
 Just In Time Info...(JITI) (Manage* Coach Series)

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

Keeping The Good Ones

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

1. *How To Curb Employee Gossip*
2. *How To Deal With Difficult Peers*
3. *How To Manage Upward*

4. How To Manage Time Thieves

5. How & When To Delegate
 Manager Or Mouse?
 Management Coach
 Managers As Mentors: Building Partnerships For Learning
 Manager's Balancing Act, The
 Manager's Guide, A
 Managing Change & Transition
 Managing From The Heart
 Managing Me
 Managing - Only Just!
 Managing Up
 Mentoring: The Success Connection
 Millennium-Leadership Capsules For The 21st Century Series: (7)

1. *Leadership Is...*
2. *The Leader As A Coach*
3. *The Leader As A Mentor*
4. *How Leaders Provide Feedback*
5. *Beginning Employment Relationships*
6. *Ending Employment Relationships*
7. *In Compliance*

 Mixing 4 Generations In The Workplace
 Motivating Employees During Organizational Change
 Not Everyone Gets A Trophy
 Once And For All: Resolving Performance Challenges
 Peer Today, Boss Tomorrow
 Recipe For Success (Restaurant)
 Re-imagine: Business Excellence In A Disruptive Age
 Relationship Strategies Series:

- Part 1. *Understand & Identify.*
- Part 2. *Adapt*

 Restructuring The Organization/Peter Drucker
 Sid Story, The
 Smart Questions
 Spirit At Work, The
 Takeaway For Managers Series
ADA In A Nutshell
Can I Ask That?
Legal Interviewing: Discipline, Documentation & Termination
Diversity, Respedct & Legal Compliance
FMLA In A Nutshell
Sexual Harassment
 Talent! How To Win The War For Talent
 Talent Management: How To Retain Your Best People
 This Is Going To Hurt Me More Than It Hurts You
 Unorganized Manager Series/John Cleese
Parts 1, 2, 3
 We Are The Ones
 What A Manager Should Say
 Where There's A Will...Leadership & Motivation
 Would I Follow Me?
 Would I Inspire Me?
 Would I Work For Me?

MARKETING

Brilliant, Simply Brilliant Series
Over & Outta Here
Plastic Gold
Play It Again Vin
Thinking Inside The Box
 Ethics Is A Competitive Advantage
 Everything Is Design
 Excellence Files: Coca Cola
 Focusing On The Customer
 Living The Brand: The Patagona Story

Make It Matter
 One-To-One Future: Building Relationships One
 Customer At A Time
 Sell?
 Transistion To Boss Is...
 Trapped! How To Escape the Sameness Trap
 With Tom Peters
 What It Really Takes To Be A World Class Co.

MEETING OPENERS/COFFEE BREAKS

Accentuate The Positive
 America³, The Power To Create
 America The Beautiful
 And When You Fail
 Art Of Coaching In Business Meeting Openers
 1. *Combines 7 personalities*
 2. *Herb Kelleher*
 3. *Jack Nicklaus*
 4. *Keith Lockhart*
 5. *Lenny Wilkins*
 Bambi Meets Godzilla
 Barkles Business Series
 Have A Paws-O-Tive Attitude
 Sales 101: Finiding The Itch
 Truly Furr-lfic Customer Service
 Brain Power
 Brilliant, Simply Brilliant Series:
 Over & Outta Here
 Plastic Gold
 Play It Again Vin
 Thinking Inside The Box
 C & The Box
 Candid Camera Goes To Work Series:
 Expect The Unexpected
 Too Close To The Customer
 Cultural Baggage
 Do It Right
 Do Respect
 Egg, The
 Everybody Loves A Winner
 Faces
 Father & Son
 Fall Seven Times, Stand Up Eight
 Fish!
 Fish! Culture
 Fish! Sticks
 Fish! Tales: Building Trust
 Fish! Tales: Jump Start
 Fish! Tales: Peak Experience
 Fish! Tales: Sprint
 Flight 232:The Power Of Teamwork
 From Hell! Series:
 Bosses From Hell
 Communicators From Hell
 Customer Service From Hell
 Employees From Hell
 Interviewers From Hell
 Public Service From Hell
 Salespeople From Hell
 Teams From Hell
 Gifts From The Mountain
 Great Minds, The, Series:
 Think Again
 Extraordinary
 What's Holding You Back?
 Great Minds On Leadership
 Great Minds On Motivation
 Great Minds On Creativity, Innovation and
 Imagination
 Great Minds On Attitude
 Great Minds On Teamwork

Great Minds On Character
 Great Minds On Respect, Tolerance & Diversity
 Great Minds On Teaching & Learning.
 Goals: The Backbone Of Dreams
 Harassment Made Simple
 Hero Series Meeting Openers
 America The Beautiful
 I Remember
 Innovate! How To Stand Out In The Crowd With
 Tom Peters
 InMotion Series
 Balloons: Inclusiveness
 Nature: Creativity
 Penguins: Attitude
 Wonders: Vision
 Space: Change
 Into The Millenium
 Java Junkie
 Juice
 Journey, The
 Jump
 Lance Armstrong Meeting Openers
 Crossing The Line
 Teamwork
 Perspective: A Different View
 Leader Inside, The
 Legal Briefs Series: (8)
 ADA, The: Tough Questions & Straight Answers:
 Discipline & Termination: Improving Performance &
 Reducing Liability
 Harassment & Discrimination: Promoting Respect &
 Preventing Discrimination
 Recruiting & Hiring: A Manager's Guide To Staying
 Out Of Court
 Substance Abuse: The Manager's Role In
 Creating & Maintaining A Drug Free
 Workplace
 Workplace Privacy: Does It Really Exist?
 Workplace Violence: The Legal Role In Keeping
 Your Workplace Safe
 Lessons From Geese
 Lessons From Miracles On The Hudson Series
 Being Prepared
 Investing In Yourself & Your Values
 Teamwork
 Making Safety A Priority
 Importance Of Being Competent
 Communication
 Life Is Short
 Lifeline Series:
 Activating Attitude
 Stress Tacklers
 Unlocking Conflict
 Life's Lessons Series:
 Leadership
 Motivation
 Change
 Teamwork
 Values & Ethics
 Customer Service
 Lincoln
 Magic Of We Communication Session Starter
 Meeting Openers With Loretta Laroche
 Not Another Meeting
 Whoopee, Another Meeting
 More Than One Right Answer
 Muppet Meeting Openers & Coffee Breaks
 My Idea
 On Your Own
 Peacock Experience
 People
 Perception: The Tragedy Of The Friendly Breakfast

Perfect Moment, The
 Power Of Words Meeting Opener
 Powers Of 10
 Priorities For Life Series:
 1. *Leadership*
 2. *Priorities*
 3. *Change*
 4. *Capacity & Energy*
 5. *Excelling In A Changing World*
 Return, The:
 6. *Reaching The Next Level & Beyond*
 Read My Lips
 Serve! Turn Customer Service Into Unforgettable
 Customer Experiences With Tom Peters
 Service Impact Series
 Credibility Through Honesty
 Cross-Cultural Communication
 Dimensions of Service
 Levels of Learning
 The Angry Customer
 Sisyphus
 Smart-Start Meeting Openers: (19)
 Attitude: It's All In How You Look It
 Business Ethics: Integrity At Work
 Coaching: It Takes Work
 Conflict: Resolving Conflict
 Customer Service: Think Like A Customer
 Diversity: What Is Diversity?
 Employment Law: The Manager & The Law
 Government Pride: Serving In The Public Sector
 Harassment & Discrimination: It's More Than
 You May Think
 Leadership: The Myth & The Reality
 Motivation
 New Supervisor: So, Now You're The Boss
 Performance Appraisal: What It's Really About
 Presentations: What Is A Presentation?
 Problem Solving: What's Your Problem
 Respect: It Just Takes A Little Respect
 Sexual Harassment: It's Everyone's Responsibility
 Taking Care Of Your Future
 Workplace Violence: Before It's Too Late
 Snookles
 Solo
 Spirit Clips
 Cracked Pot, The
 Darius Goes West
 Hubble Solution, The
 Indivisible
 Little Frog, The
 Montgomery
 New Deal, The
 One Small Step
 Red
 Sally
 Training Wheels
 Spirit Of The Dolphin, The
 Sportsters
 Star Spangled Banner, The
 Starthrower Story, The
 Stephen Covey On Leadership
 Stress As A Gift Session Starter Package
 Stress As A Gift
 Jump
 Power Of Words
 Magic Of We: Communication
 Sound Of Service (opener & closer)
 And When You Fall
 This Thing Called Change
 Training Bytes Series:
 Achieving Communication Excellence
 Increasing Emotional Intelligence

Managing Productivity
Please Call Me Jessica, Not Bill
Who Are You?
 Training Trigger Series:
Accommodation
Documentation & Discipline: One Of Many
Termination Techniques
FMLA/Retaliation
Harassment/Termination: Porn On A Computer
Parts 1 & 2
Retaliation: No Future Here, Parts 1 & 2
 Truth Series, The:
Truth About Email
Truth About Business Casual
Truth About The Internet
Truth About Customer Service
 Value Of Time
 Village Of 100, 3rd Edition
 Volume 1 By Dewitt Jones
 Volume 2 By Dewitt Jones
 Way You Were, The
 We Are The Ones
 What A Manager Should Say
 What's Holding You Back
 When You're Smilin'
 Who's On First
 Wild Goose Chase
 Winds Of Change
 Winning
 Winning Team
 Working Together Works: Short
 You
 You Need To Know...Sexual Harassment Is Illegal
 (It's Not Enough To Know Series)
 Zea: A Study In Perception

MEETING SKILLS

Basic Facilitation
 Be Prepared For Meetings
 Better Meeting Management For Better
 Communication
 Conducting A Productive Meeting
 Fearless Facilitation Series: (2)
How To Lead Effective Meetings
How To Lead Effective Training
 Going To A Meeting
Part 1: Messing Up A Meeting
Part 2: Meeting Menaces
 How To Hold Successful Meetings
 Invisible Meeting, The
 Meeting Robbers
 Meetings Bloody Meetings/John Cleese
 More Bloody Meetings/John Cleese
 Well Managed-Meeting, The
 We've Got To Stop Meeting Like This
 Presentations: What Is A Presentation? (Smart-Start
 Meeting Openers)

MEMORY

I'll Never Forget What's His Name

MENTORING

An Ally Is...
 Coaching, Mentoring, & Leading High Performance
 Teams (We All Win Series)
 Insights To Better Mentoring
 Leader As Mentor, The (Millenium-Leadership
 Capsules)
 Leading By Example (Covey Leadership Library)
 Light The Fire
 Managers As Mentors: Building Partnerships For
 Learning

Mentoring 101: The Basics
 Mentoring That Makes A Difference
Parts 1. Mentors
Part 2. Mentees
 Training Wheels (Spirit Clips Series)
 Will My Mentor Make A Difference

MOTIVATION

After The Hire: Retaining Good Employees
 America The Beautiful
 And When You Fall/David Jansen (ice skater)
 Best Of Motives Series:
1. Nobody Ever Tells Us
2. Nobody Ever Asks Us
 C & The Box
 Capacity & Energy (Priorities For Life Series)
 Continuous Motivation
 Curse Of The Vanishing Employees, The: How To
 Retain & Motivate Great Employees
 Do It Right
 Do Right
 Do Right II
 Don't Fire Them, Fire Them Up
 Drop By Drop
 Encouraging The Heart
 Excelling In A Changing World (Priorities For Life)
 Fall Seven Times, Stand Up Eight
 Fish!
 Fish! Culture
 Fish! Sticks
 Fish! Tales: Jump Start
 5 Star Teamwork
 Flight Of The Buffalo
 Get On The Right Bus
 Great Minds On Motivation (Great Minds Series)
 If Enough People Care
 In Search Of Excellence
 It's A Way Not A Day
 Jordan's Furniture: Re-imagine The Customer
 Experience (Tom Peters: Re-imagine!)
 Lance Armstrong Meeting Openers:
Crossing The Line
Teamwork
Perspective: A Different View
 Lessons From The New Classroom
 Life Is Short
 Love 'Em Or Lose 'Em
 Memorial Hospital & HealthWorks Kids (Tom
 Peters: Re-imagine!)
 Motivating Employees: Keep Up The Good Work
 Motivating Others
 Motivation (Life's Lessons Series)
 Motivation (Smart Start Meeting Openers)
 Motivation: Dream It, Walk It, Believe It
 Muppet Meeting Openers
 On Your Own
 OXO Good Grips:Think Differently (Tom Peters:
 Reimagine!)
 Power Of Words
 Recipe For Success (Restaurant)
 Say What?
 Service With Soul/Tom Peters
 Sid Story, The
 Spirit Of The Dolphin
 Sisyphus
 Solo
 Start Right...Stay Right
 Survival Run
 Their's Is Not To Reason Why: The Story of Lt. Wm.
 Sowden Sims
 Way You Were, The

We Are The Ones
 We Will
 When The Going Gets Tough
 Who Says We Can't Do It/Lance Armstrong
 Winning
 Yes Lives In The Land Of No
 Your Summit Awaits

MOTIVATION (self)

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

Ready, Willing, & Able
Say What?
Second Effort/Vince Lombardi
Seeing Red Cars
Sisyphus
Solo
Sportsters (non-narrative)
Start Right...Stay Right
Starthrower Story, The
Survival Run
Taking Care Of Your Future Is...
Theirs Not To Reason Why: The Story of Lt. Wm.
 Sowden Sims
Train, The
Way You Were, The
We Will
Whale Done Program
 Whale Done!
 Whale Done! In Action
When The Going Gets Tough
Who Says We Can't Do It
Winning Team
Worksmarts: How To Get Along, Get Noticed, & Get
 Ahead
Working Together
Yes lives In The Land Of No
You
You Can Do It
Your Summit Awaits

NEGOTIATING

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

NETWORKING

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

NEW EMPLOYEES

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

NON-NARRATION

Egg
Life Is Short
Sand Castle
Sisyphus
Sportsters
Teamwork
When You're Smilin'

Working Together Works: Short
Zea

ONE-ON-ONE TRAINING

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

ORIENTATION

Beginning Employment Relationships (Millenium-
 Leadership Series)
Do It Right The First Time: Paying Attention To
 Details
Employee 101: Respecting The Team
9-5 Survival Guide
Start Right...Stay Right
Succeeding At Work: The Adventure Begins
Working Together Works
Working Together Works: Short

OUTPLACEMENT

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

PEER TO PEER

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

PERCEPTION

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

PERFORMANCE APPRAISAL

Care & Candor: Making Performance Appraisals
 Work
Complete Performance Review Toolkit, The
Conducting Extraordinary Performance Appraisals
Conducting Legal Performance Appraisals
Conducting The Performance Appraisal: Be A
 Coach, Not A Judge
Continuous Performance Appraisal, The
Discussing Performance
Dreaded Appraisal
Good News! It's Performance Appraisal Time
How Am I Doing
How Supervisors Should Appraise Employee
 Performance
Human Touch Performance Appraisal
Legal & Effective Performance Appraisal (Legal &
 Effective Employment Series)
Legal Side Of Evaluating Performance
Legal Side Of Performance Appraisal: You Be The Judge
Let's TALK: Handling The Difficult Performance
 Appraisal
Light The Fire: Leveraging Appraisals For Maximum

Performance
Looking Forward: Your Performance Appraisal
Not Just Another Meeting
One On One: Informal Performance Review
Painless Performance Improvement
Performance Appraisal: Getting Results
Performance Review: Code Red
Performance Review: Every Manager's Nightmare
Performance Appraisal: What It's Really About
 (Smart-Start Meeting Openers)
Surviving The Appraisal Interview (Performance
 Management Series)

PERFORMANCE MANAGEMENT

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

PERSONAL GROWTH

A+ In The Workplace: Developing Positive Behavior
Accountability Toolkit, The (Also Gov't Version)
Achieving Peak Performance On The Job
A.C.T. With Integrity
Activating Attitude
Adversity Quotient
Adversity Quotient At Work
All Pro
Attitude Virus
Attitude: A Little Thing That Makes A Big Difference
Attitude Your Most Priceless Possession
Basics Of Business Etiquette
Battle For Excellence
Bounceback
Can We Count On You
Capacity & Energy (Priorities For Life Series)
Clerical Skills For New Employees
Distracted Driving: Game Over
Do It Right The First Time: Paying Attention To
 Details
Eagle's Secret
Ethics 4 Everyone

Everybody Loves A Winner
 Excelling In A Changing World (Priorities For Life)
 Fall Seven Times, Stand Up Eight
 Fear
 Focus Your Vision
 40 Hours: invest In Yourself
 Get Organized & Stay Organized: The 7 Day Plan
 For Putting Your Work Life In Order
 Getting Ahead By Getting Along: People Skills For
 The Workplace
 Gifts From The Mountain
 Goals: The Backbone Of Dreams
 Guide To Successful Job Search
 Habit Of Winning
 Happily Ever After...Setting Goals
 Happiness Advantage, The
 How To Be Creative On The Job
 How To Clear Your Desk: The Paper Chase
 How To See Opportunity On The Job
 Inclusion Insights
 It's A Way Not A Day
 It's Your Choice: Interviewee Video
 Invisible Rules: Men, Women & Teams
 Juice
 Legacy Of Achievement, The
 Life Is Short
 Live And Learn
 Lincoln
 Little Big Things, The
 Live & Learn
 Managing Up
 Mastering Personal Change
 New Deal, The (Spirit Clips Series)
 On A High Note
 On Your Own
 Personal Issues (Consultant, The, Series)
 Professional Excellence
 Reaching The Next Level & Beyond (Priorities For
 Life)
 Sacrifice Is Just Not A Bunt
 Sally (Spirit Clips Series)
 Second Chance, A
 Seeing Red Cars
 Straight Talking: The Art Of Assertiveness
 Start Right...Stay Right
 Starthrower Story, The
 Strategies For Success Series: (3)
 1. *Key Ways For Gaining That Competitive Edge
 In The 21st Century*
 2. *How To Overcome Mingle-Phobia*
 3. *Gaining That Edge During Business Meals*
 Succeeding At Work: The Adventure Begins
 Success Is An Attitude
 Supervisory Self-Appraisal
 Survival In The Workplace
 Taking Care Of Your Future (Smart-Start Meeting
 Opener)
 Taking Care Of Your Future Is...
 Taking The Initiative On The Job
 Training Wheels (Spirit Clips Series)
 Truth About Business Casual, The (Truth Series)
 Unlocking Conflict
 Valuing Our Workplace Series:
Doing Our Part
A Look Inside Ourselves
 When I Say No, I Feel Guilty
 When Opposites Complement
 Worksmarts: How To Get Along, Get Noticed, & Get
 Ahead
 Yes Lives In The Land Of No
 Your Summit Awaits

PERSONAL SITUATIONS

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

PLANNING

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

PRESENTATION SKILLS

Basics Of How To Plan, Write & Give A Winning
 Presentation
 Be Prepared To Speak
 Get To The Point, Keep To The Point
 How To Make Winning Presentations
 How To Write & Deliver Great Speeches
 Life Is A Series Of Presentations: Inspire, Inform, &
 Influence
 Powerful Ways To Persuade People
 Presentation Is Everything
 Speaking Effectively To 1 Or 1000
 Speaking Effectively To 1 Person Or A Roomful:
 Proven Techniques That'll Make You A Master
 Speaking With Confidence, Clarity & Charisma
 Tell Me A Story
 Winning Presentations
 Winning Presentations: For Make Or Break Mo-
 ments

PROBLEM EMPLOYEES

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

PROBLEM SOLVING

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

PRODUCTIVITY

Achieving Peak Performance On The Job
 Attitude Virus
 Building Productive Workplaces (Blue Sky)
 Challenge To America Series
Old Ways, New Game
Heart Of The Nation, The
Winning Strategies
 Constructive Criticism: How To Build Better
 Performance
 Do It Right The First Time: Paying Attention To
 Details
 Do More In Less Time: Tame Your Workload By
 Dramatically Increasing Your Productivity
 Errand Run, The
 First Time Around, The
 5S Garage
 Forget For Success
 Get Organized & Stay Organized: The 7 Day Plan
 For Putting Your Work Life In Order
 Goal, The. How To
 Group Productivity
 Happiness Advantage, The
 How To Juggle Multiple Priorities
 How To Receive Work Assignments (Empowerment
 Series)
 Journey Into The Heroic Environment
 Leadership & The Customer Revolution
 Learning After Doing
 Learn While Doing (Putting The Learning...Series)
 Listening: The Key To Productivity
 Managing Productivity (Training Bytes Series)
 Once And For All: Resolving Performance Challenges
 Organizational Climate
 Painless Performance Improvement
 Personal Efficiency Program, The How To Do More
 Work In Less Time
 Pygmalion Effect, The: Managing The Power of
 Expections
 Reinventing The Corporate Spirit
 Solving The Performance Puzzle
 Take Back Your Time: How To Manage Your
 Workload & Still Have A Life
 3 R's Of Sustainability
 Toxic Talk: What Would You Say
 Turn 'Em On Turn 'Em Loose
 Will To Work
 Worksmarts: How To Get Along, Get Noticed, & Get
 Ahead

PROJECT MANAGEMENT

Errand Run, The
First Time Around, The
5S Garage
How To Juggle Multiple Priorities
Hubble Solution, The (Spirit Clips Series)
Managing Your Own Productivity (Training Bytes)
1. *Have A Plan. Work The Plan. Planning & Organizing For Results*
2. *What Should I Do First? Effectively Managing Priorities*
3. *It Takes A Team Effectively Working With Others To Achieve Results*
Personal Efficiency Program, The How To Do More Work In Less Time
Re-engineering The Future
Roadmaps: Creating Effective Written Actions Plans

QUALITY

Cornerstones Of Quality
Cost Of Quality, The
Customer Care Is Everyone's Job
Customer Is Always Dwight, The
Do It Right
5S Garage
Florida Power & Light Model
Good Enough Isn't Good Enough
Hubble Solution, The (Spirit Clips Series)
In Search Of Quality: Quality Through People (Wallace)
In Search Of Quality: Quality Through Systems (Motorola)
ISO 9000 & Why Do I Care?
ISO 9000 Series:
ISO 9000: Quality Assurance
ISO 9000: 6 Steps To Global Quality
Managing Frontline Staff
Mining Group Gold
Quality At Work
Quality Connection
Quality In The Office
Quality Secrets: Baldrige Award Winners Speak
Quality Service In The Public Sector
Quality Supervision For Industry
Quality: You Don't have To Be Sick To Get Better
Reengineering The Future
Supervising For Quality
What Is Quality?
Why Quality

READING

Business Communications: Reading

RECRUITING

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

REENGINEERING

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

RELATIONSHIP

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

RESPECT/HARASSMENT

Another Look: Defining Respect In Healthcare
Anyone Can Be An Ally
As Simple As Respect
Beyond Sexual Harassment: Other Forms Of Harassment
Bullying & Respect In The Workplace
Clown
Creating The Respect Effect; Preventing Harassment, Discrimination & Retaliation
Differences
Do Respect
Don't Shoot The Messenger; Common Workplace Courtesies To Reduce Tension & Lower Stress
Drawing The Line: Creating A Harassment Free Workplace
Drop By Drop
Generations In The Workplace
Harassment: A New Look For Employees
Industrial & Office Versions
Harassment & Discretion Is...
Harassment & Discrimination Is...
Harassment & Discrimination: It's More Than You May Think (Smart-Start Meeting Openers)
Harassment & Discrimination: Promoting Respect & Preventing Discrimination (Legal Briefs Series)
Harassment & Diversity: Respecting Differences
Harassment Education & Retaliation Overview (H.E.R.O.)
Harassment: For Managers: A New Look
Harassment Hurts: It's Personal
Harassment Is...
Harassment Prevention Made Simple
Harassment Prevention Made Simple For Managers
Harassment: Sex, Religion & Beyond
Harassment: The Real scene
In This Together
Inclusion Insights
It's About Respect; Recognizing Harassment In A Diverse Workplace
It's Just Not About Sex Anymore: Harassment & Discrimination In The Workplace
It's Not Like I Hit Her!
It's Still Not About Sex Anymore: Harassment & Discrimination In The Workplace
Let's Face It: Harassment Training For Supervisors
Let's Get Together: Communicating Respect In A Diverse Workplace
Let's Talk...Bullying, Abusive Conduct, & The Consequences
Let's Talk...Harassment - It Happens!
Let's Talk...Respect - It Matters

Little Things Mean A Lot
Matter Of Respect, A
M.E.E.T. On Common Ground: Speaking Up For Respect In The Workplace
M.E.E.T. Zero Tolerance: Enforcing Zero Tolerance
Montgomery (Spirit Clips Series)
Ouch! That Stereotype Hurts
Ouch! Your Silence Hurts
Person-To-Person: Creating Respectful Workplaces
Plus Of Us, The
Policy Is Not Enough, A
Preventing Workplace Bullying: How To Recognize & Respond To Bullies At work
Red (Spirit Clips Series)
Respect In The Workplace: Avoiding Discrimination
Respect: It Just Takes A Little Respect (Smart-Start Meeting Opener)
Respectful Communicator, The
Respectful Workplace, The: It Starts With You
Respectful Workplace, The, Series:
1. *Opening The Right Doors*
2. *Diffusing Hostility Through Customer Service*
3. *Managing Harmony*
Respectful Workplace, The: Conflict Resolution Training Scenes
Right Side Of The Line, The
Social Media: Reduce The Risk
Step Up, Speak Up
Toxic Talk: What Would You Say?
Valuing Our Workplace Series:
Doing Our Part
A Look Inside Ourselves
With All Due Respect: Promoting A Respectful Workplace
Workplace Bullying Prevention Made Simple
Workplace Harassment: Prevention & The Law
Worksmarts: How To Get Along, Get Noticed & Get Ahead
You Call That Respect?
Respectful Workplace
You Can Stop Harassment
You Can Stop Harassment Training Scenes

RESPONSIBILITY

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

RETALIATION

Creating The Respect Effect; Preventing Harassment, Discrimination & Retaliation

Harassment Education & Retaliation Overview
(H.E.R.O.)

Preventing Retaliation In The Workplace

RETAIL

Can You Help Me?

Container Store, The: Re-imagine Customer Service
& Talent (Tom Peters: Re-imagine!)

Courage To Coach Retail

Crime Check: Retail Employees

Crime Check: Retail Management

Customer Service Teamwork: It's Show Time
(Customer Service Training Series)

Exceeding Expectations

Jordan's Furniture: Re-imagine The Customer
Experience (Tom Peters: Re-imagine!)

Loss Prevention

Mental Workout:

Retail 1 & 2

More Than A Gut Feeling III (Interviewing)

More Than A Gut Feeling IV

Prescription For Complaints

Quality Customer Service

Retail Learning Library, The

Actions and Attitudes

Building Your Team

Five Star Selling

Leadership through Communication

The S.T.O.P. Shop

Welcome to the Team

*Zero Tolerance: Harassment & Discrimination
Awareness*

Right Words At The Right Time

Secret Customer Service Uncovered

Service Challenge

Sexual Harassment: Is It Or Isn't It

RISK TAKING

Buck Stops Here, The

If At First: Overcoming The Fear Of Failure

One Small Step (Spirit Clips Series)

Risk Maker, Risk Taker

SAFETY

An Extra Effort For Safety Sake

Anthrax Awareness

Anthrax Threat, The

Back Care & Safety

Bloodborne Pathogens

Driven To Distraction

Driver Safety: A Lifetime Of Learning

Emergency Action Plan: Crisis Under Control

Facility Security: The Critical Link

Fatal Distractions: Keep Your Eyes On The Road

Fire Prevention & Safety

Fire Safety & Evacuation

Forklift Operation & Safety

Forklift Safety: Inspection

Forklift Safety: The Experienced Operator

Golf Cart & LSV Safety: On & Off The Cart

Hand Safety: You Control It

Hazard Communication

Hearing Conservation: You Decide What To Hear

It's Personal (Restaurant)

Lessons From Ground Zero: Evacuations &

Emergency Action Plans

Lockout-tagout Procedures

Miracle On The Hudson: Prepare For Safety

Mr. Unexpected

Moving Forward...In The Aftermath Of Trauma

Office Safety: It's A Jungle In There

Over Exertion

Proper Lifting Techniques

Receipe For Health & Safety (Restaurant)

Redesigning A Workplace for Self-Regulation

Respiratory Protection

Safety And Substance Abuse

Safety Attitudes: Food For Thought

Safety On The Job: Accidents, Causes & Pre-Job

Safety Checklist Prevention

Safety On The Job: Hazards Of Substance Abuse

SEA-J Special Report: Disaster Preparedness

Slips, Trips & Falls

Social Media: Reduce The Risk

Successful Safety Committees: They're No Accident

Winter Walking: Avoiding Slips & Falls

Workplace Bullying Made Simple: Prevention For
The Workplace

SALES MANAGEMENT

Don't Fire Them, Fire Them Up

Get To The Point, Keep To The Point

Instant Replay

Managing Sales Stress

More Than A Gut Feeling iii: Hiring Excellent Sales
People

More Than A Gut Feeling IV

Motivating Salespeople (Superior Sales Management)

Sales Is Not A Dirty Word

SalesSmarts For Sales Managers (SalesSmarts
series)

Sales Motivation & Results Today (Winning
Coaches Series)

Skills Coaching (Superior Sales Management)

Super Salesman

Talent! How To Win The Great War For Talent With
Tom Peters

SALES TIME MANAGEMENT

Coach The S.A.L.E. For Sales Managers

Manage Your Time To Build Your Territory

Time & Territory Mgmt: Turning Time Into Gold

Unorganized Sales Person

SECRETARIAL/ADMINISTRATIVE

Clerical Skills For New Employees

Get To The Point, Keep To The Point

Perfectly Normal Day, A

Seven Day Professional Image Update

When You're Smilin'

You

SECURITY

Crossing The Line

Leakproof: 8 Privacy Principles

Red Flags Rule: Preventing Identity Theft

Social Media: Reduce The Risk

Stolen Identity: Crimes Of The Millenium

Take A Good Look

Workplace Privacy: Does It Really Exist?

SELF DEVELOPMENT

Accountability Toolkit: Government Version

All Pro

Choice, The

Developing Job Leads

Don't Panic

5 Waves Of Trust, The

Get To The Point, Keep To The Point

Getting Ahead By Getting Along: People Skills For
The Workplace

Growing In Place

Habit Of Winning

Happiness Advantage, The

Humor, Risk, Change

If I Were Brave

Inner Game Of Management

Is Good Enough?

Legacy Of Achievement (short & long versions)

Little Big Things, The

Live & Learn

Make It Matter

Ouch! Your Silence Hurts

Respectful Communicator, The

Respectful Workplace, The

Second Chance, A

Seeing Red Cars

Spirit Clips

Cracked Pot, The

Darius Goes West

Hubble Solution, The

Indivisible

Little Frog, The

Montgomery

New Deal, The

One Small Step

Red

Sally

Training Wheels

Start Right...Stay Right

Starthrower Story, The

Strategies For Success Series

1. Key Ways For Gaining That Competitive Edge

In The 21st Century

2. How To Overcome Mingle-Phobia

3. Gaining That Edge During Business Meals

Taking Care Of Your Future (Smart-Start Meeting
Opener)

Taking Care Of Your Future Is...

Way You Were, The

You

SELF DIRECTED WORK TEAMS

Smart Workplace

SELF MANAGEMENT

Adventures In Sales, Service, & Self Esteem

Do It Right The First Time: Paying Attention To
Details

Second Chance, A

Seeing Red Cars

Little Big Things, The

Make It Matter

Managing Up

Strategies For Success Series

1. Key Ways For Gaining That Competitive Edge

In The 21st Century

2. How To Overcome Mingle-Phobia

3. Gaining That Edge During Business Meals

Working People Smart

SELLING SKILLS

Ask For The Order

Battle For Excellence

Be Prepared To Sell

Beyond Needs Assessment: 10 Steps To

Consultative Selling

Beyond Words: Customer Service & Sales Series:

Part 1 & Part 2

Actions Speak Louder Than Qords

Business-to-Business Prospecting Series:

Part 1: Determine & Reach Key Decision

Makers: Sticking To It

- Part 2: Verify The Decision Maker & Ask For The Business: Develop The Thirst
 Part 3: Listening & Addressing Resistance: Prepare For Obstacles
- Communicating Effectively With Customers Series:
 1. *Effective Communication Starts With You*
 2. *Communication Is Selling*
 3. *Art Of Questioning, The*
 4. *Professional Word Power*
 5. *Effective Telephone Communication*
 6. *Communicating With Irate Customers*
- Competitive Edge
 Complaint Is A Gift, A: Using Customer Feedback As A Strategic Tool
 Container Store, The: Re-imagine Customer Cost Of Quality
 Courtesy Or Consequence
 Don't Fire Them, Fire Them Up
 Gender-Driven Selling
 Get Out There & Sell!!!! (Tim Conway Series)
 Get To The Point, Keep To The Point
 Hidden Advantage-Neuro-Linguistic Sales
 How To Ask Positive Questions
 How To Connect In Business
 Instant Replay
 Listen & Win: How To Keep Customers Coming Back
 Motorola Selling Concepts Series:
Identifying Needs & Opportunities
Demonstrating Features & Benefits
Handling & Preventing Objections
Closing Concepts
Selling With Style
Listening For Results
Negotiating To Win
Competing For The Gold
 Muppet Meeting Openers & Breaks
 New Deal, The (Spirit Clips Series)
 Powerful Ways To Persuade People
 Presentation Is Everything
 Sales 101: Finiding The Itch (Barkles Business Series)
 Sales Essentials Series/Fern Bratten
Selling By The Numbers
Big Finish, The
Selling With Passion
 Sales Is Not A Dirty Word
 S.A.L.E.S. Series, The
Win The SALE For Sales Professionals
Coach The SALE For Sales Managers
Support The SALE For Service & Support Professionals
 Sales Motivation & Results Today (Winning Coaches Series)
 Second Effort/Vince Lombardi
 Sell?
 Sell It To Me Series:
 1. *Preparing The Way*
 2. *Doing The Deal Selling, A Prospective*
 Sell! 25 Essentials On Selling With Tom Peters
 Service & Talent (Tom Peters: Re-imagine!)
 Smart Questions
 So You Want To Be A Success At Selling:
 1. *Preparation, The*
 2. *Presentation, The*
 3. *Difficult Customers*
 4. *Closing The Sale*
- Solo
 Successful Selling
 Supersalesman
- Talent! How To Win The Great War For Talent With Tom Peters
 Theirs Not To Reason Why: The Story of Lt. Wm. Sowden Sims
 Time & Territory Management: Turning Time Into Gold
 Unorganized Salesperson Series:
Part 1 & Part 2
 What Do You Say?
 What's Your Pickle?
 Who Sold You This, Then?
- SERVICE REPS**
 Best In The Field
 Complaint: Five Tactics For Handling Complaints Effectively
 Complaint Is A Gift, A: Using Customer Feedback As A Strategic Tool
- SEXUAL HARASSMENT**
 Beyond Sexual Harassment: Other Forms Of Harassment
 Harassment Is...
 HR Case Files: Sexual Harassment In This Together
 It's Not Enough To Know Better Series:
Employee's Version & Manager's Version
You Need To Know...Sexual Harassment Is Illegal
 It's Up To You: Stopping Sexual Harassment
Employee & Manage versions'
 Let's Get Honest Sexual Harassment Program
He Said,
She Said
 Matter Of Respect, A
 Patterns Series:
Program 1. Preventing Sexual Harassment
Program 2. Responding To Sexual Harassment
Program 3. Rights & Responsibilities
 Patterns' Training Scenes
 Person To Person: Creating Respectful Workplaces
 Prevent Sexual Harassment In The Workplace
 Real World Guide To Sexual Harassment In The Workplace, A (Positive Prevention Series)
 Sexual Harassment A Common Sense Series
 1. *Employee; 2. Manager*
 Sexual Harassment A High Price To Pay Series
Program 1. Employee Awareness
Program 2. Management Briefing
 Sexual Harassment: A Manager's Guide
 Sexual Harassment: A Manager's Guide In CA
 Sexual Harassment & Gender Discrimination
 Sexual Harassment For Education Series:
 1. *Administration, 2. Student*
 Sexual Harassment In The Workplace...Identify, Stop, Prevent
 Sexual Harassment Is...
 Sexual Harassment: Is It or Isn't It? (Retail & Hospitality versions available)
 Sexual Harassment: It Can Happen Here
 Sexual Harassment: It's Everyone's Responsibility (Smart-Start Meeting Openers)
 Sexual Harassment: Know Your Rights
 Sexual Harassment: New Perspectives
 Sexual Harassment: New Roles, New Rules
 Sexual Harassment Prevention Kit
 Sexual Harassment Prevention Made Simple
 Sexual Harassment Prevention Made Simple For Managers
 Sexual Harassment: Prevention, Recognition, Correction
- Sexual Harassment Quiz
 Sexual Harassment Series:
Understanding The Law
Handling The Complaint
 Sexual Harassment: Serious Business
 Sexual Harassment: Training For A Harassment-Free Workplace
 Sexual Harassment? You Decide: Real Situations For Discussions
 Sexual Harassment: You Make The Call
 Subtle Sexual Harassment Series:
The Issue Is Respect
Management's New Responsibilities
 Subtle Sexual Harassment Training Scenes
- SITUATIONAL LEADERSHIP**
 Miracle On The Hudson: Prepare For Safety Styles Of Leadership
- SOCIAL MEDIA**
 Legal Social Media At Work
- SPORTS ORIENTED TITLES**
 All Pro
 America 3: Power to Create
 And When You Fall/David Janssen
 Do Right/Lou Holtz
 Do Right II/Lou Holtz
 Do Right: the Plan/Lou Holtz
 Everest
 Four Weeks In May
 Get on the Right Bus/Mike "Coach K" Krzyzewski
 If Enough People Care/Lou Holtz
 Instant Replay
 Lance Armstrong Meeting Openers
Crossing The Line
Teamwork
Perspective: A Different View
 Lance Armstrong, "Who Says We Can Do It?"
 Pit Crew Challenge: Driven To Perform
 Sacrifice Is Not Just A Bunt/Joe Torre
 Second Effort/Vince Lombardi
 Solo
 Sportsters
 Survival Run
 Team Of Eagles
 Teamwork/Pat Riley
 Winning Coaches Series
Leadership: Influence, Incentives, & Knowledge
Sales Motivation & Results Today
Teamwork Across Generation
Winning Through Innovation
 Winning Team
- STRATEGIC PLANNING**
 Little Big Things, The
 Make It Matter
 Miracle On The Hudson: Prepare For Safety
 Restructuring The Organization/Peter Drucker
 Roadmaps: Creating Effective Written Actions Plans
 Strategic Planning In Government
- STRESS**
 Arrest That Stress: How To Depressurize Your Work Life
 Balancing The Stress Of Life
 Communicating To Reduce Stress
 Dealing With Stress
 Don't Panic
 Fear & Stress In The Workplace

Gifts From the Mountain
 Happiness Advantage, The
 Humor Prescription Care for the Care Giver
 Just Relax
 Laughing At Stress
 Managing Distress
 Managing Sales Stress
 Managing Stress
 Managing Stress Before It Manages You
 Managing Stress/Ben Bissell
 Moving Forward...In The Aftermath Of Trauma
 Overcoming Stress At Work
 Overcoming Stress, Fear & Anxiety
 Preventing & Managing Stress
 Re-energize Yourself
 Saving For Stress
 Shiftwork: Circadian Survival
 Short Circuiting Stress
 Sick Of Stress
 Stress Is A Gift
 Stress Management
 Stress Management Series: (Dr. David Katz)
 Recognizing Stress
 Managing Stress
 Resilience: Mastering Stress
 Yoga @ Work
 Stress, Weight Control & Emotional Eating
 Stress You're In Control
 StressBusters/Laroche
 Tackling Stress
 Take Your Job Seriously & Yourself Lightly
 Well, Well, Well
 When The Going Gets Tough
 Working With You Is Killing Me

SUPERVISORY SKILLS

Achieving Supervisory Excellence
 After All, You're The Supervisor
 After The Hire: Retaining Good Employees
 Communication Cornerstones: Building Trust
 Curse Of The Vanishing Employee
 Get To The Point, Keep To The Point
 Fish! For Leaders Series:
 1. *It Starts With Me*
 2. *Be There*
 3. *Play*
 4. *Make Their Day*
 5. *Choose Your Attitude*
 6. *Who Are You Being*
 Front Of The Class, The
 How To Build A High Performance Workforce...The
 Keys To Effective Supervision
 How Supervisors Should Appraise Employee
 Performance
 How To Supervise People
 It's Okay To Be Boss
 It's The Law: The Legal Side Of Management
 Jack Cade's Nightmare 1: A Supervisor's Guide To
 Laws Affecting The Workplace
 Jack Cade's Nightmare 2: Double Liability
 Juggling Elephants For Managers
 Just In Time Information (JITI Series): Management
 Solutions In Under 5 Minutes Series:
 1. *Personal Issues*
 2. *Discrimination/Legal Issues*
 3. *Conflict Management*
 4. *Performance Management*
 Leadership (Life's Lessons Series)
 Legal Survival Skills For The Modern Manager
 Let's Face It: Harassment Training For Supervisors
 Life Is Short

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

TEAMWORK

All For One: Team Building In Action
 America's: Power To Create
 Apollo 13 Leadership: Down-To-Earth Lessons
 Attitude Virus, The: Curing Negativity In The
 Workplace
 Bear Essentials Of Business, The
 Best Of Motives, The, Series:
 1. *Nobody Ever Tells Us*
 2. *Nobody Ever Asks Us*
 Bridging The Distance: Virtual Teams On The Road
 To Results
 Building Cooperation: How Everyone Wins At Work
 Building The Perfect Team
 Chilean Mine Rescue: The Unstoppable Team
 Cracked Pot, The (Spirit Clips Series)
 Creating Your DreamTeam: How To Harness The
 Power Of Teamwork
 Darius Goes West (Spirit Clips Series)
 Do Right 2/Lou Holtz
 Do It Right

Does The Team Work?
 Doing Our Part
 Effective Teamwork
 Embracing New Ideas
 Essentials Of Effective Teamwork
 Everest
 Everyone's Teamwork Role
 Excellence Files, The
 File 101: Teams For Success (Excellence Files:
 Action Agenda Series)
 First Among Equals: Leading A Team
 Fish!
 Fish! Culture
 Fish! Sticks
 Fish! Tales: Building Trust
 5 Dysfunctions Of A Team Workshop
 5 Star Teamwork
 Flight Of The Buffalo
 Four Weeks In May
 Get On The Right Bus
 Getting Cooperation: Teambuilding That Works
 Giving Leadership Away
 Global Scenario: Building The Multicultural Team
 Global Scenario: Building The Virtual Team
 Group Think
 How In Hell Do We Manage
 I Wish My Manager Would Just...
 If Enough People Care/Lou Holtz
 Implode! Building Trust, Teams & Communications...
 Invisible Rules Revised
 Kingdom Was Lost, The
 Lance Armstrong Meeting Openers
 Crossing The Line
 Teamwork
 Perspective: A Different View
 Leadership: What's Trust Got To Do With It? (2)
 Lessons From Geese
 Life Is Good.And Work Can Be Too
 Little Frog, The (Spirit Clips Series)
 Magic Of We, The
 Manager's Balancing Act, The: Paradoxical
 Management
 Miracle On The Hudson/Capt Sully Sullenberger
 Not So Obvious Art Of Dynamic Collaboration
 One For All: Teamwork The Meerkat Way
 One Small Step (Spirit Clips Series)
 Painless Performance Improvement
 Pigeon-Holed In The Land Of Penguins
 Pit Crew Challenge: Driven To Perform
 Power Of Teamwork, The, Inspired By The Blue
 Angels
 Power Of Words
 Resolving Conflicts: Strategies For A Winning
 Team
 Results Rule! Build A Culture That Makes Your
 Team A Hero
 Sacrifice Is Not A Bunt
 Sand Castle: Team Work & Diversity
 Sink Or Swim Teamwork: We're All In This Together
 Spirit Of The Dolphins, The
 Supervisor On The Scene
 Communication
 Conflict Resolution
 Coaching For Performance
 Decision Making
 Meeting Effectiveness
 Training Job Skills
 Team Approach, The
 Team Building: Techniques That Work
 Team Building: What Makes A Good Team Player
 Team Creativity

Team Nightmares: Solutions To Your Top Team Problems Series:
Volume 1 & Volume 2
Team Of Eagles, A
Team Player
Team's Series
Teamwork Essential Video Series
Teamwork (Life's Lessons Series)
T.E.A.M.W.O.R.K. (Four Weeks In May companion)
Teamwork/Pat Riley
Teamwork Across Generations (Winning Coaches Series)
Teamwork Essentials Video Series:
Part 1. Teams That Work
Part 2. Change Without Anxiety
Part 3. Meetings Under Control
Part 4. Presentations Without Fear
Teamwork: How Synergy Succeeds
Teamwork In Action (Muppet)
Teamwork In Crisis: Miracle Of Flight 232
Teamwork What's Trust Got To Do With It?
The Power Of Teamwork Inspired By The Blue Angels
Think Or Sink: Professional Team Decision Thinking
Turn 'Em On Turn 'Em Loose
12 Angry Men: Teams That Don't Quit
Unified Team, The
Vision Of Teams
Vision Web Simulation/Game
We Are The Ones
We're In The Band
We're On The Same Team, Remember?
What A Manager Should Say
When Opposites Complement
Who Says We Can't Do It?/Lance Armstrong
Winning Team
Wisdom Of Teams
Working Together Works
Working Together Works Short
Workteams & The Wizard Of Oz
Yes Lives In The Land Of No
Your Place In The Team

TELEMARKETING

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

TELEPHONE CUSTOMER SERVICE

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

When The Phone Rings: Telephone Skills For Better Service

TELEPHONE SKILLS

Adventures In Customer Courtesy
Are You With Me
Call Of The Mummy
Connections: Basic Telephone Techniques
Crash-Course In Sale's Skills, A
Dealing With People On The Telephone
Dealing With The Irate Customer
Effective Telephone Communication (Communicating Effectively With Customers Series)
Every Call Counts
Get To The Point, Keep To The Point
Glad I Could Help
It's Your Call
Just A Call Away Series:
Attitude is everything
Really Angry Customers
It's Your Call
Outbound Call, The
Customers With A Difference
Let's Talk: Telephone Tactics For Better Business
Make The Connection: How To Be Effective & Productive On The Phone
Telephone Behavior: The Rules Of Effective Communication
Telephone Communication: Clear As A Bell
Telephone Courtesy & Customer Service
Telephone Courtesy Pays
Telephone Courtesy Pays Off II
Telephone Courtesy: You Are The Company
Telephone Film, The
Telephone Power
Telephone Skills 2000
Telephone Skills At Work
When The Phone Rings: For Telephone Skills Better Service
Time On The Line (Time Management)
Winning Telephone Tips

TERMINATION

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

THEFT

Crossing The Line (Loss Prevention Programs)
Red Flags Rule: Prevention Identity Theft
Stolen Identity: Crimes Of The Millennium
Take A Good Look (Loss Prevention Programs)
Take It Or Leave It

TIME MANAGEMENT

Conquer The Chaos: The Best Ideas In Time Management
Do More In Less Time: Tame Your Workload By Dramatically Increasing Your Productivity
1440 Minutes
Get Organized & Stay Organized: The 7 Day Plan For Putting Your Work Life In Order
How To Clear Your Desk: The Paper Chase
How To Get Things Done
How To Juggle Multiple Priorities

Juggling Elephants
Juggling Elephants For Managers
Making Time
Manage Your Time Better
New Time Of Your Life
Perfectly Normal Day, A
Personal Efficiency Program, The How To Do More Work In Less Time
Simplifying Your Work & Your Life
Take Back Your Time: How To Manage Your Workload & Still Have A Life
30 Ways To Make More Time
Time Challenged
Time Management: A Productivity Plan
Time Management: Get The Most Out Of Your Time
Time Management: Keeping The Monkey Off Your Back
Time Of Your Life
Time Trap II
Unorganized Manager Series/John Cleese
Parts 1, 2, 3

TRAIN THE TRAINER

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

TRUST

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

TQM

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

UNION

Communication: Talk To The Lamp
EFCA Card Tricks/EFCA Card Sharks
Redesigning A Workplace For Self-Regulation
Sign Now, Pay Later (union specific)
Union Realities Series:
That's Just Reality
Talking With Employees
Union, The, Series:
Module 1. You're The First Line Of Defense
Module 2. Signing The Union Card

VALUES

Accountability Toolkit, The (Also Gov't Version)
All Pro
Can We Count On You
Darius Goes West (Spirit Clips Series)
5 Waves Of Trust, The
Get On The Right Bus
Gifts From The Mountain
Habit Of Winning
Happiness Advantage, The

Inclusion Insights
Indivisible (Spirit Clips Series)
Integrity Is..
Is Good Enough?
It's A Way Not A Day
Juice
Little Things Mean a Lot
Live & Learn
Massey Triad series:
 What You Are Is Where You Were When
 What You Are Is Not What You Have To Be
 What You Are Is Where You See
More Than One Right Answer
New Deal, The (Spirit Clips Series)
Power Of Teamwork, The, Inspired By The Blue
 Angels
Second Chance, A
 Spirit Clips
 Cracked Pot, The
 Darius Goes West
 Hubble Solution, The
 Indivisible
 Little Frog, The
 Montgomery
 New Deal, The
 One Small Step
 Red
 Sally
 Training Wheels
Start Right...Stay Right
Values & Ethics (Life's Lessons Series)
Valuing Our Workplace Series:
 Doing Our Part
 A Look Inside Ourselves
We Will
What You Are Is Where You Were When/M. Massy
What You Are Is Where You Were When...Again
Who Are You? (TrainingBytes Series)

VALUE PROGRAMMING

Just Get It
Massey Triad Series:
 What You Are Is Where You Were When
 What You Are Is Not What You Have To Be
 What You Are Is Where You See
Start Right...Stay Right
What You Are Is Where You Were When...Again

VISION

All Pro
Celebrate What's Right With The World
Clarity Imperative, The
Discovering The Future:The Power Of Vision
Everyday Creativity
Fish!
Fish! Culture
Fish! Sticks
Fish! Tales: Building Trust
Fish! Tales: Jump Start
Fish! Tales: Peak Experience
Fish! Tales: Sprint
Focus Your Vision
Habit Of Winning
Life Is Good...And Work Can Be Too
One Small Step (Spirit Clips Series)
Preventing Workplace Bullying
Restructuring The Organization/Peter Drucker
Roadmaps: Creating Effective Written Actions Plans
Think Again: An Invitation & Creative Meeting
 Opener
We Will
We're In The Band

WOMEN IN BUSINESS

Changing The Way We Do Business
Perfectly Normal Day, A
Women And The Corporate Game
Woman At The Top
Woman In The Boardroom
Women's Millennium Series:Tom Peters
 The \$3 Trillion Market
 Prospective & Strategies

WORK REDESIGN

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

WORKPLACE VIOLENCE

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

Moving Forward...In The Aftermath Of Trauma
On The Edge 1.0: Preventing Violence In The
 Workplace
On The Edge 2.0: Managing High-Risk Situations
Respectful Workplace, The: Series:
 Opening The Right Doors
 Diffusing Hostility Through Customer Service
 Managing Harmony
Taking Control Of Workplace Violence
Threat Detector: Your Role In Preventing Workplace
 Violence
Ticking Bomb: Defusing Violence In The Workplace
 Series: *1. Prevention & 2. Preparedness*
Violence: Reducing Your Risk
Workplace Violence: Before It's Too Late (Smart-
 Start Meeting Opener)
Workplace Bullying Made Simple: Prevention For
 The Workplace
Workplace Violence: Employee Training
Workplace Violence: First Line Of Defense
Workplace Violence Is..
Workplace Violence: Looking Out For Each Other
Workplace Violence Prevention Made Simple
Workplace Violence Prevention Made Simple For
 Managers
Workplace Violence: Series:
 1. Employees; 2. Managers
Workplace Violence: The Calm Before The Storm
 Managers
Workplace Violence: The Legal Role In Keeping
 Your Workplace Safe (Legal Brief Series)
Workplace Violence: The Risk From Within
Workplace Violence: Training For Supervisors &
 Managers

WRITING

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