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AN INVISIBLE MAN MEETS THE MUMMY

(MEDIA PARTNERS) 18 minutes

This 8 step program humorously shows customer service in the eye of the givers; and how inflexibility blinds them blind to the customer's needs. . Government, Manufacturing and *Healthcare versions available.

*Purchase only, \$845; *\$645*

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

(ENTERPRISE MEDIA) 24 minute DVD, with ancillary materials

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

Rental \$295. Purchase \$695

CLOWN

(MONAD) 12 minute DVD

Originally on HBO, this video is an entertaining, thought-provoking program dealing with all aspects of diversity and discrimination that is applicable for everyone.

Rental \$295; Purchase \$595

COMMUNICATION IN HEALTHCARE

(MEDIA PARTNERS) 20 minutes

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

Purchase only, \$645

CULTURAL COMPETENCY: JUST GOOD HEALTH CARE

(COASTAL/DUPONT) 16 minute DVD with ancillary materials

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

Rental \$105 Purchase \$395

CULTURAL COMPETENCY: PROBLEM SOLVING

(COASTAL/DUPONT) 19 minute DVD with ancillary materials

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

Rental \$105 Purchase \$395

CUSTOMER SERVICE: NATURAL AS CHILD'S PLAY

(COASTAL/DUPONT) 25 minute DVD & Trainer's Toolkit

Humorously hosted, this program shows how easy and natural, hospital internal and external customer service can be.

Rental \$105; Purchase \$395

DEALING WITH CONFLICT: HEALTHCARE

(MEDIA PARTNERS) 20 minutes

Based on the Thomas-Kilmann Instrument, this video shows 5 conflict positions, the insights, skills, and strategies for achieving positive results.

Purchase only, \$645

DIFFICULT BEHAVIOR: BREAKING THROUGH

(COASTAL/DUPONT) 21 minutes & employee handbooks

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

Rental \$105; Purchase \$295

EMMA BRANDON (ORDINARY PEOPLE, EXTRAORDINARY RESULTS)

(MEDIA PARTNERS) this titles is part of a 6 video DVD, 7-9 minutes each.utes each; and is based on Franklin/Covey Leadership Workshops.

A hospital ward supervisor, found her staff functioning poorly. Rather than institute immediate change, she watched, questioned and analyzed; involving employees (and patients) in decisions, holding them accountable for results, encouraging them to try new ideas, and resulting in amazing successes.

Entire DVD must be purchased, \$945. Single segments available online.

GENERAL HOSPITABLE: KEEPING YOUR CUSTOMERS SATISFIED (AND JUST PLAIN KEEPING THEM)

(MEDIA PARTNERS) 20 minutes

Since most patient complaints are non-medical issues, this video focuses on the actions health professionals can easily take, when addressing a patients' emotional needs.

Purchase only, \$645

GIFT FROM MRS. TIMM, A

(MONAD) 15 minute DVD

A humorous, hospital, customer service video focuses on being helpful and courteous to the public; offering, a novel "Hitchcock" ending as justification.

Purchase only, \$395

GOLF & THE ART OF CUSTOMER SERVICE: STRATEGIES FOR BRANDING EXEMPLARY CUSTOMER SERVICE

(LIGHTWORKS MEDIA) A 28 minute DVD program with eancillary materials.

Shows how to analyze, create, develop, and implement a unified, customer service strategy to counter dissatisfied patients. Based on Robert Reiss' book of the same title and Peter Belmont's 4 key strategies of winning golf. The videos expand the book's concepts by correlating the strategies to customer service; offering extensive insights and steps for successfully implementing them.

Rental: \$275. Purchase \$595

HEALTHCARE TOOLKIT, THE

(MEDIA PARTNERS) A 2 volume DVD with ancillary materials

This program offers a flexible set of materials to help build awareness and skills in workplace interactions regarding patients and co-workers.

Volume 1 has 22 clips of 29 minutes, focusing on: **Ensuring Patient Satisfaction; Building Accountability, Ethics & Integrity; and Teambuilding.**

Volume 2 has 24 clips of 37 minutes, focusing on; **Embracing Diversity; Communicating with Clarity; Resolving Conflict; and Supervising Others.**

Purchase only. Each volume \$645; both volumes \$945

HIPAA PRIVACY COMPLIANCE: IT'S THE LAW

(TRAINING ABC) 18 minute DVD with ancillary materials

This program presents information regarding the privacy of personal medical records, and how the individual controls the use and disclosure of these records.

Purchase only, \$395

HIPAA: RULES & COMPLIANCE

(COASTAL/DUPONT) 15 minute DVD with ancillary materials

Having undergone revisions, additions, and strengthening since the original HIPAA act, this video updates needed compliance information.

Purchase only, \$295

HOW TO CONNECT IN HEALTHCARE IN 90 SECONDS OR LESS

(MEDIA PARTNERS) 17 minute DVD with ancillary materials

Nicholas Boothman, energetically and humorously shows viewers how to have the right attitude, send the right signals, get people talking and keep them talking; helping them succeed in the patient and people business.

Rental \$350; Purchase \$945

IT'S A DOG'S WORLD

(MEDIA PARTNERS) 13 minutes

Oriented to health care, its a humorous study in contrasts between good and bad patient service, showing humans being treated worse then dogs. Healthcare version available

Purchase \$745

LIFE IS SHORT

((ATS) 7 minutes

This meeting opener focuses on an age-old philosophy in reinforcing motivation and communications concepts.

Rental \$195; Purchase \$395

LILA'S STORY TRAINER'S TOOLKIT

(COASTAL/DUPONT) 14 minutes & Trainer's Toolkit

Having become a patient, a nurse looks back at her patients, realizing that she forgot to care about the people and families behind the illness.

Rental \$105; Purchase \$395

MEMORIAL HOSPITAL & HEALTHWORKS KIDS MUSEUM: TURNING WORK ASSIGNMENTS INTO WOW PROJECTS (Re-imagine! Series)

(ENTERPRISE MEDIA) 17 minute DVD

Tom Peters shows how one organization revolutionized the job of teaching kids about health. Presented are people coming up with innovative ideas, testing and bringing them to reality.

Rental \$295; Purchase \$345

OWN IT!

(ADVANCED KNOWLEDGE) 20 minutes

Focuses on supervisors and frontline personnel, have taken ownership of their jobs, resulting in loyalty, improved productivity, and smiling, happy people.

Rental \$195; Purchase \$495

PATIENT CONFIDENTIALITY: PRIVACY IN THE HIGH-TECH ERA

(COASTAL/DUPONT) 24 minute DVD with ancillary materials

By emphasizing and presenting three key points, this program shows healthcare workers the importance of respecting, protecting, and the necessary action when a patient's confidentiality is at risk.

Rental \$105; Purchase \$295

PATIENT DIVERSITY: BEYOND THE VITAL SIGNS

(MEDIA PARTNERS) 20 minutes

Shows the critical need to know your patient population: their belief systems, folk medicine, lore; even how they respond to the pain and medical care.

Purchase only, \$645,

PATIENT RIGHTS MADE SIMPLE

(TRAINING ABC) 13 minute DVD with ancillary materials

A comprehensive approach dealing with every aspect of the medical and non-medical issues that can affect a patient who enters a healthcare facility.

Purchase only, \$345. Online licenses available; call for details.

PATIENT SAFETY: COACHING AND TEAMWORK

(COASTAL/DUPONT) 17 minute DVD with ancillary materials

This program strengthens the collaboration between staff members by developing 5 essential skills that address individual, interpersonal and systemic factors affecting patient safety: mindsets, attitudes, communication problems, and the processes by which healthcare is delivered.

Rental \$105; Purchase \$295

PATIENT SAFETY: LIGHT THE WAY

(COASTAL/DUPONT) 16 minute DVD with ancillary materials

Offering 3 key concepts this program will create and reinforce a culture of safety within your facility. Also available in Spanish and Portuguese.

Purchase only, \$295

RIGHT WORDS AT THE RIGHT TIME, THE

(MEDIA PARTNERS) 15 minute DVDs with ancillary materials

Realistic scenes present best practices that result in helping all personnel develop the skills of caring, understanding, and creating trust; so their charges will not feel angry and annoyed, but satisfied and respected. 4 Versions are available: **Leisure & Hospitality; Government; Retail; and Business**

Each. Rental \$350; Purchase \$945

SERVICE EXCELLENCE: TIME TO CARE TRAINER'S TOOLKIT

(COASTAL/DUPONT) 19 minutes & Trainer's Toolkit

Oriented to Healthcare, this video focuses on the key points to remember in providing excellent customer service.

Rental \$105; Purchase \$395

SEXUAL HARASSMENT: IS IT OR ISN'T IT? SITUATIONS FOR DISCUSSION

(MEDIA PARTNERS) 21 minute DVD with ancillary materials & Spanish

Series of short, dramatic sexual harassment scenes, some subtle others obvious, followed by breaks for group discussions about the scenes and the hostile work environment. Updated to reflect 1998 Supreme Court decisions.

Purchase only, \$595

TAKING CHARGE OF CHANGE: HEALTHCARE

(MEDIA PARTNERS) 18 minute DVD, CD & ancillary materials

Presents the skills necessary to understand and support change. There are a number of vignettes featuring many different businesses; plus more "how-to" applications than the original.

Purchase only, \$645.

TARGET ZONE, THE

(PYRAMID) 30 minutes

Presents a time tested program for cardiovascular fitness that's composed of a safe and simple exercise routine.

Purchase only, \$295

WELL, WELL, WELL

(STRESS STOP) 24 minutes

This humorous video deals with health, nutrition and its relationship to stress, by using a plot of 3 unhealthy employees organizing a picnic for their health and wellness company.

Purchase only, \$199

WHAT DO YOU SEE?

(STAR THROWER) 7 minute DVD with ancillary materials

The program focuses on care providers seeing every patient as a person, interacting with them, treating them with compassion, and discussing the importance of emotional care in alignment with medical care.

Rental 295; Purchase \$495

WHEN THE COACH IS YOU!

(MEDIA PARTNERS) 18 minutes

Host George Wendt (TV's Cheers) offers practical steps for creating successful, productive, Healthcare work environments for coaches and learners.

Purchase \$645