



## U.S. Army Civilian Human Resources Agency Regional Human Resources Development Divisions' **TRAINING LENDING LIBRARY**

### **Introduction:**

The Regional Human Resources Development Divisions (HRDD) have developed a combined catalog of training programs that include audiocassette tapes, videotapes, CD-ROMs, DVD, books, and other resources. These library items are available for check-out to train the U.S. Army Civilian Human Resources Agency (CHRA) community and their servicing population. The reference materials in this catalog are identified by [training category](#) or [alphabetical listing](#).

### **Our Goal:**

Provide quality, cost effective, and consistent training materials and opportunities to the Army Community.

### **Proponent:**

The SW Region, HRDD has been designated as the CHRA proponent to maintain the lending library catalog. Regional representatives may submit catalog updates and changes to Stephen Jones.

### **Procedures to Request Materials:**

Organizations may contact one of the following Regional HRDD Lending Library Representatives to request and check-out training materials.

#### **Southwest Region:**

Stephen Jones  
Phone: 785-239-6520  
Email: [stephen.jones23@us.army.mil](mailto:stephen.jones23@us.army.mil)

#### **West Region:**

Mary Aponte  
Phone: 520-538-1538  
Email: [Mary.Aponte@us.army.mil](mailto:Mary.Aponte@us.army.mil)

#### **Northeast Region:**

Terri Shores  
Phone: 410-306-0066  
Email: [teresa.shores@us.army.mil](mailto:teresa.shores@us.army.mil)

### **Check-out Guidelines:**

- **Check-out Timeframe:** Training materials may be checked-out for 2 weeks. Organizations may request and check-out up to two training materials/programs

- at a time. Additional training materials may be requested upon return and receipt of training materials.
- **Extensions:** Organizations may contact the appropriate Library Representative to request a 1-week extension in the event that additional time is required to utilize the training resources. To ensure that all organizations have fair access to the library materials, any organization on the waiting list will have priority.

**Shipment Requirements:**

- All accountability and tracking purposes all training materials/programs will be mailed out using Federal Express.
- Borrowing organizations are expected to use the same method (Federal Express) when returning the items to the appropriate regional representative. In the event that training materials are delayed in the return shipment, the borrowing organization will be contacted to provide the Federal Express tracking numbers to locate and assist with the recovery of the training materials.

## **TRAINING CATEGORIES**

- [Career Development](#)
- [Change Management](#)
- [Coaching](#)
- [Communication Skills](#)
- [Conflict Management](#)
- [Critical Thinking](#)
- [Customer Service](#)
- [Decision Making](#)
- [Difficult People](#)
- [Diversity](#)
- [Emotional Intelligence](#)
- [Employee Retention](#)
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- [Management, Supervisory, and Leadership Skills](#)
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- [Stress Management](#)
- [Supervisory](#)
- [Team Building](#)
- [Telephone Skills](#)
- [Time Management](#)
- [Training](#)

## **Career Development**

- [Inside Moves: Corporate Smarts for Women on the Way Up](#)

## **Change Management**

- [Leading Change](#)
- [Lessons from the New Workplace](#)
- [Managing Transitions: Making the Most of Change](#)
- [Normal is gone and it won't be back!](#)
- [Riding The Wave: Strategies for Change](#)
- [Taking Charge of Change](#)
- [The Abilene Paradox](#)
- [The New Congress](#)
- [TNT: Dealing with Change with Tom Peters](#)
- [Who Moved My Cheese](#)

## **Coaching**

- [Dimensions of Coaching](#)
- [Pass It On: Coaching Skills for Managers](#)
- [The Helping Hand, Coaching Skills for Managers](#)
- [We Need to Talk: Coaching Employees](#)
- [Continuous Performance Appraisal: Coaching is the Key](#)
- [The Coach: Creating Partnerships for a Competitive Edge](#)

## **Communication Skills**

- [Communicating Non Defensively](#)
- [Communication Cornerstones: Building Trust](#)
- [Communication Nightmares: Solutions to your Top Communication Problems](#)
- [Communication Non Verbal Agenda](#)
- [Effective Communication: It's Your Responsibility](#)
- [One-To-One Communication: Getting the Results You Want](#)
- [Speaking Effectively](#)
- [Talk Isn't Cheap: Taking Responsibility for Clear Communication](#)

## **Conflict Management**

- [How to Deliver Unpopular Messages](#)
- [Personality Conflicts: When People Don't Get Along](#)
- [Managing Conflict](#)
- [Solving Conflict](#)
- [Team Building: Government version – What Makes a Good Team Player](#)
- [Unified Team: Resolving Conflict and Restoring Team Unity](#)
- [Between You and Me](#)
- [Dealing With Conflict](#)
- [Everybody Wins: How to Turn Conflict into Collaboration](#)
- [Managing Workplace Conflict](#)
- [Mixing Four Generations in the Workplace](#)

## **Critical Thinking**

- [Mission Critical: Getting Results by Attacking Conventional Thinking](#)
- [The Worldly Philosophers: The Lives, Times and Ideas of the Great Economic Thinkers](#)

## **Customer Service**

- [A Passion for Customers](#)
- [Beyond Close to the Customer](#)
- [Building Customer Satisfaction](#)
- [Customer Service Toolkit](#)
- [Customer Service Training](#)
- [I'll Be Back – Customer Service](#)
- [In Search of Quality](#)
- [Legendary Service - Ten Strategies for Improving Service in the 90's](#)
- [Legendary Service Series](#)
- [Quality Service in the Public Sector](#)
- [Raving Fans: A Revolutionary Approach to Customer Service](#)
- [The Customer is Always Dwight](#)
- [Total Quality Service](#)
- [Why Customers Leave & How To Get Them To Stay](#)
- [World-Class Quality: The Customer Will Decide](#)

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## **Decision Making**

- [Coaching Through Facilitation: The New Way To Manage](#)

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## **Difficult People**

- [Coping with Difficult People – Part 1 – Know it all Expert, Stallers, & Snipers](#)
- [Coping with Difficult People – Part 2 – Tanks, Super Agreeables & Complainers](#)
- [Difficult People – How to Deal with Them](#)
- [I'd Like a Word with You: The Discipline Interview](#)

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## **Diversity**

- [Managing Diversity](#)
- [Peacock in the Land of Penguins](#)

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## **Emotional Intelligence**

- [Emotional Intelligence](#)

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## **Employee Retention**

- [Talent Management: How to Retain Your Best People](#)

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## **Goal Setting**

- [How to Set and Achieve Goals](#)
- [Setting Goals in the Company of Ghouls](#)

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## **Human Resource Development**

- [Activity-Based Management in Government](#)
- [Benchmarking](#)
- [Collecting Data with Electronic Tools](#)
- [Measuring ROI in the Public Sector](#)
- [Needs Assessment Basics](#)
- [Organization Development Basics](#)
- [Preparing Instructional Objectives](#)
- [RAPID Evaluation](#)
- [RAPID Needs Analysis](#)
- [ROI at Work](#)
- [Teaching Tips: A Guidebook for the Beginning College Teacher](#)
- [Surveys from Start to Finish](#)
- [Transferring Learning to Behavior: Using the Four Levels to Improve Performance](#)
- [Transfer of Training: Action-Packed Strategies to Ensure High Payoff from Training Investments](#)
- [Transferring Learning to the Workplace](#)
- [What Works: Training and Development Practices](#)
- [What Works Assessment, Development, and Measurement](#)
- [Up the HRD Ladder: A Guide for Professional Growth](#)

## **Leadership**

- [Flawless Leadership](#)
- [Giving Leadership Away](#)
- [Jamie's Kitchen: Fifteen Lessons on Leadership](#)
- [Leader FISH](#)
- [Leader's of Character \(Leadership – The West Point Way\)](#)
- [Leadership and the New Science](#)
- [Leadership: What Effective Managers Really Do...and How They Do It](#)
- [Max & Max: Unleashing Potential in People...and Dogs!](#)
- [Possibilities: Awakening Your Leadership Potentials](#)
- [Servant Leadership](#)
- [Twenty Questions on Conference Leadership](#)
- [What's Trust Got to Do with It?](#)
- [Would I Follow Me?](#)

## **Listening Skills**

- [All Aboard: Winning Approval for Your Ideas](#)
- [Listening: The Problem Solver](#)
- [Succeed by Listening](#)
- [You're Not Listening, 2<sup>nd</sup> Edition](#)

## **Management, Supervisory, and Leadership Skills**

- [Analyzing Performance Problems](#)
- [Combating Absenteeism](#)
- [Costs, Benefits, & Productivity in Training Systems](#)
- [Write Better Behavioral Objectives](#)
- [Discussing Performance](#)
- [How to Choose the Right Person for the Job](#)
- [How to Conduct a Performance Review](#)
- [How to Handle Employee Complaints](#)
- [Knowledge Management](#)
- [Leader as Mentor](#)
- [Manager's Handbook](#)
- [Mastering Performance Management](#)
- [Office Safety](#)
- [One of Our Own: A Story About AIDS in the Workplace](#)
- [Return on Investment \(ROI\) Basics](#)
- [Effective Learning Environments: Creating a Successful Strategy for Your Organization](#)
- [Sexual Harassment in the Workplace... Identify. Stop. Prevent.](#)
- [Sexual Harassment: Is it or Isn't It?](#)
- [The ADA Maze: What YOU Can Do](#)
- [The Balanced Scorecard](#)
- [The Human Touch Performance Appraisal](#)
- [The New Partnership: Managing for Excellence with Tom Melohn](#)

## **Meeting Management**

- [Fearless Facilitation – How to Lead Effective Meetings](#)
- [Fearless Facilitation – How to Lead Effective Training](#)
- [Great Session Openers, Closers & Energizers](#)
- [It's Your Meeting: Make It work](#)

## **Mentor**

- [Insights to Better Mentoring](#)
- [Mentoring: Helping Employees Reach Their Full Potential](#)
- [The Leader as Mentor – from the Millennium Series.](#)

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## **Motivation**

- [Continuous Motivation](#)
- [Motivation: Igniting Exceptional Performance](#)

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## **Negativity**

- [Attitude Virus: Curing Negativity in the Workplace](#)
- [Enough Already](#)
- [The Attitude virus](#)
- [The Bad Attitude Survival Guide](#)

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## **Negotiation Skills**

- [Negotiating for Business Results](#)

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## **Networking Skills**

- [POWER Networking 55 Secrets for Personal & Professional Success](#)

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## **Presentations**

- [Crash and Learn](#)

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## **Project Management**

- [Project Management](#)

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## **Respect**

- [Employee 101: Respecting the Team](#)

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## **Strategic Planning**

- [Strategic Planning in Government, Federal Version](#)

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## **Stress Management**

- [Leader's Guide to the Relaxation & Stress Reduction Workbook](#)
- [Managing Stress](#)
- [Measure & Manage STRESS](#)
- [Stress is a Gift](#)
- [Stress, You're in Control](#)
- [Stress: Living and Working in a Changing World](#)
- [The Relaxation & Stress Reduction Workbook](#)
- [Transforming Stress Into Power: The Energy Director System](#)

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## **Supervisory**

- [After All, You're the Supervisor](#)
- [Supervisor Toolkit](#)

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## **Team Building**

- [5 Questions Every Leader Must Ask: Engaging Your Team to Reach Any Goal](#)
- [9 Traits of Highly Successful Work Teams](#)
- [Building the Perfect Team](#)
- [Creating Teamwork](#)
- [Everybody Wins: How to Turn Conflict into Collaboration](#)
- [Face to Face: The Small-Group Experience and Interpersonal Growth](#)
- [Implementing Self Directed Work Teams](#)
- [Team Building](#)
- [Team of Champions](#)
- [Team Player](#)
- [Team Work in Crisis: The Miracle of Flight 232](#)
- [The 2005 ASTD Team & Organization Development Sourcebook](#)
- [The Exceptional Team: \*How to Get It, How to Keep It\*](#)
- [The Magic of We](#)
- [We're On the Same Team, Remember?](#)
- [Whale Done](#)
- [Work Teams and Wizard of OZ](#)

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## **Telephone Skills**

- [10 Skills for Better Telephone Communication](#)

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## **Time Management**

- [Time Management: Keeping the Monkey off your back](#)
- [Managing Management Time](#)
- [The Time Trap: How to Get More Done in Less Time](#)
- [Time and Territory Management](#)
- [Time Management – A Productivity Plan](#)
- [Time: The Next Dimension of Quality](#)

## Training

- [10 Great Games and How to Use Them](#)
- [90 World-Class Activities by 90 World-Class Trainers](#)
- [ASTD Trainer's Toolkit](#)
- [Basics of Stand-Up Training](#)
- [Designing Training Programs in Action](#)
- [Effective Training A Guide for the Company Instructor](#)
- [Evaluating Training Programs: The Four Levels](#)
- [Evaluating Trainer Effectiveness](#)
- [Evaluation Basics](#)
- [Facilities Planning: Managing the Training Function](#)
- [How to Collect Data](#)
- [Handbook for Writers](#)
- [How to Select & Use Learning Tools](#)
- [Implementing Training Scorecards](#)
- [Innovation Training](#)
- [Instructional Design for Technical Training](#)
- [The Adult Learner](#)
- [Training Design & Delivery](#)
- [Training Design Basics](#)
- [Training for Results: A Systems Approach to the Development of Human Resources in Industry – 2<sup>nd</sup> Edition](#)
- [Training for Results](#)
- [Training Games](#)
- [Using Job Aids](#)

## 9 Traits of Highly Successful Work Teams

### **Course Information:**

These are proven methods for building and maintaining teams that work. Unless you've acquired solid team-leadership skills, odds are high you'll be underemployed (perhaps even out of work) by the end of the decade. In this program you'll learn the skills you need to create teams that are efficient and effective.

You'll discover the nine essential traits a team must have to function at its peak. And, you'll find out how to keep your team motivated, on track and moving forward -- no matter what gets thrown your way.

*Video "tool box" lets you zero in on specific skills...*

- Trait 1 - Finding a common purpose
- Trait 2 - Forging shared values
- Trait 3 - Clarifying team roles and procedures
- Trait 4 - Conducting effective meetings
- Trait 5 - Making effective decisions
- Trait 6 - Confronting and resolving conflict
- Trait 7 - Conducting self-assessments and correcting problems
- Trait 8 - Seeking organizational integration
- Trait 9 - Celebrating and sharing rewards

*How to use this Team-Building "Workshop in a Box"*

1. View each volume together as a team.
2. Don't take on too much, too soon. We recommend showing just one volume per viewing session.
3. Here's what you'll need:
  - Note pads and pens/pencils for each member
  - Easel with large chart paper that everyone can see
  - Comfortable seats and a viewer-friendly room
4. Assign roles before you begin (these functions are explained in detail in Volume 1):
  - Timekeeper
  - Exercise Facilitator
  - Recorder

**Format:** VHS Video

**Vendor:** Career Track Publications

**Region Library Location:**

[SW Region](#)

## Implementing Self-Directed Work Teams

### Course Information:

The breakthrough method for increasing productivity, sparking innovation and reducing costs.

This program shows you how self-directed teams can help your organization become more flexible, quality-conscious and competitive. Discover how these teams work ... look at different ways to set them up ... learn which projects and problems can be best addressed with self-directed teams.

### **Team Building Training Program**

- Where to apply self-directed work teams and where not to
- Control issues -- how to delegate to teams and when to do it
- The critical elements to get your team off to a flying start
- How to deal with internal team conflict
- Authority you should retain regarding hiring, firing, discipline, performance appraisals



**Format:** VHS Video

**Vendor:** Career Track Publications

**Region Library Location:**

[SW Region](#)

## Team Building

### **Course Information:**

Four qualities that create effective teams, how not competing can actually increase people's self-esteem and productivity, how to recruit valuable team members, the role of the mission statement in teams, and three ways to deal with problem team members.

In Volume I, you'll discover:

- The 4 qualities that create effective teams
- How not competing can actually increase people's self-esteem and productivity
- How to recruit valuable team members
- The role of the mission statement in teams
- 3 ways to deal with problem team members

In Volume II, you'll learn:

- How to encourage teams to take risks and innovate
- The one question to ask employees before rewarding their excellent performance
- The 6 elements of a powerful team meeting
- Monetary vs. non-monetary rewards: Which is best and when
- 4 essential elements of good team communication

In Volume II, you'll learn:

- 7 attributes that are critical to a high performance team
- How to set goals for your team – it's different from individual goal setting
- Keys to weathering rough times successfully
- 8 dangerous attitudes to eliminate (they'll undermine your team's success)
- When to buck conventional wisdom

**Vendor:** Career Track Publications - Mark Sanborn

**Format:** VHS Video

**Length:** 3 Video Tapes

**Region Library Location:**

[SW Region](#)

## Team Player

### **Course Information:**

You will learn how to:

- Function more effectively as a team
- Understand the importance of each individual on the team
- Set common ground rules to make your team more successful
- Problem solve in a structured manner
- Encourage everyone on the team to participate
- Avoid derogatory comments; instead ask questions
- Understand and put into practice the key skills required to be an effective team player

**Length:** 21 minutes

**Format:** VHS Video

**Vendor:** American Media Incorporated

**Region Library Location:**  
[SW Region](#)

## Creating Teamwork

### **Course Information:**

Learn specific strategies and techniques that have been tested and field-proven. Techniques that will improve productivity, reduce mistakes, and help build strong relationships based on mutual trust and loyalty.

- Assessing Yourself as a Leader
- The C's Of Effective Leaders
- The essence of team-building
- Team goal-setting
- Managing time as a Team Leader
- Delegation and Performance Appraisal
- Communicating Leadership
- Personal and Team Motivation

**Length:** Approximately 4 hours

**Format:** Audiotapes (4 tapes. double sided)

**Vendor:** Career Track Publications - Lee Shelton

**Region Library Location:**

[SW Region](#)

## Team of Champions

### **Course Information:**

In this award winning video, John reveals key behaviors designed to foster teamwork, involvement and quality improvement. Turning a "collection of individuals" into a "Team of Champions" in today's challenging workplace can become a reality with principles taught by John in this entertaining and informative video. He shares with the viewer several real-life stories of ordinary managers who have accomplished "extra" ordinary results by implementing these key behaviors. A "Team of Champions" will show your leaders how to turn a "collection of individuals", in today's complicated work environment, into a "Team of Champions" – champions of their products or services, champions of their customers and champions of each other!.

**Length:** 28 minutes

**Format:** VHS Video

**Vendor:** John Parker Stewart

**Region Library Location:**

[SW Region](#)

## The Exceptional Team: How to Get It, How to Keep It

### **Course Information:**

To get the most from the people who work for you, you must transform them from “just a group of people” into a cohesive, results-driven team. This training uncovers the secrets and techniques the experts use to build winning teams. This 60-minute tape is packed with specific solutions and down-to-earth examples that will make it easy for you to adapt your learning to the real-life-challenges you face every day.

### **This training shows how to:**

- Distinguish between a group and a team
- Identify the characteristics of a productive team
- Keep your team from “swallowing up” its individual members
- Use three different ways to manage your team - and when to practice each

### **Outline:**

- How Teams differ from groups
- Characteristics of a strong team
- Three ways to manage a team
- Practicing team wide management

**Length:** 60 Minutes

**Format:** Audiocassette tape

**Vendor:** American Management Association  
Author: Margaret Palmer and Mannie Sherberg

### **Region Library Location:**

[SW Region](#)

## Setting Goals in the Company of Ghouls™

### **Course Information:**

Use this frighteningly funny video to add new energy to your meetings, brainstorming sessions, discussions and other group get-togethers.

First, you'll enter "The Department of the Dead" -- where a once powerhouse team has been transformed into a pack of listless zombies. Then, you'll peek in on "The Department That Tried to Rule the World" and meet "The Department That Stood Still." The off-the-wall antics in this video will keep you and your team thoroughly entertained ... and helps drive home some practical goal-setting techniques. You'll also get a leader's guide, complete with group exercises and discussion points.

**Length:** 20 minutes video – (exercises add additional time)

**Format:** VHS Video and leader's guide.

**Vendor:** Career Track Publications

**Region Library Location:**

[SW Region](#)

## How to Set and Achieve Goals

Getting Focused and Motivated to Take Immediate, Effective Action  
Dr. Bobbe Sommer

### **Course Information:**

Define what you really want from life – and discover ways to get it.

This life-changing program helps you do something most people never do for themselves: explore what's truly important to you – and set clear, meaningful goals.

After you listen to these tapes, you'll begin spending your time and energy on things that really matter to you. And you'll take a giant step toward living the life you've always wanted, by knowing

- The Five-Year Technique and the Right/Left Brain Approach: 2 goal-starting exercises
- SMART: a ready-to-use goal-setting system
- Way to overcome mistakes and setbacks
- How to use geometric psychology to pinpoint your internal motivators
- Ways to check progress, stay motivated and keep your commitment strong over the long run

With the skills and inspiration you get in this program, you'll be well on your way to setting – and reaching – even your loftiest goals.

**Format:** Audiocassette Seminar

**Vendor:** Career Track

**Region Library Location:**

[SW Region](#)

## TNT: Dealing With Change with Tom Peters

### **Course Information:**

Is it possible to really change your external brand identity and your internal culture? Simply put, the answer is YES! In this entertaining and revealing case study, Tom Peters shows you how Turner Network Television was able to meet a huge competitive challenge. TNT had to change from a general entertainment network to a desired cable destination. They needed to give viewers a reason to tune in to the network instead of the hundreds of other cable channels. Their solution was an entirely new focus and direction for the network – starting with the “We Know Drama TM” brand. Employees had to learn how to overcome concerns about the new brand, believe in it, and sell it to the external customers – the cable viewers.

The TNT story will show you how to develop programs that allow co-workers and employees to understand change and to embrace it. More importantly, you will see how TNT used contests, reward ceremonies, and other programs to make the change an integral part of their culture. You will learn how to make organizational change fun!

### **Key Learning Points:**

- Accept Change
- Remember that Actions Have Meaning
- Change the Culture
- Involve Everyone

**Length:** 14 minutes

**Format:** Video & Workbook

**Vendor:** Enterprise Media

**Region Library Location:**

[SW Region](#)

## Who Moved My Cheese

### **Course Information:**

The Cheese Change Profile is designed to help all types of people within an organization understand how they and others deal with change. This profile is a must for any changing environment and Who Moved My Cheese?

There are a lot of Sniffs, Scurrys, Hems and Haws in the workplace. Identifying which personalities and how to productively interact with the variety within an organization, helps everyone work together.

You can use the results of the Change Profile to move people into positions that are better suited for them and bring people together creating a more effective team.

People learn to communicate more effectively with a common, non-threatening and lighthearted Cheese language which adds the dimension of FUN to most challenging changing situations.

**Format:** Available in DVD, Videotape, or Book

### **Region Library Location:**

[SW Region](#) & [NE Region](#)

## **NORMAL Is Gone And It Won't Be Back!**

### **Course Information:**

Life is changing in America faster than “the speed of fax.” Though often funny, this presentation includes practical examples and documented research that focus on the reality of changes that are taking place. At a time when others, in fear, may be cutting back their activities, Janie, in her typical humorous style, encourages participants to embrace the changes and look for new possibilities. Above all the advantage of maintaining a positive perspective is applauded.

The presentation includes the following three aspects of change:

- Our options during change
- The realities of change
- Ten techniques for coping with and embracing change

Janie offer ten practical suggestions to help us not only cope with, but also embrace, change. In her humorous and down-to-earth style, Janie encourages people to:

- Approach change enthusiastically
- Avoid stinkin' thinkin'
- Focus on assets, not lack
- Stimulate the brain
- Stop complaining
- View change from a new perspective
- Persevere in change
- Laugh a lot
- Remember for whom you are ultimately working
- Quiet your mind

**Format:** CD-ROM

**Vendor:** Janie Walters

**Region Library Location:**  
[SW Region](#)

## Succeed by Listening

### **Course Information:**

An old philosopher once said: "One mouth, two ears," meaning (we think) that we should listen at least twice as much as we speak. It seems so easy to do and yet it can be oh so difficult. To help in this never-ending battle, JWA/Video has produced *Succeed By Listening* with listening expert Madelyn Burley-Allen.

In this video program, you'll discover the basic principles and techniques needed to become an active listener and better communicator in both your business and personal life. We have all been involved in the "he said, she said" world of communicating. He said this, no she said that, and no one is really sure what anyone said. This video program helps you overcome the listening/language barriers that cause these problems.

### **Participants will:**

- Develop the skills necessary to become a level one listener (the best!) and understanding communicator
- Learn how to become even more persuasive by just listening correctly
- Learn to handle the tough situations by really understanding what has been said
- Have the confidence needed to solve the difficult problems and react without misunderstanding

**Format:** VHS, Audiocassette and Workbook

**Length:** 35 minutes

**Region Library Location:**

[SW Region](#)

## Emotional Intelligence

### **Course Information:**

CRM's Emotional Intelligence (EI) program provides an excellent overview of this breakthrough-training topic and includes commentary from numerous EI experts including Daniel Goleman and Peter Salovey.

Five EI competencies are introduced in this training:

- Self-awareness
- Self-regulation
- Self-motivation
- Empathy
- Effective Relationships

The program then takes viewers to organizations such as Kaiser Permanente, State Street Bank and Nichols Aluminum where training in emotional intelligence is being used to help employees access the power of emotions to create better, more productive working relationships. Through interviews with various employees, viewers see how EI competencies can be combined with other knowledge and technical capabilities to increase one's overall effectiveness on the job.

Viewers will come away with specific areas of improvement to focus on and a structured, step-by-step approach to developing the required emotional competencies to bring more creativity, energy and intuition to their work, whatever the industry or field.

### **This training will help you develop:**

- Self-awareness
- Self-regulation
- Self-motivation
- Empathy
- Effective Work Relationships

**Length:** DVD - 25 Minutes

**Format:** DVD, PowerPoint presentation on CD-ROM, Leader's Guide, Workbook and Reminder Card.

**Vendor:** CRM Learning

**Region Library Location:**  
[SW Region](#)

## How To Deliver Unpopular Messages

### **Course Information:**

Whether you have to criticize an employee, deny a request, or deliver bad news to groups or individuals, *How to Deliver Unpopular Messages* is for you. It is packed with specific solutions and down-to-earth examples that will make it easy for you to adapt your learning to the real-life challenges you face every day!

### **Outline:**

- Types of Unpopular Messages:
  - One on one
  - Group
- General Procedures for Delivering Unpopular Messages
- How to handle the most common unpopular message
  - Employee performance
  - Bad news about the company or a department
  - Termination

### **This training will show you how to:**

- Formulate negative messages that focus on positive goals
- Deliver bad news and denials to individuals and groups using the Gripes-to-Goals method
- Correct and guide employee behavior following six vital steps
- Follow six simple results when criticizing an employee

**Length:** 60 Minutes

**Format:** Cassette tape

**Vendor:** American Management Association  
Author: M. J. Weeks

**Region Library Location:**  
[SW Region](#)

## It's Your Meeting: Make It Work

### **Course Information:**

Nobody likes them, everybody has them, and no organization can operate without them – they're meetings. The critical links in your company's chain of communication.

### **Course Outline:**

- The benefits of effective meetings
- Reasons why meetings often fail
- How to identify, head off, and handle problems that bog down meetings
- Avoid meeting landmines.

### **This training will show you how to:**

- Develop agendas that set realistic objectives
- Create guidelines that help control runaway discussions, clarify fuzzy issues, and summarize main points
- Pick the right participants, the right places, and the right times to meet
- Use simple closing techniques that leave meeting participants with a sense of purpose and a solid direction

### **How to use this program:**

To get the most out of this program, you should plan to listen to the cassette tape many times. The first time, plan to simply listen; don't turn the tape off to come back at another time; don't take notes; don't listen when you're likely to be interrupted. Don't let very much time pass between your first and second sessions – a few days at the most.

**Length:** 60 Minutes

**Format:** Cassette tape

**Vendor:** American management Association  
Author: Bobbi Linkemer

### **Region Library Location:**

[SW Region](#)

## One-To-One Communication: Getting The Results You Want

### **Course Information:**

Inform and persuade. You do it every day with other managers, with employees, with higher-ups. In fact, nothing you do is more critical to your ability to get results than your ability to communicate one-to-one. That's why One-to-One Communication; Getting the Results You Want can make such a difference in your day-to-day management success.

### **Course Outline:**

- The one-to-one communication process
- Jelling: How to put your message together
- Telling: How to effectively send your message
- Selling: How to get your listener to buy your message

### **This training will show you how to:**

- Organize your ideas before you speak
- Hold your listeners' attention
- Express yourself clearly and forcefully
- Persuade your listener to take specific action
- Get feedback and personal involvement in every interchange

**Length:** 60 Minutes

**Format:** Cassette tape

**Vendor:** American Management Association  
Author: Mannie Sherberg

**Region Library Location:**

[SW Region](#)

## Leader as Mentor

### **Course Information:**

As organizations move into the new millennium, they are experiencing change at an unprecedented rate. These leaner, reengineered organizations face critical challenges in facilitating the learning necessary for their employees to keep ahead. Mentoring is a valuable component in the transfer of information and the sharing of knowledge needed by emerging leaders. This program is intended to help both mentors and mentees understand what is needed for a successful mentoring relationship.

Mentoring is about helping. Many of us have had mentors at various stages in our lives. Teachers, parents, coaches and others have been there to provide guidance and share experiences when we needed them.

### **The Topics discussed in this training include:**

- Mentoring in the 21st century organization
- What a mentor does
- Effective mentoring
- Starting a mentoring relationship
- The leader's role as a mentor

**Format:** 17 Minute DVD and Study Guide

**Vendor:** Quality Media Resources

**Region Library Location:**

[SW Region](#)

## Negotiating for Business Results

### Course Information:

Negotiation takes place all the time. It plays a vital role in your everyday business and personal life. Yet, many people view negotiation as an onerous exercise to be tolerated rather than enjoyed. By viewing the video training program "Negotiation for Business Results" you'll develop the skills necessary to help you become a successful negotiator, and at the same time, learn to enjoy the process along the way.

### You'll learn:

- The fundamental elements of negotiations
- How to prepare for nearly any kind of negotiation
- How to outline your negotiating goals
- How to anticipate what the other side will do and how to react
- Highly effective negotiation techniques
- How to negotiate like a pro!

**Format:** 39 Minute VHS, Audiocassette and Workbook

**Vendor:** JWA

**Region Library Location:**

[SW Region](#)

## Power Networking 55 Secrets for Personal & Professional Success

### **Course Information:**

Networking is the most cost-effective marketing tool around when it's used wisely, appropriately and professionally," claims Donna Fisher of this fast-paced and fascinating audio training program.

This training teaches the reader powerful secrets to creating personal and professional networks, with a self-assessment quiz to get started and several methods of eliminating the roadblocks on the path to successful networking.

**Format:** 4 Audiocassettes

**Region Library Location:**  
[SW Region](#)

## The New Partnership: Managing For Excellence With Tom Melohn

### Course Information:

Meet Tom Melohn the dynamic individual who was featured in In Search of Excellence, and see how he transformed ailing NATD (North American Tool & Die, Inc.) into an industry powerhouse. The people on the plant floor tell their story - how a winning attitude and support from the top yields corporate success. Tom Melohn spent the first 25 years of his career working for a nationally known, consumer packaged goods company. After losing his job, he purchased North American Tool & Die (NATD) and proceeded to revolutionize his business. NATD experiences record growth, profitability and customer satisfaction based on Melohn's "New Partnership" with his employees. Word of NATD's story spread and the company was recognized in the highly acclaimed PBS-TV series "In Search of Excellence," The Harvard Business Review and Inc. magazine.

After twelve years of sustained, bottom-line results, Tom decided to share his story with people around the world. Today, he speaks to organizations on the "**New Partnership**" and how any company - regardless of size - can share the same experience.

### **Key Learning Points:**

- Reward and recognize employees
- Put the customer first
- Harness the creativity of your team

### **Uses:**

- Leadership
- Empowerment
- Motivation
- Customer Service

**Format:** Video

**Length:** 40 Minutes

**Region Library Location:**

[SW Region](#)

## Time Management: Keeping the Monkey Off Your Back

### **Course Information:**

Apply proven techniques for managing your workload and available time.

This fast-paced video provides managers and supervisors with a crash course in the art of monkey management. You'll hear exactly how William Oncken Jr. described his famous time management theories - while watching lively scenes that forcefully illustrate how these principles apply to any supervisory or managerial situation.

Time Management: Keeping The Monkey Off Your Back will show viewers how to take control of their time - and their department - by applying these proven monkey management techniques.

**Length:** 30 minutes

**Format:** Video and Leader's Guide

**Region Library Location:**  
[SW Region](#)

## Legendary Service Series

### **Course Information:**

Authors Gary Heil, Rick Tate, and Ken Blanchard's thoughts on service issues are state-of-the-art. In *Legendary Service*<sup>®</sup>, their devotion to understanding and implementing strategies for continuous service improvement across a number of markets is truly remarkable.

It's no wonder that companies as famed for service as Walt Disney World, American Honda, and Toyota asked them for help. *Legendary Service* teaches a way of thinking, or a mind-set that can empower people to make the customer's experience unique. The thoughts and exercises will help your managers develop environments that allow your customer-contact employees to express care and concern for customers through words and actions, to use their abilities to solve customers' problems spontaneously, and to turn a potential complaint into a win for the business.

### **Training Package Includes:**

- 180-page leader guide
- 23 practical exercises
- 19 service success stories
- Statistics that demonstrate the financial impact of extraordinary customer service
- Study guide action planner

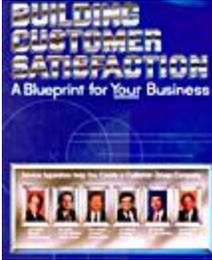
**Length:** 3-Video Series

**Region Library Location:**

[SW Region](#)

## Building Customer Satisfaction

### **Course Information:**



Learn how top executives lead their customer-conscious companies to become “service superstars” with Building Customer Satisfaction: A Blueprint for Your Business. This comprehensive and convenient audiocassette program contains interview with former senior executives from Federal Express, AT&T, Hewlett-Packard, Dayton-Hudson Department Stores, Subaru, and more – so you learn how these professionals satisfied their customers. With Building Customer Satisfaction: A Blueprint For Your Business, you’ll create a company that cares about the customer – and gain an advantage over your competition.

**Format:** 8 Audiocassettes

**Vendor:** Robert Desatnick (1990)

**Region Library Location:**  
[SW Region](#)

## In Search of Quality

### **Course Information:**

Quality through Systems looks at **Malcolm Baldrige Award Winner**, Motorola's most ambitious renewal strategy to date: total customer satisfaction through improved quality. The company's five-year goal, Six Sigma, translates into reduced cycle time and near-zero defect quality - 99.9998% perfection. You will see how Motorola is meeting the challenge of Six Sigma through an innovative mix of company-wide internal measurement systems, customer and supplier input, training and quality leadership. This series is hosted by In Search of Excellence co-author Robert H. Waterman, Jr. <http://www.enterprisemedia.com/BuynRent.html>

### **Complimentary Review:**

- This program has won the Gold Apple Award, National Education Film & Video Festival: Management & Supervisory Training and the Silver Cindy Award from the Association of Visual Communicators.

### **Key Learning Points:**

- See how employees gain ownership in the quality program
- Understand the importance of reduction in defects
- Watch the total quality process in action

### **Uses:**

- Quality
- Productivity
- Empowerment
- Communication
- Leadership

**Length:** Approximately 1 Hour

**Format:** 2 VHS videotapes

**Vendor:** Robert H. Waterman, Jr.

**Region Library Location:**  
[SW Region](#)

## Legendary Service: Ten Strategies for Improving Service in the 90's

### **Course Information:**

Improving the quality of your customer service requires commitment and consistent effort from everyone. Creating a product or service that is unique in the eyes of the customer is becoming increasingly difficult in today's competitive environment. Therefore, more companies are relying on service to achieve competitive advantages. Outstanding service companies share some basic similarities, but they also customize systems, structures, management styles and employment practices so suit their strategic goals.

These 10 fundamentals will help create a culture of continuous service improvement. Companies must define success for everyone in the organization as continually improving everything -everyday. Nothing less will do.

- Commitment to Service
- An All Out Recovery Strategy
- Continuous Improvement
- Listening
- Facilitating the Changing Role of Management
- Defining the Playing Field
- Providing Autonomy
- Measuring
- Holding Everyone Accountable
- Celebrating

**Format:** 6 audiocassettes or 3 videotapes

**Vendor:** Ken Blanchard, Gary Heil and Richard Tate

**Region Library Location:**

[SW Region](#)

## The Customer is Always Dwight

### **Course Information:**

Achieving 100 percent quality the first time, every time requires everyone in the process treating the next person in the line as an internal customer. Discover Process Management, the approach explored by Dwight in this vital program — you'll learn that quality at work leads to a quality product! Produced by Video Arts.

- Aim for 100% quality
- Look at processes and improve the way they work
- Identify internal and external customers
- Find out what their needs are and deliver

**Length:** 22 Minutes

**Format:** Videotape

**Region Library Location:**

[SW Region](#)

## A Passion for Customers

### **Course Information:**

Tom Peters goes on location to find out how Federal Express, The Limited, Worthington Industries, University National Bank & Trust and the Louisville Redbirds deliver superior customer service.

**Length:** Approximately 1 hour, 7 minutes

**Format:** Videotape

**Vendor:** Tom Peters

**Region Library Location:**

[SW Region](#)

## Beyond Close to the Customer

### **Course Information:**

This program picks up where the videotape “A Passion for Customers” left off.

Before a live audience, Tom Peters presents an instructional, how-to program on customer service in which he discusses 20 specific proposals that need to be addressed by any organization striving for superior customer service.

**Length:** 1 hour, 51 minutes

**Format:** Videotape

**Vendor:** Tom Peters

**Region Library Location:**  
[SW Region](#)

## World-Class Quality: The Customer Will Decide

### **Course Information:**

Tom goes on location to visit midsize companies in Germany, where quality is an obsession, customers define the product, skilled workers create high value, and the commitment to global competitiveness keeps them on the leading edge.

Tom then returns to the U.S. to visit an American company that is learning - and thriving - on the lessons learned. The companies profiled include Rational, Trumpf, Playmobil and Harco Companies.

**Length:** 1 hour, 12 minutes

**Format:** Videotape

**Vendor:** Tom Peters

**Region Library Location:**  
[SW Region](#)

## Quality Service in the Public Sector

### **Course Information:**

Follow this imaginative video through various government settings where public employees are shown how to create satisfied customers at every encounter. Employees will see that excellent customer service in the public sector doesn't have to be a dream!

### **Key Training Points:**

- How to shift the focus to what can be done for the customer, not what can't
- How to use facts to help customers let off steam
- How to ask questions and give undivided attention

**Length:** 24 minutes

**Format:** Videotape, includes Training Guide and 10 floppy disks

**Region Library Location:**

[SW Region](#)

## Why Customers Leave... & How To Get Them To Stay

### **Course Information:**

In this program, CareerTrack's co-founder, Jeff Salzman, interviews customer service guru Lisa Ford to find out what today's customers want, expect and demand – vs. what they're getting. The gap's a big one, as you'll discover in this engaging and enlightening video.

Lisa issues a loud wake-up call to any organization that isn't already practicing proactive customer service – because she's seen what will happen if you don't. As a customer service consultant with impressive credentials and blue-chip clients the world over, Lisa is a voice worth listening to. Heed what she says in this video, practice what she preaches – and watch your customer retention rate soar and your profits rise.

**Length:** 38 minutes

**Format:** Videotape

**Vendor:** Lisa Ford

**Region Library Location:**

[SW Region](#)

## Total Quality Service

### **Course Information:**

The Total Quality Service (TQS) series is a practical and motivational introduction to the latest ideas of international management consultant, Dr. Karl Albrecht. Based on his book, *The Only Thing That Matters*, the series will inspire your organization, as well as show the way to the only thing that matters – delivering customer value.

### **Video 1: Customer Value: The Only Thing That Matters**

Uncover the “invisible truth” about your customers and how to use the concept of “customer value” to gain a lasting competitive advantage. A must whether you are a manufacturer, or a service business.

### **Video 2: The TQS Model**

Learn Karl Albrecht’s five step approach to delivering superior quality service. See his blueprint in action in real organizations and witness first hand it’s remarkable results.

### **Video 3: Fizzle Factor**

Identify the 6 pitfalls to avoid when implementing a quality service program, or any other large “cultural change”. Learn from the mistakes of others so that your program avoids the fizzle factor.

**Length:** 41 minutes

**Format:** 3 videotapes

**Vendor:** Karl Albrecht

**Region Library Location:**

[SW Region](#)

## How to Handle Employee Complaints

### **Course Information:**

Listening to and dealing with complaints is a thankless but necessary part of every manager's job. *How to Handle Employee Complaints* will provide you with tools you can apply immediately to meet this tough responsibility. This 60-minute tape is packed with specific solutions and down-to-earth examples that will make it easy for you to adapt your learning to the real-life challenges you face every day.

### **You'll be showed how to:**

- Distinguish between gripes, squawks and grievances – and how to handle each
- Use the proven four-step process for resolving grievances
- Use questioning and listening techniques to reveal the sometimes "hidden" complaint
- Negotiate win-win solutions

**Length:** 60 minutes

**Format:** Audiocassette

**Vendor:** American Management Association

**Region Library Location:**

[SW Region](#)

## How to Choose the Right Person for the Job

### **Course Information:**

Choosing the candidate that best matches your job requirements can be tricky. *How to Choose the Right Person for the Job* will help you establish an effective personnel selection process. This 60-minute tape is packed with specific solutions and down-to-earth examples that will make it easy for you to adapt your learning to the real-life challenges you face every day.

### **You'll be showed how to:**

- Implement a seven-step personnel selection process
- Accurately define job requirements, skills and expected results
- Ask the right questions to uncover the information you need to make the best hiring decisions
- Follow up on your hiring decisions with thorough orientation, training, and commitment to professional development

**Length:** 60 minutes

**Format:** Audiocassette

**Vendor:** American Management Association

**Region Library Location:**

[SW Region](#)

## How to Conduct a Performance Review

### **Course Information:**

Knowing how to evaluate performance, set goals, and provide realistic performance feedback to your employees can make a big difference in your career success. *How to Conduct a Performance Review* will help you master these necessary skills. This 60-minute tape is packed with specific solutions and down-to-earth examples that will make it easy for you to adapt your learning to the real-life challenges you face every day.

### **You'll be showed how to:**

- Develop your own personal style of conducting effective performance reviews
- Use performance reviews to guide your employees to higher performance
- Encourage meaningful dialogue about work-related issues and plans for the future
- Document and evaluate performance on an ongoing basis

**Length:** 60 minutes

**Format:** Audiocassette

**Vendor:** American Management Association

**Region Library Location:**  
[SW Region](#)

## **Sexual Harassment in the Workplace... Identify. Stop. Prevent.**

### **Course Information:**

Everyone loses when sexual harassment occurs. It affects productivity and lowers morale at all levels of the organization. It can even result in a lawsuit. Each and every person has the right to work in an environment free from sexual harassment and to be evaluated solely for his/her work performance. This video was designed to be shown to all employees. It explains what sexual harassment is, how to stop it, and how to prevent it.

### **Key Training Points**

- How to define sexual harassment
- How to identify each type of harassment
- How each person can prevent harassment from happening
- How to stop sexual harassment if it does occur

**Length:** 21 minutes

**Format:** Videotape

**Vendor:** American Media Incorporated

**Region Library Location:**

[SW Region](#)

## Combating Absenteeism

### **Course Information:**

Combating Absenteeism helps you get your employees back to the workplace. You'll learn specific techniques to reduce sick-leave abuse, tardiness, absences without leave, and more. You'll find out the proactive steps you can take to encourage good attendance habits. Plus, this video teaches you the tools available to help reduce absenteeism and gives you the confidence to know you're acting within the legal parameters.

**Length:** 19 minutes

**Format:** Videotape

**Vendor:** Dennis Reischl

**Region Library Location:**  
[SW Region](#)

## Office Safety

### **Course Information:**

A comprehensive guide to getting the results you want!

### **Key Training Points**

- Recognize hazards and unsafe behavior within the office setting
- Implement accident prevention programs
- Apply sound office safety principles in their daily work routines
- Develop proper attitudes toward safety in an office environment
- Conduct periodic office safety inspections

**Length:** 19 minutes

**Format:** Videotape

**Vendor:** American Media Incorporated

**Region Library Location:**

[SW Region](#)

## Sexual Harassment: Is it or Isn't It?

### **Course Information:**

#### **Program Objectives:**

- Define sexual harassment
- Prevent harassment from occurring
- Discuss personal feelings about harassment
- Improve workplace morale and productivity
- Take appropriate action against sexual harassment
- Recognize that everyone has different perceptions of harassment

**Length:** 12 minutes

**Format:** Videotape

**Vendor:** American Media Incorporated

**Region Library Location:**

[SW Region](#)

## The Human Touch Performance Appraisal

### **Course Information:**

Managers can capitalize on employee strengths by showing they care. *The Human Touch Performance Appraisal* sets the foundation for managers to evaluate beyond "the form" and focus on the goals, needs, and expectations of employees. Receive step-by-step instructions on how to control the appraisal environment and how to involve employees by soliciting their feedback.

### **How-to training points include:**

- Conducting an effective appraisal discussion
- Setting new objectives with each employee
- Following up on performance appraisals

**Length:** 30 minutes

**Format:** Videotape

**Vendor:** American Media Incorporated

**Region Library Location:**  
[SW Region](#)

## One of Our Own: A Story About AIDS in the Workplace

### **Course Information:**

*One of Our Own* is a dramatic story about what can happen when a fellow employee contracts AIDS.

This program will help dissipate the fear among employees that AIDS is contagious in the workplace. Such fear, though natural, is unnecessary and affects morale and productivity. It will also alert you to the legal issues involved if one of your employees is hit by AIDS. What are your rights and responsibilities as an employer under the law? This video will dispel the myths and confront the fears of AIDS before the problem hits home.

**Length:** 30 minutes

**Format:** Videotape

**Vendor:** Dartnell

**Region Library Location:**

[SW Region](#)

## The ADA Maze: What YOU Can Do

### **Course Information:**

The intent of the Americans with Disabilities Act (ADA) is to prevent discrimination against qualified people with disabilities. On July 26, 1990, President George Bush signed into law the Americans with Disabilities Act. This act has been recognized by organizations across the United States as the most sweeping civil rights legislation since the Civil Rights Act of 1964. Organizations and their managers cannot screen out applications because they have disabilities. Discrimination in any area of employment, including compensation, promotions, benefits, or dismissal is illegal. Organizations will no longer be able to conduct pre-employment medical screening, with the exception of drug screening, or make pre-employment inquiries into the nature of an applicant's disability. Organizations must be aware of physical barriers in their work environment, and are required to provide up-to-date, relevant job descriptions to their workers.

**Length:** 16 minutes

**Format:** Videotape

**Vendor:** American Media Incorporated

**Region Library Location:**

[SW Region](#)

## Personality Conflicts: When People Don't Get Along

### **Course Information:**

As a manager, you'll inevitably encounter conflicts among your employees. Personality Conflicts: When People Don't Get Along will give you the skills you need to resolve conflict before it disrupts your area. This 60-minute tape is packed with specific solutions and down-to-earth examples that will make it easy for you to adapt your learning to the real-life challenges you face every day.

### **This training will show you how to:**

- Recognize the common ways employees and managers deal with conflict
- Use your communication skills to negotiate win-win solutions
- Apply a flexible, four-step resolution process to every type of workplace conflict
- Identify common sources of conflict before they erupt

### **Outline:**

1. Recognizing Sources of Conflict
2. Dealing with Conflict Ineffectively
3. Communicating in Conflict Resolution
4. Moving to Resolve Conflict

**Length:** 60 Minutes

**Format:** Videotape

**Vendor:** American management Association  
Author: Isabel M. Werner

**Region Library Location:**

[SW Region](#)

## All Aboard: Winning Approval for Your Ideas

### **Course Information:**

You've got a good idea, a sensible idea, a workable idea, or an idea worth using. That's great – but it's only the first step. Now you have to sell it.

### **This training will show you how to:**

Apply the four C's of successful advocacy: capturing attention ... clarifying the message ... compelling belief in your idea ... and convincing your listeners that your idea is practical and profitable.

### **Outline:**

1. Skillful advocates aren't born, they're made.
2. The four C's of winning approval for your ideas.

### **How to use this program:**

To get the most out of this program, you should plan to listen to the Audiocassette tape many times. The first time, plan to simply listen; don't turn the tape off to come back at another time; don't take notes; don't listen when you're likely to be interrupted. Don't let very much time pass between your first and second sessions – a few days at the most.

**Length:** 60 Minutes

**Format:** Videotape

**Vendor:** American Management Association  
Author: Mannie Sherberg

**Region Library Location:**  
[SW Region](#)

## Creativity and Innovation

Verne Harnish

### **Course Information:**

How good are you at coming up with bright ideas and breakthrough thinking? Learn how to put yourself in "creative mode" any time, any place. You'll gain mental exercises that help you break free from ruts and routines. Discover how to capitalize on your "moments of inspiration," maintain your creative momentum, and get yourself going again when the well runs dry. You'll learn to develop the characteristics of a creative person, break down creative barriers at work, and wake up your creativity.

**Length:** 1 hr and 55 min

**Format:** VHS Video & Workbook

**Vendor:** Career Track Publications

**Region Library Location:**

[SW Region](#)

## Dimensions of Coaching

Learning Communications

### **Course Information:**

Dimensions of Coaching is a visual exploration of the different kinds of coaching. Professional actors dramatize the use of coaching in realistic situations, and a narrator guides the audience through a simple, but highly effective model for using coaching in their own developmental programs.

Dimensions of Coaching, a 1-hour or 2 1/2-hour workshop, teaches employees with expertise and availability how to help their coworkers to become productive and effective. Key concepts covered in the workshops include: adapting your coaching style to the learner's personality and needs; the difference between directive and nondirective, programmatic and circumstantial, specific and holistic coaching styles; and the four-step coaching process – a proven, simple approach.

**Length:** 24 min

**Format:** VHS Video & Facilitator Guide

**Vendor:** The Richardson Company

**Region Library Location:**

[SW Region](#)

## Pass It On: Coaching Skills for Managers

The Video Arts

### **Course Information:**

To give managers the coaching skills they need to guide and encourage their people towards greater performance.

### **About the program:**

Coaching is vital, but frequently neglected. Whilst line managers are increasingly expected to take on the responsibility for coaching, very few are truly trained to do so. A recent CIPD survey showed that 63% were involved in coaching activity, with organizations looking to create in-house coaching capability rather than recruit external coaches on an ad hoc basis. Yet, a meager 2% of respondents trained their line managers to do it.

In addition, line managers may feel they're far too busy and not see its importance. But coaching is a mainstream management role; it's essential that managers pass on knowledge & develop the skills of the people who work for them.

Effective coaching helps people to progress and contribute more fully to the business objectives and ensures that individuals get the one-to-one guidance they need to perform to the best of their ability.

Written by Armando Iannucci ('The thick of it' & 'I'm Alan Partridge') Pass it on: coaching skills for managers uses clear messaging, humor and practical, believable examples of how to get coaching right (and wrong). It also demonstrates the way in which effective coaching can facilitate development through any organization and how personally rewarding it is for the coach too.

### **Learning chapters:**

- An opportunity for coaching
- Not knowing where to start
- Identify the goals
- Set the targets
- Promoting discovery without a map
- Provide a map
- Let them explore
- Negative behavior
- Encouraging through praise and constructive criticism
- Not treating them as an equal
- Treat them as equals
- Admit your own mistakes
- Not listening actively
- Listen actively

-Follow-up  
-Summary

**Length:** 25 min  
DVD Extras – 11min

**Format:** DVD  
Course leaders guide  
Group training workbook  
Self-study workbook  
PowerPoint presentation slides

**Vendor:** The Video Arts

**Region Library Location:**  
[SW Region](#)

## The Helping Hand: Coaching Skills for Managers

The Video Arts

### **Course Information:**

The Helping Hand looks at the manager's direct role in coaching staff. Understanding the importance of coaching and then learning to coach is not easy.

Many managers take the route of saying 'I'll do it myself, it will only take five minutes' - which leaves the manager overburdened and team members underused and undervalued. Managers need to decide which tasks a team member can take responsibility for and coach him or her accordingly. How to accomplish this is clearly illustrated and explained by this video, in which John Cleese plays the presenter in a training video on coaching.

Unfortunately, his fictional video features a manager (Robert Lindsay) who knows absolutely nothing about coaching. Cleese has to coach Lindsay until he is competent. We watch Lindsay learn how to identify exactly where the need for coaching lies, how to conduct the coaching itself and then how to monitor the results. During this process, he also discovers the value of patience and delegation.

### Learning Objectives:

- Identify the need
- Plan the coaching program
- Conduct the coaching
- Monitor the results
- Continue to monitor results

**Length:** 37 min

**Format:** DVD & Leader's Guide

**Vendor:** The Richardson Company

**Region Library Location:**

[SW Region](#)

## **We Need to Talk: Coaching Employees**

Learning Communications

### **Course Information:**

Address staff performance issues the coaching way. Need a "pick-me-up" meeting with an employee? Learn key techniques for counseling employees who need a boost in performance. This case study singles out typical workplace scenarios that show managers seven sensitive and detailed steps for dealing with employee emotions, evasion, diversions, and difficult situations.

This unique and dramatic case study presents typical workplace scenarios that will prepare managers to handle the difficult issues, emotions, evasions and diversions that often get in the way of employee achievement. Seven sensitive and detailed steps, plus the key counseling techniques presented in this program, comprise a successful agenda for facing employees who need a boost in their performance. '

### Key Training Points:

How to plan a performance coaching meeting

How to invite self-appraisal

How to observe for employee "clues"

How to explore potential causes of poor performance

**Length:** 23 min

**Format:** DVD & Training Leader's Guide

**Vendor:** The Richardson Company

**Region Library Location:**

[SW Region](#)

## Communication Cornerstones: Building Trust

Trainers Toolchest

### **Course Information:**

Effective communication skills are the most critical tools for every supervisor and manager in today's workplace. Creating the foundation -- an environment of trust and respect -- is the key to success for every organization. This program focuses on key communication skills:

- Honesty
- Direct communication
- Problem solving (opposed to problem blaming)
- Active Listening
- Giving constructive feedback

These obvious skills are often forgotten or overlooked by managers and employees alike. This video raises awareness that these communication "basics" are the foundation for a positive and productive workplace.

### Key Points:

- Be open and honest at all times
- Address problems head on without blaming
- Communicate face-to-face whenever possible
- Actively listen to employee input
- Give constructive feedback

**Length:** 24 min

**Format:** DVD

Expanded Leader's Guide

Laminated Poster

20 Desk References

**Vendor:** The Trainer's Toolchest

**Region Library Location:**

[SW Region](#)

## **Communication Nightmares: Solutions to Your Top Communication Problems**

Coastal / AMI

### **Course Information:**

This program shows specific examples of how to maintain a conversation with someone who is defensive, a poor listener or a discussion dominator and how to turn that challenging situation into an effective conversation.

It demonstrates the importance of dealing with the situation and how to make the commitment to stick with the challenge until your message is clearly understood. Scenarios exemplify co-workers in different types of conversations and personality conflicts in retail, office and manufacturing situations.

#### **Key Learning Points:**

- How to focus on defining the basic problem of an issue
- How to see the situation from the other's point of view
- How to make sure your words, body language and tone of voice all send a consistent message
- How to give and get feedback
- How to lighten up a heated discussion

**Length:** 26 min

**Format:** DVD

**Vendor:** Coastal/AMI

**Region Library Location:**

[SW Region](#)

## Effective Communication: It's Your Responsibility

Coastal / AMI

### Course Information:

#### Improve Your Role in Making Effective Communication Happen

How many times have you thought you had successfully communicated important information to another party, only to find out later, your message was never fully received?

When this happens, it is often too late to rectify the negative impact and we look to blame others for our communication errors. After all, most people never question their effectiveness in communicating; they just assume the other party understands.

This in-depth self-study video takes a look at the individual responsibility we all have in making communication in our careers, and in our relationships outside of work, successful. by introducing the four leading causes of communication failure, this video explains how to detach yourself from each by selecting the appropriate breakdown of verbal tools. You will also pinpoint six responsibilities you must undertake to perfect the art of "two-way street" listening and for becoming an integral part of the communication process, not just a sounding board.

#### **You'll learn how to:**

- Associate communication failure with the need to improve your individual responsibility
- Develop and plan a clear, precise message using the suggested exercises in the new video
- Involve the listener to make sure your message has been heard
- Give feedback that places emphasis on the speaker's perspective
- Effectively communicate through verbal and nonverbal techniques

**Length:** 31 min

**Format:** DVD

**Vendor:** Coastal/AMI

**Region Library Location:**

[SW Region](#)

## **Talk Isn't Cheap: Taking Responsibility for Clear Communication**

Video Visions, Inc.

### **Course Information:**

**Poor communication costs money.** And it's not just money that's wasted; it's energy, enthusiasm for the job and relationships as well. In this age of empowerment and shared accountability for the bottom line, everyone must take responsibility for communicating clearly.

This video demonstrates four practical, effective techniques for improving communication in the workplace: making your self clear, adding reinforcement, becoming an active listener, and finding hidden messages. The video also dramatically illustrates how expensive a careless communication error can be. The cumulative cost of these sometimes small, sometimes devastating errors can chisel away at a company's profitability.

Using the skills demonstrated in this video, viewers will communicate more clearly and reduce unnecessary costs in time, morale and money.

**Length:** 19 min

**Format:** DVD & Leaders Guide

**Vendor:** Video Visions, Inc.

**Region Library Location:**

[SW Region](#)

## Managing Conflict

Learning Communications

### **Course Information:**

Conflict is inevitable! Whenever you have two people working together, conflict occurs. Properly managed, however, conflict can be valuable. It generates new ideas and understandings, promotes change and growth, stimulates creativity, and helps clarify issues.

This program analyzes interpersonal conflict - what it is, why it can be valuable, and why it's important to learn how to manage it. Vignettes illustrate five strategies for managing conflict effectively. The video helps viewers learn to analyze the conflict, determine their objectives, and select the most effective strategy for a particular situation. Knowing you have a choice in how to deal with conflict allows you to manage the conflict, rather than letting the conflict manage you.

**Length:** 19 min

**Format:** DVD

**Vendor:** Learning Communications.

**Region Library Location:**

[SW Region](#)

## **Solving Conflict**

Coastal / AMI

### **Course Information:**

This program dramatizes effective management intervention techniques. Resolve employee conflicts peacefully and nip its roots in the bud with the program's training points.

- Successfully intervening in employee conflicts
- Learning, asking questions, offering feedback and getting to the real problem
- Setting and sticking to fair ground rules

Added features and benefits of DVD training include:

- English and Spanish versions – many also include Portuguese
- A customizable Power Point presentation
- Informative training points and bonus material for refresher or training talks
- Video-enriched training organized by learning objectives that facilitates discussion
- A printable Leader's Guide
- Resourceful web links to organizations such as OSHA, FEMA, NSC and the CDC, where viewers can download and print information on regulatory standards

**Length:** 25 min

**Format:** DVD

**Vendor:** Coastal / AMI.

**Region Library Location:**

[SW Region](#)

**Team Building:**  
**Government Version – What Makes a Good Team Player**  
Learning Communications

**Course Information:**

Well-functioning work teams are critical to a government agency's success. To thrive in today's changing climate, these agencies depend on teams to develop new services, achieve cost reductions, improve quality, increase productivity and solve problems. This requires that teams, and the members of teams, achieve quality outcomes faster and more effectively than ever before. That's the goal of this insightful film, which focuses on the team player as the cornerstone of a productive and successful team -- and how team players can complement, challenge and inspire one another to new performance heights.

Based on the principles developed by Glenn M. Parker in the best-selling Parker Team-Player Survey, this film shows in detail the four primary team-member styles in action -- the contributor, the collaborator, the communicator and the challenger. The object is to make the most of each team player's unique perspective. To accomplish this goal, team players must learn to identify their own style and the style of other team members, avoid carrying their style too far, learn to acknowledge the value of others' styles, use the appropriate style to maximum team advantage, and learn to switch their style when it suits the needs of the team.

**Length:** 20 min

**Format:** DVD

**Vendor:** Learning Communications.

**Region Library Location:**

[SW Region](#)

**Unified Team:  
Resolving Conflict and Restoring Team Unity**  
Media Partners

**Course Information:**

Conflict...while it's often blamed for the breakdown of a team's unity, it's often just a symptom of a larger problem.

The Unified Team training video lays out a practical approach that any team leader can follow to deal with the symptoms, and the cure.

In addition to learning how to solve the 3 most common types of team conflicts; blaming, belittling and feuding, The Unified Team teaches team leaders how to promote the positive feelings of unity within their team in this popular management and leadership training video.

**Key Learning Points:**

**Promote the feeling of ACHIEVEMENT**

- Establish S.M.A.R.T. Goals
- Gain personal commitments from team members
- What to do when blaming occurs

**Promote the feeling of BELONGING**

- Create a team members Bill of Rights
- Teach members to resolve their own conflicts
- Learn how to mediate a dispute
- Celebrate (anything) often

**Promote the feeling of CONTRIBUTION**

- Uncover opportunities team members value
- Practice continuous appreciation

**Length:** 22 min

**Format:** DVD

**Vendor:** Learning Communications.

**Region Library Location:**

[SW Region](#)

**Mission Critical:**  
**Getting Results by Attacking Conventional Thinking**  
Learning Communications

**Course Information:**

Is there an urgent need for change in your organization? Is a crucial project in progress? **Mission Critical** presents valuable insights that show how to challenge existing methods of operation in order to effect a major change.

NASA's Mission Control Center was in trouble. Thirty year old technology was beginning to choke on an ever increasing workload. Missions in the works called for capabilities it didn't have. To get ahead of the curve, NASA needed a new control center. But it was a time of slashed budgets and low public confidence. A new center would cost too much and take too long. The people who once took us to the moon were beginning to question whether Mission Control could survive at all. In this environment of crisis, NASA made a bold discovery:

**To get different results, you need a different approach.**

This is the story of how NASA built a new Mission Control Center faster, better, and cheaper by attacking NASA's conventional thinking and its usual approaches to project management. The video demonstrates that sometimes even the most proven ideas need to be reexamined to make a critical project succeed. It's a story not just for rocket scientists, but anyone trying to make a change happen or to achieve results different from those obtained in the past.

**Length:** 18 min

**Format:** DVD

**Vendor:** Learning Communications.

**Region Library Location:**  
[SW Region](#)

## Customer Service Toolkit

Learning Communications

### **Course Information:**

This video clip library has enough variety to help you build customer service training courses unique to every type of trainee- over 20 different workplace settings are depicted. You'll be able to create highly relevant courses for new-hires and develop refresher courses for new-hires and develop refresher courses for seasoned staff.

**Length:** 75 min

**Format:** DVD

**Vendor:** Learning Communications.

**Region Library Location:**

[SW Region](#)

## **I'll Be Back – Customer Service with Bob Farrell**

Learning Communications

### **Course Information:**

This video clip library has enough variety to help you build customer service training courses unique to every type of trainee- over 20 different workplace settings are depicted. You'll be able to create highly relevant courses for new-hires and develop refresher courses for new-hires and develop refresher courses for seasoned staff.

**Length:** 75 min

**Format:** DVD

**Vendor:** Learning Communications.

**Region Library Location:**

[SW Region](#)

**Coaching Through Facilitation:  
The New Way to Manage**  
Learning Communications

**Course Information:**

To benefit from the capable, empowered workforce, managers must coach rather than direct all workplace activities. Follow a manager as he uses his facilitation process skills to help individuals and groups reach decisions.

**Length:** 27 min

**Format:** DVD

**Vendor:** Learning Communications.

**Region Library Location:**

[SW Region](#)

**Coping with Difficult People –  
Part 1 – Know it all Expert, Stallers, & Snipers**  
Coastal AMI

**Course Information:**

Know-It-Alls. Experts. Complainers. Just to name a few people who drive you nuts and whom you wish not to meet at work. But meeting them is inevitable, and like it or not, you have to deal with them properly. Otherwise, life will only become more difficult.

Coping with Difficult People explains six different personality types that not only annoy but also reduce morale and affect productivity. But more importantly, the program shows you how not to let these people get to you, your staff and your organization.

Part 1: Know-It-All Experts, Stallers and Snipers

How-To Training Points:

- How to get the know-it-all to actually listen
- How to uncover the staller's real objection
- How to appropriately inform the sniper that snide remarks are always out of line

**Length:** 20 min

**Format:** DVD

**Vendor:** Coastal AMI.

**Region Library Location:**  
[SW Region](#)

**Coping With Difficult People –  
Part 2 – Tanks, Super- Agreeables & Complainers**  
Coastal AMI

**Course Information:**

Know-It-Alls. Experts. Complainers. Just to name a few people who drive you nuts and whom you wish not to meet at work. But meeting them is inevitable, and like it or not, you have to deal with them properly. Otherwise, life will only become more difficult.

Coping with Difficult People explains six different personality types that not only annoy but also reduce morale and affect productivity. But more importantly, the program shows you how not to let these people get to you, your staff and your organization.

Part 2: Tanks, Super-Agreeables and Complainers

How-To Training Points:

- How to turn a complainer into a problem-solver
- How to get the super-agreeable to make a strong commitment
- How to never argue with a tank

**Length:** 29 min

**Format:** DVD

**Vendor:** Coastal AMI.

**Region Library Location:**  
[SW Region](#)

## Difficult People – How to Deal with Them

Coastal AMI

### Course Information:

Hostile customers. Unreasonable co-workers. Indecisive, vacillating bosses. Over-agreeable (but do-nothing) subordinates. You meet them everyday, and dealing with them, just to say the least, can be stressful. But it need not be, as long as you got the tricks to identify, understand and cope.

This program, based on the best-selling book “Coping with Difficult People” by Dr. Robert M. Bramson, examines useful skills in dealing with these so-hard-to-handle people.

### How-To Training Points:

- How to Identify six major types of behavior
- How to communicate successfully with difficult personalities
- Turn negative situations into positive ones
- How to change behavior to impact results
- How to develop confidence for confrontational situations

### Added features and benefits of DVD training include:

- English and Spanish versions – many also include Portuguese
- A customizable Power Point presentation
- Informative training points and bonus material for refresher or training talks
- Video-enriched training organized by learning objectives that facilitates discussion
- A printable Leader’s guide
- Resourceful web links to organizations such as OSHA, FEMA, NSC and the CDC, where viewers can download and print information on regulatory standards

**Length:** 38 min

**Format:** DVD

**Vendor:** Coastal AMI.

**Region Library Location:**

[SW Region](#)

## **Managing Diversity**

Learning Communications

### **Course Information:**

This program reveals a range of human perspectives on such issues as power, authority, communication and performance. This enlightening film helps manager better understand the cause and effect of varying viewpoints. It inspires open-mindedness and a willingness to learn from those with diverse backgrounds. It offers strategies for clearer two-way communications, more productive relationships and stronger teamwork. And it provides guidance for bringing the values of the organizational culture into focus, and into action.

**Length:** 22 min

**Format:** DVD

**Vendor:** Learning Communications

**Region Library Location:**  
[SW Region](#)

## Peacock in the Land of Penguins

Learning Communications

### **Course Information:**

Meeting the challenges of a rapidly changing and increasingly diverse world is more important than ever. This animated, award-winning video featuring Perry the Peacock is an insightful, inspiring and non-threatening way to illustrate employee empowerment, effective communication and team building skills within the context of diversity.

When Perry and his exotic feathered friends arrive in the homogenous Land of Penguins they have trouble fitting in, despite their talent and intelligence. However, when Perry and his friends save the island from an attacking pack of wolves, the penguins realize that in their ever-changing world, all birds would have to appreciate each other's skills and contributions.

This video and its accompanying Leader's Guide are appropriate for all levels of an organization - for executives, managers and supervisors who are in a position to set the tone and establish policies and procedures, as well as for non-management employees who need to enhance their tolerance and understanding of others who are different from themselves and others.

### **This video will help participants:**

- Build awareness of differences and similarities between groups as well as individuals.
- Enhance their appreciation for people who are different and help them work comfortably with a wide variety of individuals.
- Understand how to facilitate the empowerment of themselves and others.
- Become aware of barriers to empowerment and strategize ways to overcome them.

**Length:** 10 min

**Format:** DVD

Leader's Guide

10 Participant's Workbooks

10 Reminder Cards

2 PowerPoint Presentations on CD-ROM

**Vendor:** Learning Communications.

**Region Library Location:**

[SW Region](#)

## Emotional Intelligence

Learning Communications

### **Course Information:**

Most of us have been conditioned to believe that emotions are not welcome in the workplace, that team and work decisions should be based upon cold, logical reason. In short, we leave our emotions at home. Today there is a growing body of science in the emerging field of emotional intelligence (EI), indicating that proper understanding - and use of - emotions can be critical to helping us be more effective workers and better communicators.

Emotional Intelligence program provides an excellent overview of this breakthrough training topic and includes commentary from numerous EI experts including Daniel Goleman and Peter Salovey.

Five EI competencies are introduced: Self-awareness, Self-regulation, Self-motivation, Empathy and Effective Relationships.

The program then takes viewers to organizations such as Kaiser Permanente, State Street Bank and Nichols Aluminum where training in emotional intelligence is being used to help employees access the power of emotions to create better, more productive working relationships. Through interviews with various employees, viewers see how EI competencies can be combined with other knowledge and technical capabilities to increase one's overall effectiveness on the job.

Viewers will come away with specific areas of improvement to focus on and a structured, step-by-step approach to developing the required emotional competencies to bring more creativity, energy and intuition to their work, whatever the industry or field.

**Length:** 25 min

**Format:** DVD

Leader's Guide

10 Participant's Workbooks

Discussion Segment Video

25 Reminder Cards

PowerPoint Presentation on CD-ROM

**Vendor:** Learning Communications.

**Region Library Location:**

[SW Region](#)

## Talent Management: How to Retain Your Best People

Video Arts Ltd.

### **Course Information:**

Talent Management: How To Retain Your Best People highlights the three key reasons why employees might want to leave - stress, feeling undervalued or simply being bored - and gives managers the practical solutions to spot and keep hold of these people.

The learning points are delivered so they're easy to understand. And, it introduces three new, all too recognizable characters - Stressed Steven, Undervalued Rana and Bored Ben - to make the learning even more memorable.

Spot the Warning Signs highlights how you can tell when employees might be contemplating leaving, and why it's imperative these signs aren't ignored.

Ask Questions shows how easy it can be to get to the bottom of someone's problem, simply by talking to them and listening to what they have to say.

Look for Solutions demonstrates how you can formulate a plan to stop the problem escalating and ultimately stop someone from leaving.

### **The Benefits:**

- Reduces costs by showing managers how to retain staff
- Improves morale
- Covers the three key reasons for people wanting to leave
- Suitable for all levels
- Memorable characters and learning points

**Length:** 25 min

**Format:** DVD

Leader's Guide

10 Participant's Workbooks

Discussion Segment Video

25 Reminder Cards

PowerPoint Presentation on CD-ROM

**Vendor:** Video Arts Ltd.

**Region Library Location:**

[SW Region](#)

## Flawless Leadership

Learning Communications

### **Course Information:**

Designed with the newly appointed manager/supervisor in mind, Flawless Leadership provides essential leadership principles training focusing upon the centrally important skills necessary to any new leader - organizing, communicating with the team, and motivating the team toward mission accomplishment.

Developed from the intense mission-oriented environment of military fighter pilots, this exciting lesson teaches the student the combat-proven steps toward mission accomplishment. In the fast-paced, modern world where execution is the critical factor to any organization's competitive advantage, developing your front-line leader's execution skills is imperative. This course will lead the way!

### **What is Flawless Leadership?**

Flawless Leadership is a high-energy and engaging 1-1.5-hour DVD-based workshop designed for newly hired or promoted managers and supervisors that teach a simple step-by-step method of developing successful leaders.

### **How do I know that Flawless Leadership is an effective technique?**

Flawless Leadership is a technique developed by military fighter pilots in the unforgiving, zero-tolerance world of aviation. Tested for over a half century, fighter pilots have relied on these techniques to accomplish their critical and life-threatening missions. For the past 12 years, the fighter pilots at Afterburner, Inc. have taught these techniques to Fortune 500 corporations all over the world.

### **As a facilitator, how do I deliver content based upon military aviation if I have no such experience?**

The Flawless Leadership DVD video content is delivered by Afterburner, Inc. CEO and Founder, and former Air Force fighter pilot James "Murph" Murphy. This high energy and exciting video delivers the content of Flawless Leadership in a broadly applicable manner to include scenarios in both military and daily business settings. The workshop activities conducted by the facilitator have no military themes and are directly applicable to your business setting.

Program includes: DVD and CD with supporting files - Facilitator's Guide, Participant's Guide, PowerPoint slides and handouts, Document Templates for participant use, and Supporting Class Materials.

**Length:** 18 min

**Format:** DVD & CD

Facilitator's Guide

Participant's Guide

PowerPoint Slides and Handouts

Document Templates for Participant Use  
Supporting Class Materials

**Vendor:** Learning Communications

**Region Library Location:**  
[SW Region](#)

## Giving Leadership Away

Video Visions

### **Course Information:**

The first reaction of most new leaders is to take on more work—it's a natural reflex. How else can they be sure their project gets done right? But the more the leader takes on, the less motivated the team members become. The greatest challenge for team leaders is to let go of their work. The leader's job is to provide the tools, motivation and direction the team members need to do the work itself. Unfortunately, many leaders get no formal training in running a team. "Giving Leadership Away" can help both new and experienced leaders take on that challenge.

In this video, a newly promoted team leader learns that giving leadership away is not as easy as it seems. Used to making decisions himself, he starts making decisions for the team, inadvertently preventing them from doing their jobs. And when he does try to share responsibility, team members are not always willing or able to take on the task.

The solution comes surprisingly from a jar of Legos and some unconventional advice. They provide him with the direction he needs to begin sharing leadership and fostering everyone's potential.

**Length:** 19 minutes

**Formats:** DVD

28 page comprehensive training

leader's guide with reproducible worksheets.

DVD contains PDF version of leader's guide and supporting PowerPoint graphics.

(Guide and PowerPoint files also available as a download.)

DVD is subtitled

**Vendor:** Video Visions

**Region Library Location:**

[SW Region](#)

## Jamie's Kitchen: Fifteen Lessons on Leadership

Video Arts

### **Course Information:**

Jamie is a natural and instinctive leader. And anyone who takes on a leadership role can learn a lot from watching him in action. Part of the new two-part Jamie's kitchen training series, Fifteen Lessons on Leadership demonstrates that leadership is an activity and not a position. Leaders and potential leaders will identify with Jamie's honesty and openness.

The program covers five key learning points backed up by real examples from Jamie's journey:

#### **Lead the way**

Jamie shows how a good leader makes sure everyone is clear about what is expected of them. He also has a clear vision of where he wants the project to go and can communicate this in a way everyone can understand.

#### **Show them how**

Jamie is a highly visible leader who sets a great example to his team. He knows that when it comes to leadership, actions speak louder than words. He demonstrates how a good leader is prepared to tackle the unpleasant tasks as well as the pleasant ones.

#### **Believe in them**

Jamie shows total belief in his team. His positive approach to coaching, always looking for things to praise, really pays off. Even when his team mess up, he gives them the message that they can and will get it right. He is not afraid to delegate.

#### **Deal with it**

Jamie shows enormous responsibility throughout the project, personally, professionally and financially. He understands that if things go wrong, he – and no one else – will carry the can. His honesty in sharing how this affects him will strike a chord with all leaders.

#### **Learn and adapt**

Jamie learns continually throughout the project. He learns about himself and about his team, discovering which techniques of leadership work best for each team member. If one way of tackling a problem doesn't work, he tries another.

#### **The Benefit**

- Real life example of classic team development in action
- Positive role model to inspire your audience
- Will improve skills of both new and existing leaders

- Pressurized role reflects real life for today's leaders
- Energetic style will keep audience engaged

**Length:** 19 minutes

**Formats:** DVD

**Vendor:** Video Arts

**Region Library Location:**  
[SW Region](#)

## **Servant Leadership**

Learning Communications

### **Course Information:**

With his initial definition of servant-leadership in 1970, Robert K. Greenleaf planted a seed of an idea which continues to grow in its influence on society with each passing year.

We are witnessing a shift in many businesses and non-profit organizations - away from traditional autocratic and hierarchical modes of leadership and towards a model which is based upon teamwork and community; one which seeks to involve others in decision-making; one which is strongly based in ethical and caring behavior; and, one which is attempting to enhance the personal growth of workers, while at the same time improving the caring and quality of our many institutions. This emerging approach to leadership and service is sometimes called "servant-leadership.

Part Two presents an outline of ten characteristics. This program is designed to assist the viewer in identifying and understanding those Servant-Leadership characteristics which he or she might want to develop and practice further.

**Length:** 25 minutes

**Formats:** DVD

**Vendor:** Learning Communications

**Region Library Location:**  
[SW Region](#)

## **Listening, The Problem Solver**

Learning Communications

### **Course Information:**

A dynamic video that demonstrates how to use listening skills to resolve the stressful and unproductive problems that crop up during every business day.

**Length:** 20 minutes

**Format:** VHS

**Vendor:** Learning Communications

**Region Library Location:**  
[SW Region](#)

## **You're Not Listening 2<sup>nd</sup> Edition**

Learning Communications

### **Course Information:**

Most people would agree that listening is critically important to success. Yet studies have shown that we listen at only 25% efficiency. If listening is so important, why do we do it so poorly? Many of us fall victim to distractions, tune out if we lose interest, or are more intent on making our own point than in trying to understand the other person. Or we may commit a host of other common listening errors.

Fortunately, effective listening is easy and can be improved through practice. In You're Not Listening, a series of vignettes identify poor listening habits and demonstrate how they can be overcome.

How To Training Points:

- How to identify and overcome barriers to listening
- How to recognize advantages of good listening and the consequences of not listening
- How to master six effective listening skills

**Length:** 19 min

**Format:** DVD

**Vendor:** Learning Communications

**Region Library Location:**  
[SW Region](#)

**Fearless Facilitation –  
How to Lead Effective Training**  
Learning Communications

**Course Information:**

Includes 2 programs: How to Lead Effective Training and How to Lead Effective Meetings.

**How to Lead Effective Training**

How to Lead Effective Training builds the confidence, poise, knowledge, and skills demonstrated by facilitators who are exceptionally competent. Participants will learn how to generate quality discussions, make smooth transitions between activities, and manage disruptive behaviors. Organizations will benefit by having facilitators who increase the value of their training sessions, thus building the skills of associates.

**How to Lead Effective Meetings**

Designed to build confidence and competence in leading effective meetings, How to Lead Effective Meetings will teach meeting leaders how to achieve desired results and manage relationships and process at the same time. By focusing on the roles, responsibilities, knowledge, and skills of a fearless facilitator, participants will learn how to increase the value and outcomes of their meetings, yielding wise decisions and actions.

**Length:** 22 min

**Format:** DVD

**Vendor:** Learning Communications

**Region Library Location:**

[SW Region](#)

## **The Leader as Mentor**

Learning Communications

### **Course Information:**

As organizations move into the new millennium, they are experiencing change at an unprecedented rate. These leaner, reengineered organizations face critical challenges in facilitating the learning necessary for their employees to keep ahead.

Managers, supervisors and team leaders, whether new to their positions or with years of experience, are under pressure to come to grips with the skills needed to lead their organizations into the next century. MILLENNIUM - Leadership Capsules for the 21st Century is a powerful new resource to help them meet these challenges.

**Length:** 15 min

**Format:** DVD

**Vendor:** Learning Communications

**Region Library Location:**

[SW Region](#)

## Continuous Motivation

Learning Communications

### **Course Information:**

In this funny and informative program, a frustrated manager is up against a tight deadline. But his team doesn't have the motivation they need to do the job correctly, or on time. Help arrives through the magical Harry Anderson, who takes the manager through a clear, step-by-step process that will work in any organization:

- Different people are motivated by different things
- Know what performance you want to reward
- Positive works better than negative
- Catch your employees doing something right
- Be specific with praise
- Reward quickly
- Motivate your team continuously

**Length:** 23 min

**Format:** DVD

**Vendor:** Learning Communications

**Region Library Location:**

[SW Region](#)

## **Motivation: Igniting Exceptional Performance**

Learning Communications

### **Course Information:**

Create a work environment where people do their very best every single day. Based on the proven strategies of Bob Nelson, author of 1001 Ways to Energize Employees, this documentary-like video uses real-life examples from managers and employees at Boardroom Inc. and United Airlines to illustrate practical techniques and approaches that managers at all levels can implement.

From Motivation: Igniting Exceptional Performance, managers will learn about the powerful benefits of encouraging communication, soliciting suggestions, developing trust and confidence, encouraging creativity, and providing rewards and recognition.

Communication can make or break an organization. Teach your managers the performance enhancing advantages of promoting "spontaneous interaction," managing by "walking around" and promoting an open door policy at all levels. Viewers will also learn to tap into individual initiative and solicit suggestions so employees become their own agents of change. And because the people who do the job know the job best, you'll hear why a suggestion system should include every employee in your organization.

### **Key Training Points:**

- How to spark excitement, fuel momentum and sustain a passion
- How to reward and build morale and trust
- How to encourage creativity
- How to solicit suggestions and feedback
- How to provide rewards and recognition
- How to communicate and be "visible" to your employees

**Length:** 21 min

**Format:** DVD

**Vendor:** Learning Communications

**Region Library Location:**  
[SW Region](#)

## **Attitude Virus: Curing Negativity in the Work Place**

Learning Communications

### **Course Information:**

Bad attitudes threaten the essential functions of organizations, spreading like viruses from individual employees through department after department. This newly revised video shows how to identify early warning signs and demonstrates ways viewers can combat the virus, including: acknowledging behavior, taking responsibility, helping teammates, and searching for underlying causes.

Cure bad attitudes to increase productivity in your organization! Bad attitudes can threaten the essential functions of your workplace. They spread like viruses from individual employees through departments and infect entire organizations. Once an attitude virus begins to spread, it can become an epidemic in no time. Productivity suffers and so do individual workers. There's no doubt that today's workforce is especially susceptible.

If you spot these warning signs, an attitude virus could be spreading through your workforce: resisting change, lack of commitment, spreading gossip, misdirected anger and condescending perfectionism.

With this newly revised film, you will learn how to vaccinate your organization against this potentially devastating threat.

Participants will benefit by learning to take responsibility for their own attitudes and success, plus, underlying causes for unproductive attitudes will be resolved and fewer personal problems will affect work. These better attitudes will positively impact team results and the bottom line.

After viewing this DVD, participants will:

- Be aware of the different types of negative attitudes
- Know how to diagnose an attitude problem in themselves or their colleagues
- Recognize the need to take responsibility for a negative attitude and its consequences
- Learn how to replace old, ineffective reactions with adaptable, productive responses
- Know how to follow through in order to reinforce new, positive behavior

**Length:** 21 min

**Format:** DVD

Leaders Guide

1 Participants Workbook

**Vendor:** Learning Communications

**Region Library Location:**  
[SW Region](#)

## **Project Management**

Learning Communications

### **Course Information:**

In a highly entertaining and informative fashion this program takes you through the essential techniques for project success

**Length:** 20 min

**Format:** DVD

**Vendor:** Learning Communications

**Region Library Location:**  
[SW Region](#)

## **Employee 101: Respecting**

Learning Communications

### **Course Information:**

This program gets your new employees off to a great start by focusing on team-building, respect, and value to the organization. This video is perfect for employee orientation! Combining humor with eye-popping computer animation and expert testimonials, Employee 101 teaches your new team members the value of:

- The Basics - creating a professional appearance
- The importance of punctuality
- Getting Informed - the importance of information - ask questions!
- Respecting the Team - common courtesy builds team trust - harassment of any type must be avoided!
- Increasing Your Value to the Team - becoming a truly outstanding employee - look for opportunities to excel!

**Length:** 20 min

**Format:** DVD

**Vendor:** Learning Communications

**Region Library Location:**  
[SW Region](#)

**Strategic Planning in Government**  
**Federal Version**  
Learning Communications

**Course Information:**

Why not let the "Father of GPRA" teach your team the fine points and benefits of strategic planning? That's just what Strategic Planning in Government, Not Business As Usual, and Federal Government Version will do.

As councilman, and later, mayor of Sunnyvale, California, John Mercer helped implement a new system of long-term strategic planning so successful that Sunnyvale became a heralded model of efficiency. Then, as counsel to the U.S. Senate Committee on Governmental Affairs, Mercer initiated the drafting of the Government Performance and Results Act (GPRA), which is designed to bring these same methods of performance-based budgeting to every federal program and agency nationwide.

This film follows a team of government employees as they work through revisions in their plan. Expert John Mercer acts as commentator, pointing out pitfalls to avoid and proven strategies to follow during every phase of the process.

By dramatically taking you through the same frustrations, discussions and breakthroughs any team drafting a strategic plan is likely to encounter, this film gives you and your team not just the facts, but the confidence needed to draft a plan that complies with GPRA.

**Length:** 20 min

**Format:** DVD

**Vendor:** Learning Communications

**Region Library Location:**

[SW Region](#)

## **Managing Stress**

Learning Communications

### **Course Information:**

In this completely revised version, Managing Stress presents updated and research-based information on work-related stress, helping the viewer to become more aware of alternative means of coping with tension-inducing events. The video shows how we are particularly vulnerable to feelings of stress in today's workplace, especially in positions which carry more responsibility than authority, or in a working environment that lacks a supportive network and leads to conflict with others.

Illustrating various work situations that can produce stress, Managing Stress also examines how stress may be caused by our individual anxieties. The video then offers current, positive approaches we can take to alleviate tension and anxiety - from learning how to communicate with our fellow workers to techniques to reduce our own personal reactions to stressful situations.

**Length:** 25 min

**Format:** DVD

**Vendor:** Learning Communications

**Region Library Location:**  
[SW Region](#)

## **Stress, You're In Control**

Learning Communications

### **Course Information:**

We can't necessarily eliminate the stress in our lives, but we can learn how to better manage it! In moderation, stress can actually be a source of motivation. Yet, excessive stress can affect how we approach our jobs, how we accomplish our jobs and how we interact with coworkers.

The updated video training program Stress: You're in Control II teaches viewers to take responsibility for and recognize the five warning signs of too much stress: inefficiency, job dissatisfaction, fatigue, sleep disturbances and escape activity. Viewers will also learn techniques to control stress and make it positive by improving self-talks, reexamining expectations, going with the flow, exercising and eating right.

### **Training Points:**

- How to complete a stress inventory and analysis
- How to take what action you can now
- How to control the way you think
- How to change the way you operate

**Length:** 20 min

**Format:** DVD

**Vendor:** Learning Communications

**Region Library Location:**  
[SW Region](#)

## After All, You're the Supervisor

Learning Communications

### **Course Information:**

Meet Alec, a top-notch CSR recently promoted to supervisor. Alec is excited and a bit overwhelmed by his new responsibilities - especially the challenge of moving from the role of friend/colleague to team supervisor. Fortunately, he has a wise boss who guides him through the transition.

It's not always easy, but Alec finds his place, while his team learns to trust his guidance, work together more efficiently, and function more independently.

After All, You're the Supervisor! holds the key to effective supervision, teaching the eight components of supervisory success:

1. Acknowledge Your New Role
2. Plan and Prioritize
3. Be Accessible
4. Encourage Teamwork
5. Communicate Upward and Downward
6. Delegate
7. Discipline Effectively
8. Provide Feedback

A comprehensive training program for new and seasoned supervisors alike, After All, You're the Supervisor! provides an array of tools for use in your training sessions and as follow-up to help keep your training fresh.

**Length:** 21 min

**Format:** DVD

Leader's Guide

10 Participant Workbooks

10 Participant CD-ROMS

PowerPoint Presentation on CD-ROM

**Vendor:** Learning Communications

**Region Library Location:**

[SW Region](#)

## Supervisor Toolkit

Learning Communications

### **Course Information:**

A library of 90 video clips on various aspects of supervision, plus a comprehensive guide for using the clips in a number of innovative ways.

Designed for maximum flexibility, The Supervisor Toolkit provides you with high-quality video vignettes that you can easily incorporate into your own custom training courses. The clips are drawn from a library of best-selling programs. Each vignette/clip runs anywhere from 20 seconds to 3 minutes and depicts a common workplace interaction involving a supervisor and usually, a subordinate. Suggestions are provided in the Leader's Guide for using the clips to draw out specific lessons on supervision.

The 90 clips in the Toolkit are organized into the following supervisory skill categories:

- Hiring and Building Your Team
- Planning, Prioritizing, and Delegating Tasks Coaching and Training
- Motivating, Encouraging and Giving Positive Feedback
- Building Trust and Showing Respect Handling Conflict
- Performance Appraisals
- Discipline and Giving Constructive Feedback

**Length:** 87 min

**Format:** DVD

**Vendor:** Learning Communications

**Region Library Location:**  
[SW Region](#)

**Time Management,  
Keeping the Monkey off Your Back**  
Learning Communications

**Course Information:**

This dynamic video program uses real monkeys to illustrate William Oncken Jr.'s thoughts on the transfer of responsibilities from one person to another. This video shows how to coach and counsel employees so that managers can concentrate on managing.

**Length:** 30 min

**Format:** DVD

**Vendor:** Learning Communications

**Region Library Location:**  
[SW Region](#)

## **5 Questions Every Leader Must Ask: Engaging Your Team to Reach Any Goal**

Learning Communications

### **Course Information:**

Today's leaders face tremendous pressure to solve problems, achieve goals, manage change and improve productivity. But leadership doesn't have to be so stressful. This program illustrates how solutions can easily present themselves when leaders ask team members the right questions and trust that "the answers are in the room."

Based on the book, *Leadership Made Simple*, by Ed Oakley and Doug Krug the program introduces a proven process called The Framework for Leadership , consisting of 5 questions, which, when asked in a specific order, enable leaders to engage their team in finding and implementing effective solutions.

The Framework keeps groups from getting bogged down in the issue itself and the things that aren't working. It focuses them instead on what is working. Possibilities and solutions are generated from there.

The net effect is that:

- Ideas, answers and solutions are born from the people closest to the work.
- Conflicts are resolved and group dynamics are redirected in a positive way.
- Employees become critical thinkers and have a sense of buy-in.
- Ideas and solutions are successfully implemented.

The video program, hosted by Ed Oakley, teaches viewers the 5 questions and shows how real-world organizations have applied the framework to common, yet critical, workplace problems. Within the workshop, participants experience the versatility of the Framework as they complete exercises where the 5 questions are modified to suit specific situations or challenges. A follow-up "mini-framework" is taught for when the group needs to check in on their progress.

Whether your organization is working to institute a change initiative, resolve conflict, raise customer satisfaction, launch a new product or address a specific workplace challenge, your group leaders can use this program to achieve successful results.

**Length:** 27 min

**Format:** DVD

Leader's Guide

PowerPoint Presentation on CD-ROM

1 Copy of *Leadership Made Simple*

10 Reminder Cards

**Vendor:** Learning Communications

**Region Library Location:**  
[SW Region](#)

## **Building the Perfect Team**

Learning Communications

### **Course Information:**

Dramatizes Dr Meredith Belbin's team-role theory, and explains how to identify nine key team roles for a balanced team. It shows that although each team member in an example team has a functional role, they also have team roles.

**Length:** Unknown

**Format:** DVD

**Vendor:** Learning Communications

**Region Library Location:**

[SW Region](#)

## Everybody Wins: How to Turn Conflict into Collaboration

Learning Communications

### **Course Information:**

**Everybody Wins: How to Turn Conflict into Collaboration** helps your employees learn how to recognize three of the most common conflict situations in the workplace: Peer-to-Peer, Work-Team, and Manager-to-Employee. It provides a clear, easy-to-use approach that will help employees think things through to arrive at the most appropriate choice of action to take to ensure a win-win resolution that will help increase the productivity of your organization.

### **Key Learning Points:**

- Understand why conflict in the workplace happens
- Know how to change your perspective of conflict
- Identify the three most common workplace conflict situations
- Identify the five different ways people deal with conflict
- Use the "Everybody Wins" approach in a conflict situation
- Take personal responsibility for dealing with conflict, diversity, and disagreement

### **The Program Teaches Three Easy Steps to Resolve Conflict:**

1. Everyone tells it like they see it
2. Get everything on the table
3. Focus on the future

### **The Program Covers these Situations:**

- Peer-to-Peer Conflict - How do you deal with a conflict that is between you and your coworker?
- Work-Team Conflict - How do you deal with conflict that happens in your team?

**Length:** 19 min.

**Format:** DVD

Facilitator's Guide

Reproducible Participant Materials

Self Study Workbook

**Vendor:** Learning Communications

**Region Library Location:**

[SW Region](#)

## Everybody Wins: How to Turn Conflict into Collaboration

Learning Communications

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- Work-Team Conflict - How do you deal with conflict that happens in your team?

**Length:** 19 min.

**Format:** DVD

Facilitator's Guide

Reproducible Participant Materials

Self Study Workbook

**Vendor:** Learning Communications

**Region Library Location:**

[SW Region](#)

## 10 Skills for Better Telephone Communication

Learning Communications

### **Course Information:**

In business, there's a big difference between "getting on the phone" and "answering the phone like a professional."

In **10 Skills for Better Telephone Communication**, answering promptly, offering out-of-the-way assistance and putting a smile in your voice are just a few of the tips that will have your phone staff communicating with your business' advantage in mind! Each scenario displaying correct telephone technique, such as placing a caller on hold, dealing with an upset caller, using voice mail, and more, shows receivers what to do at virtually every stage of the call.

### **Key Training Points:**

- Put a smile in your voice and offer assistance
- Empathize with the caller
- Use the features available on your phone
- Take complete messages

**Length:** 30 min.

**Format:** VHS

**Vendor:** Learning Communications

**Region Library Location:**

[SW Region](#)

## **Time and Territory Management**

Learning Communications

### **Course Information:**

This award-winning video makes viewers aware of the distractions and time wasters that can sidetrack them daily, eating away at their sales and company profits.

**Length:** 30 min.

**Format:** VHS

**Vendor:** Learning Communications

**Region Library Location:**  
[SW Region](#)

## **Time Management – A Productivity Plan**

Learning Communications

### **Course Information:**

Ever feel as though drowning in clutter and disorganization? This video program and employee handbook will teach managers and employees at all levels how to better manage their time by identifying time-wasters, setting goals, and communicating effectively.

**Length:** 23 min.

**Format:** VHS

**Vendor:** Learning Communications

**Region Library Location:**  
[SW Region](#)

## **Fearless Facilitation – How to Lead effective Meetings**

Learning Communications

### **Course Information:**

Includes 2 programs: How to Lead Effective Training and How to Lead Effective Meetings.

#### **How to Lead Effective Training**

How to Lead Effective Training builds the confidence, poise, knowledge, and skills demonstrated by facilitators who are exceptionally competent. Participants will learn how to generate quality discussions, make smooth transitions between activities, and manage disruptive behaviors. Organizations will benefit by having facilitators who increase the value of their training sessions, thus building the skills of associates.

#### **How to Lead Effective Meetings**

Designed to build confidence and competence in leading effective meetings, How to Lead Effective Meetings will teach meeting leaders how to achieve desired results and manage relationships and process at the same time. By focusing on the roles, responsibilities, knowledge, and skills of a fearless facilitator, participants will learn how to increase the value and outcomes of their meetings, yielding wise decisions and actions.

**Length:** 22 min.

**Format:** DVD

**Vendor:** Learning Communications

**Region Library Location:**

[SW Region](#)

## Taking Charge of Change

Learning Communications

### **Course Information:**

Teach individual employees the skills necessary to understand and support change initiatives. By learning to recognize and address the internal transitions associated with any change, individuals are better able to guide themselves productively through organizational change.

This newly updated version features vignettes in a variety of industries - manufacturing, white-collar business, healthcare, government and education, and contains many more "how-to" applications than the original.

Stunning visual images feature a rookie skydiver making his first solo jump a powerful metaphor for the leap we take into the unknown each time we experience a change in our own work lives.

Develop useful strategies for moving through the three stages of workplace change (Endings, the Neutral Zone and Beginnings) including:

- Differentiate between "change" and "transition".
- Discover the three stages of change transition.
- Identify which of the three stages of change is more difficult for you and why.
- Learn how causes or conditions around a change can influence one's needs through the transition that follows it.
- Understand how and why each person in a workgroup may experience transition stages differently.
- Recognize the role of communication (within teams, between teams, and between management levels) in the transition process.

The workplace vignettes provide a realistic look at the types of changes we experience at work, and the steps we can take to help manage our response to those changes.

**Length:** 18 min.

**Format:** DVD

**Vendor:** Learning Communications

**Region Library Location:**

[SW Region](#) & [NE Region](#)

## Communication Non Verbal Agenda

### **Course Information:**

This is a provocative film that examines the role that nonverbal messages play in our lives at work. We learn that ignoring nonverbal language can have costly consequences.

As we see in the film, it is especially troublesome when we send or receive mixed messages—when the words say one thing and the facial expressions, tone of voice, and body language say something else. Confused messages greatly impair our ability to communicate effectively. They have an adverse impact on morale, performance and productivity.

Fortunately, however, we can all improve our abilities in this area. Nonverbal language is something we cannot afford to ignore. It is a powerful and fascinating aspect of communication. This film offers concrete guidance in becoming more alert to this "silent language."

Viewers will understand that nonverbal messages are equally or even more important than the words we use. They will also see what happens when verbal and nonverbal messages conflict, and what types of messages are conveyed by nonverbal language. Viewers will learn what to listen to and look for in a nonverbal message, understand cultural differences in nonverbal language, become aware of one's own nonverbal language, and the importance of sending consistent messages.

**Length:** 19 min.

**Format:** DVD

**Vendor:** Learning Communications

**Region Library Location:**

[SW Region](#)

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**Length:** 19 min.

**Format:** DVD

**Region Library Location:**

[SW Region](#)

## Riding the Wave

### **Course Information:**

Since the publication of “From Chaos to Confidence”, I have seen many people and organizations that aspire to become “learning organizations.” But there’s one problem. Most people, in spite of their aspirations toward growth and learning, do not have sufficient trust in themselves to let go of the need to look good or appear in control. Dealing with change requires that we go through an uncomfortable period of “not knowing”—learning something we’re not yet good at or hanging out in unfamiliar territory.

The secret of this training is in letting go of the need to be right, or to get our own way, and instead focusing on what we can learn from every single unwanted surprise that happens to us.

**Length:** 27 pages, 18 minutes, color

**Format:** Leader’s Guide, Video

**Vendor:** CRM Learning

**Region Library Location:**

[SW Region](#) & [NE Region](#)

## The Abilene Paradox

### Course Information:

“The Abilene Paradox” is a recognized milestone in training videos. Originally based upon the article of the same name by Dr. Jerry Harvey, it examines one of the core dynamics of group decision-making, and helps managers and their work teams recognize the downside of mismanaged agreement.

This fast-paced workshop will help managers, supervisors, and staff find positive ways to come to effective agreements between individuals and groups, and avoid the trap of moving in directions that are counter-productive to the group’s overall purpose.

Individuality, equal opportunity, centralized organizational structure—these have been the hallmarks of traditional American management. But times have changed. For more than three decades, managers worldwide have been engaged in fierce competition with global competitors in a rapidly expanding international marketplace.

To meet this competition, companies have modified their approach to management, with an increasing emphasis on quality, customer service, teamwork, and decentralized, participative management.

Change comes slowly to large organizations. It happens by-by-bit, and decision-by-decision. CRM’s Abilene Paradox Workshop provides the tools to help your company address a key dynamic in group decision-making and participative management, and to take a more pragmatic and honest approach to group consensus.

**Length:** 62 pages, 15 pages

**Format:** Leader’s Guide, Participant Workbook (x10), VHS DVD with chaptered Second Edition and First Edition of “The Abilene Paradox”, PowerPoint presentation on CD-ROM, 10 “Skip the Trip” sticky notes, 10 Reminder Cards, Poster

**Vendor:** CRM Learning

**Region Library Location:**

[SW Region](#) & [NE Region](#)

## Communicating Non-Defensively

### **Course Information:**

“Communicating Non Defensively” has been a perennial best-seller for well over a decade. And now, with this new REVISED VERSION, CRM has created an instant classic, with significantly updated information about how to avoid becoming defensive, and how to avoid eliciting defensiveness in our colleagues. This new version also gives salient information about how our defensive reactions can develop into a Defensiveness Chain that can sabotage the morale and teamwork of an entire organization.

**Length:** Participant workbook-18 pages. Leader’s Guide-36 pages. Leader’s Guide to Film and Video-11 pages.

**Format:** DVD, Participant Workbook, Leader’s Guide, Leader’s Guide to Film and Video.

**Vendor:** CRM Learning

**Region Library Location:**  
[SW Region](#) & [NE Region](#)

## Between You and Me

### **Course Information:**

#### How To Training Points

- How to understand both sides' points of view
- How to vent and neutralize emotions
- How to listen without being argumentative or judgmental

A trainer's favorite since its release, this video uses believable, realistic role-plays to help workers embrace teamwork and solve their own conflicts with minimal management intervention.

**Length:** 23 min.

**Format:** DVD

Course Materials Guide

**Vendor:** Learning Communications

**Region Library Location:**

[SW Region](#) & [NE Region](#)

## Dealing With Conflict

### **Course Information:**

Conflict shifts the focus away from work and the basic goals of the team, department and organization, negatively impacting productivity and thus, the bottom line.

Surveys show that managers now spend about 20 percent of their time on conflict resolution. And employees -- now carrying the increased responsibilities of such programs as empowerment and quality management -- are more vulnerable to conflict than ever. As medical personnel are asked to become more self-directed, contribute their opinions and communicate with a greater variety of people, they need ready access to their own conflict management skills. This video gives healthcare workers true insight and the lasting strategies for working through conflicts with less dependence on superiors.

This video offers proven methods for recognizing and resolving conflict. While the skills and insights presented here will enhance management's ability to resolve conflicts, they are for all employees -- enabling everyone to work through conflicts with less dependence on superiors. These interpersonal skills have never been more needed by the healthcare workforce - or more valuable to the organization in its pursuit of objectives.

Three scenarios in personal, business, and healthcare settings dramatize the five positions taken by most people during conflict: avoiding, accommodating, competing, compromising, and collaborating.

Viewers will learn:

- Proven methods for recognizing conflict
- The five most valuable methods of conflict resolution
- The two basic dimension of human behavior in conflict situations
- How to take responsibility for conflict and its resolution

**Length:** 20 min.

**Format:** DVD

**Vendor:** Learning Communications

**Region Library Location:**

[SW Region](#) & [NE Region](#)

## Telephone Doctor: Customer Service Training

### **Course Information:**

Offering customer service training products and services which will improve the way your organization communicates with customers. These skills, ideas and techniques will translate into higher revenue, lower customer turnover and reduced stress on your customer service team.

**Format:** DVD (disks 1,3,5), Seven Keys DVD

50 tips (booklet), Participant Materials & Workbooks, Reminder Cards,

**Vendor:** Learning Communications

**Region Library Location:**

[SW Region](#)

## Leaders of Character: Leadership – The West Point Way

### **Course Information:**

However we define leadership—and there are dozens of ways to do so—leadership is always personal. Leadership is always expressed as a unique combination of personal skills and capacities—acquired by individuals, demonstrated by individuals, and recognized in those individuals who inspire and influence us.

For two hundred years, The United States Military Academy at West Point has been one of the world's premier training grounds for building world leaders. From Ulysses S. Grant, Douglass MacArthur and George Patton to Dwight Eisenhower and Norman Schwartzkopf, West Point graduates have shaped the course of history.

The West Point experience takes cadets out of their comfort zone, hands them difficult goals and novel experiences, and invites them to become creative thinkers. As a result, they change in very fundamental ways.

**Length:** 65 pages, 12 pages, 36 minutes

**Format:** Leader's Guide, Participation Workbooks (10), VHS video or chaptered DVD, CD-ROM with PowerPoint presentation and 3 Booster Shots, Reminder Cards (10)

**Vendor:** CRM Learning

**Region Library Location:**

[SW Region](#) & [NE Region](#)

## Teamwork in Crisis: The Miracle of Flight 232

### Course Information:

Teams come in all shapes and sizes: quality teams, production teams, sales teams, new product teams, cross-functional teams, virtual teams, natural work groups and even management teams. Despite these differences they all share three common elements:

- There is a common purpose of shared goals.
- Members are interdependent.
- Everyone agrees that working together is the only way to accomplish the goals.

Teams work in all kinds of industries, cultures and organizations. However, many people believe that teamwork is too cumbersome and time-consuming to be effective in a crisis situation. As the saying goes, "I don't want people sitting around talking, I want someone to take over and solve the problem." Wrong. In a crisis situation, you'll need everyone committed to a plan of action, pulling together to achieve the goal, communicating vital information and executing flawlessly.

**Length:** 37 pages, 15 pages, 28 minutes, 25 cards

**Format:** Leader's Guide, Participant Workbook (x10), DVD, CD-ROM, Reminder Cards

**Vendor:** CRM Learning

**Region Library Location:**

[SW Region](#) & [NE Region](#)

## We're On the Same Team, Remember?

### Course Information:

Perhaps because the organizational world is changing so often and so radically, it's rare in the training world for a training video to achieve the position of true "classic". It requires a truly rare blend of timeless message, compelling instruction and memorable entertainment value, not to mention a story that illuminates without being dogmatic or moralistic.

In Customer Service training, there is CRM's classic **REMEMBER ME? Second Edition**, which simply and effectively allows viewers to put themselves into the shoes of the Customer. And there is also the Longman Training video, **WE'RE ON THE SAME TEAM, REMEMBER?**, which has given generations of viewers an engaging view of customer service from a unique team perspective. The video shows how a well-meaning, hard-working organization loses a critical sale due to a combination of errors and miscommunications. Over the years, this video has been used in countless training sessions on teamwork, listening skills, communication, empowerment and customer service. Now by special arrangement with Training Direct, CRM is proud to announce the release of a newly-revised version of that customer service classic.

**WE'RE ON THE SAME TEAM, REMEMBER? Revised Edition** updates the timeless message, that we're all part of team success, or failure, each and every day in a hundred small ways. For those viewers familiar with the earlier version, you'll find the same compelling instruction now updated for our team-conscious organizational times. For those who may be seeing the video for the first time, you're in for a rare treat: a universal training message that has special significance for today's viewers, whether a part of formal "teams" or not.

**Length:** 41 pages, 9 pages

**Format:** Leader's Guide, Participant Workbook (x10), DVD

**Vendor:** CRM Learning

**Region Library Location:**

[SW Region](#) & [NE Region](#)

## Whale Done

### Course Information:

“Whale Done!” is designed to teach people how to improve their relationships at work in order to become more productive and to achieve better results.

We have to rely on and work with others in order to be productive and achieve results. The problem is that many work environments are not conducive to positive relationships. Instead, they employ the GOTcha! approach (catching people doing things wrong). If an employee makes a mistake, then someone else is waiting to catch the employee with a GOTcha! Many times, GOTcha! is the result of our upbringing, is inadvertent, or is a result of a lot of programs that focus on fixing problems. This type of culture can be unproductive and self-defeating. While focused on the mistake, we are inadvertently reinforcing what we don't want to happen—the negative behavior.

The “Whale Done!” Approach can have a dramatic positive impact on your relationships with others. It is contagious and will help your entire organization increase productivity, improve employee morale, and achieve better results.

“Whale Done!” will help your employees learn how to build trust, accentuate the positive, and when a mistake occurs, redirect the energy for a more productive outcome. It provides a clear, easy-to-use approach that will help employees discover the power of positive relationships and enable them to make more effective choices in their interactions with coworkers.

**Length:** 118 pages

**Format:** Book, 10 Participant Workbooks, DVD, PowerPoint

**Vendor:** Vision Point, Ken Blanchard Companies

**Region Library Location:**

[SW Region](#) & [NE Region](#)

## Workteams and The Wizard of Oz

### Course Information:

MGM's "The Wizard of Oz" (1939) has delighted audiences for almost half a century with its magical depiction of Dorothy and her adventures in the land of Oz. And now, with CRM FILMS "WORKTEAMS AND THE WIZARD OF OZ", the time-honored lessons and values from this multi-generational classic are available in an exciting new format to every team member in your organization.

I suspect you'll find, as I have, that training audiences respond enthusiastically to the learning points in the video and that it leads to important discussion about the role of teams and team members within your organization. Along with the compelling Training Designs in this Leader's Guide, I think "WORKTEAMS AND THE WIZARD OF OZ" will become one of your most trusted training resources in the areas of workteams, communication, diversity and goal-setting.

**Length:** 32 pages, 18 minutes

**Format:** Leader's guide, DVD

**Vendor:** Advanced Knowledge, featuring Ken Blanchard

### Region Library Location:

[SW Region](#) & [NE Region](#)

## The Magic of We

### Course Information:

It wasn't a typical Saturday morning for the senior management team at Snapper Lawnmowers. As each manager, along with various suppliers, strode through the plant door to face a waiting pile of lawnmower parts, they knew something about the day would be different.

By the end of the day, significant results had been achieved. Beyond building the new model lawnmowers, there was a new attitude. Important lessons had been learned. Something had changed. There was a sense that the serious downside the company had been in could be reversed. No one thought the problem was over, but everyone could now see how a solution could be reached.

What happened at Snapper is the Magic of We.

### WORKSHOP PURPOSE

**The Magic of We** video and workshop materials tell the story of one organization's experience with a unique learning process that helped Snapper Lawnmowers reverse a series of significant problems that threatened its very existence—along with the livelihoods of thousands of employees and retailers.

Your market may be different, but the lessons learned in this flexible workshop have relevance to any organization, in crisis or not.

**Length:** 131 pages, 15 pages

**Format:** Leader's guide, Participant workbook (x10), DVD, CD-ROM, Post-it Notes packages (x10)

**Vendor:** CRM Learning

**Region Library Location:**  
[SW Region](#) & [NE Region](#)

## Time: The Next Dimension of Quality

### **Course Information:**

Applying time-based principles is essential to the success—even the survival—of business. All business activities should ultimately be about gaining the competitive advantage. Historically, Quality has been the cutting-edge concept. If you concentrated on quality you had an edge, a strategic differentiator. However, as more and more organizations have applied sound quality principles, that edge has dulled. To stand out you had to do more, which led to the merging of a customer focus with those quality principles. Thus, a new edge—customer-focused quality—was created. Today, as more organizations are integrating customer-focused quality in all departments, the need for a new cutting edge has emerged. Merging the principles of time with customer-focused quality is the next logical extension of the concepts of quality and customer focus.

**Length:** 80 pages

**Format:** Leader's Guide, DVD

**Vendor:** CRM Learning, Featuring John Guaspari

**Region Library Location:**

[SW Region](#) & [NE Region](#)

## 10 Great Games and How to Use Them

### **Course Information:**

Trainers have long believed in the adage “live and learn.” Not surprisingly, they have always known that experience is often the best teacher. Experiential learning in the form of trainer-conducted games is frequently more effective than traditional classroom methods in increasing learning and retention. Research shows that adults learn more effectively by doing—by using their new knowledge and skills—than by passively listening or reading.

Games frequently provide the basis for successful training programs. They aid in program preparation, instruction, and evaluation. Their strongest feature is the element of fun that relaxes, motivates, and involves every participant from the outset, making learning enjoyable and productive. Games also use the five basic senses, particularly sight, sound, and touch, making for a more comprehensive and effective learning experience.

**Length:** 20 pages

**Format:** Book

**Vendor:** ASTD Press

**Region Library Location:**  
NE Region

## 90 World-Class Activities by 90 World-Class Trainers

### **Course Information:**

The book is divided into two sections and sixteen chapters. Section one, “Training and Consulting Topics,” includes twelve of the sixteen chapters. Each chapter represents a specific training topic: change management; coaching, mentoring and feedback; communication; conflict and collaboration; creativity; customer service; diversity and differences; leadership; organizations and process improvement; self-management; solving problems and making decisions; and teamwork. In many instances the activities may be used for a variety of training topics, even though they are located in one specific chapter. The activities are presented as complete and ready-to-use designs for working with groups: facilitator instructions, lecturettes, handouts, and participant materials are included. Section Two, “Training Tools and Skill Development,” represents two broad areas of interest to trainers, speakers, and others in the WLP (workplace learning and performance) field. Chapter Thirteen, “Trainer and Speaker Skills,” presents three activities to assist WLP professionals enhance their presentation skills. Chapter Fourteen through Sixteen include a collection of twenty-seven generic training tools that can be adapted to any session, including icebreakers, closing activities, and transfer tools. All will enrich your training designs.

**Length:** 388 pages

**Format:** Book

**Vendor:** Pfeiffer; Elaine Biech, Editor

**Region Library Location:**  
NE Region

## Activity-Based Management in Government

### **Course Information:**

At last, an approach that gives government organizations hard, objective cost and performance data for management decisions and process improvement! *Activity-Based Costing (ABC)* produces the information you need to reduce costs while enhancing services to citizens.

This is a book for government executives and managers. We wrote it to help you answer tough management questions:

- **Reorganizing:** “Which parts of my organization should be consolidated or decentralized? What work should be done in-house, and what should be outsourced?”
- **Right-sizing:** “How do you size an organization for future work load?”
- **Energizing:** “How do we reenergize stalled improvement initiatives like Total Quality, and set them on the right track?”
- **Measuring performance:** “How do we measure progress in improvement programs and the value of the results they produce?”
- **Managing costs:** “How do we define, identify, and eliminate work that adds no value to our products and services? How do we know our value added work is cost-effective?”
- **Improving controls:** “How do we improve operational and financial controls to reduce risks for the organization and its customers?”
- **Competing:** “How do we compete against other public and private organizations that want to take over our mission and services? How do we develop accurate cost data for competitive bids?”
- **Pricing:** “How do we ensure full cost recovery for goods and services we sell to the public or other agencies?”

**Length:** 296 pages

**Format:** Book

**Vendor:** Coopers & Lybrand, L.L.P.; Joseph Kehoe, William Dodson, Robert Reeve, and Gustav Plato

**Region Library Location:**  
NE Region

## Analyzing Performance Problems

### **Course Information:**

Solutions to problems are like keys in locks; they don't work if they don't fit. And if solutions aren't the right ones, the problem doesn't get solved.

This book is about problems that arise because people aren't doing what they are supposed to be doing or what you would like them to be doing. It describes each of a series of questions to ask when faced with this sort of "performance problem," and offers a quick-reference checklist to help you determine what sort of solution is most likely to work.

If you have ever been told, or have said, "We've got a training problem" or "They could do it if they wanted to," this book will help.

**Length:** 143 pages

**Format:** Book

**Vendor:** Pitman Learning, Inc., Robert F. Mager, Peter Pipe

**Region Library Location:**  
NE Region

## ASTD Trainer's Toolkit

### **Course Information:**

This is the second toolkit on evaluation instruments. As you look through this volume, you will note evaluation instruments that measure a variety of programs, activities, events, and situations. You will find evaluations on training courses, leadership development programs, diversity-related programs, computer skills, multi-rater feedback interventions, organization development, and empowerment. The formats include pre- and post-tests, competency exams, interview and observation formats, and course planning and evaluations. The specifics of each program may help you equate it with your own program evaluation. From the instruments we received, we have selected a representative sample reflecting the focus, type, and format of instruments submitted.

**Length:** 220 Pages

**Format:** Book

**Vendor:** American Society for Training & Development

**Region Library Location:**  
NE Region

## Basics of Stand-Up Training

### Course Information:

Stand-up training seems pretty simple, right? Just find out all you can about the training topic, put together a presentation, and lecture the learners for a few hours. The hardest part for those of us terrified of getting up in front of people and giving any kind of speech is the presentation itself, right?

Wrong! If you are interested in enabling your audience to learn something and then apply it productively, stand-up training is a far more complicated process than simply giving a lecture. Learning doesn't just happen because information is poured into people's ears, especially not when the learners are adults.

Adults need to incorporate new skills and knowledge into the framework of their existing knowledge and experience; they need to know what the new skills and knowledge are going to do for them; and they need to be actively engaged in learning through practice and application.

So you have a lot of things to think about and do to train effectively. But this *Infoline* will help you get through the process in a way that is manageable and easy to follow. This issue is organized into three major sections:

1. Before You Start.
2. On Your Feet.
3. When It's Over.

Hopefully, the tips and techniques provided here will leave you thinking at the end of the day. "Hey, these folks actually learned something that will make them more effective and satisfied in their jobs and have a positive impact on their organizations' bottom lines!" and "Wow, these evaluations are great! My boss will be thrilled!"

**Length:** 18 pages

**Format:** Book

**Vendor:** ASTD Press

**Region Library Location:**  
NE Region

## Benchmarking

### **Course Information:**

Info-line is a series of “how-to” reference tools; each issue is a concisely written, practical guidebook that provides in-depth coverage of a single topic vital to training and HRD job performance. Info-line is available by subscription and single copy purchase.

**Length:** 16 pages

**Format:** Book

**Vendor:** American Society for Training & Development

**Region Library Location:**  
NE Region

## Collecting Data with Electronic Tools

### **Course Information:**

- Obtain accurate data for your training and business needs.
- Use a model to guide your research efforts
- Select the best electronic data collection methods

**Length:** 18 pages

**Format:** Book

**Region Library Location:**  
NE Region

## Continuous Performance Appraisal: Coaching is the Key

### **Course Information:**

With an appraisal looming, a frustrated manager finds himself at the end of his rope. Help arrives from the magical (and funny!) Harry Anderson, who takes the manager through the three steps of the Continuous Performance Appraisal process:

#### Preparation

- involve the employee
- gather the proper information

#### The Appraisal Meeting

- put the employee at ease
- be positive and listen
- reach mutual goals and objectives

#### Follow-through

- provide regular, ongoing feedback
- raise when possible
- coaching is the key

**Length:** 21:42 minutes

**Format:** DVD, CD with PDF Leader Guide

**Vendor:** Coastal Training Technologies Corporation

**Region Library Location:**  
NE Region

## Costs, Benefits, & Productivity in Training Systems

### **Course Information:**

Who Needs It? As a manager or administrator in an organization, you are accountable for certain projects or activities. Being accountable means that you have to respond to the following types of questions:

- What are you doing now?
- How much does it cost?
- How can we improve our system?
- What will the improvement cost?
- How long will the improvement take?
- What cost savings or benefits will the improvement produce?

**Length:** 199 pages

**Format:** Book

**Vendor:** Addison-Wesley Publishing Company, Greg Kearsley

**Region Library Location:**  
NE Region

## Crash and Learn

### **Course Information:**

The hundreds of suggestions in this book comprise more than just a lit of action items to prevent embarrassment or confusion in the classroom. As the author points out, the ultimate purpose of this book is to enable any presenter to:

- Build connections with learners and audiences and engage both their heads and their hearts.
- Present a powerful and polished image and improve audiences' performance and results.
- Create an empowering and motivational learning environment.

Finally, the author gets personally involved by offering his own "In the Trenches" examples of mistakes he has made and the lessons he took away from the experience. To enhance immediate application, each chapter ends with an exercise section that allows you to build an action plan to incorporate new ideas into your presentation repertoire.

**Length:** 129 pages

**Format:** Book

**Vendor:** ASTD Press; Jim Smith, Jr.

**Region Library Location:**  
NE Region

## Would I Follow Me?

### **Course Information:**

The one thing you never get to do as a leader is watch yourself lead.-“Would I Follow Me” Video

Have you ever considered the effect you, as a leader, have on the people who work for you? Your behavior strongly influences the success or failure of your work group. In this video program, one leader gets to see the significant, but often unintended, effect he has on his work group. As he learns from his mistakes, he demonstrates effective leadership behaviors. Viewers not only learn successful leadership practices, but also recognize how significant their own behavior is in determining success.

**Length:** 28 pages, 18 minutes

**Format:** Training Leader’s Guide, DVD

**Vendor:** Video Visions

**Region Library Location:**  
NE Region

## Write Better Behavioral Objectives

### Course Information:

Writing better behavioral objectives means knowing precisely where you want to go before you choose a way to get there. Simply stated, behavioral objectives are statements that describe the kind of performance learners should be capable of at the end of the training period. Objectives set the stage for the selection of training materials and approaches to training. They are guidelines for learners' courses of study and instruction, and they provide sound bases for developing tests and other means of evaluating performance.

Behavioral objectives—also referred to as *performance, training, and learning* objectives—are an integral part of the instructional design process. Instructors use objectives to plan their training programs and courses. Learners use them to help direct their learning behavior and activity more efficiently. Classification of objectives according to learning domain helps trainers and course designers understand and explain the objectives in greater detail. Objectives are classified under these domains:

- cognitive (knowledge)
- psychomotor (skills)
- affective (attitudes)

**Length:** 15 pages

**Format:** Book

**Vendor:** ASTD Press; Cat Sharpe, Editor

**Region Library Location:**  
NE Region

## Transfer of Training: Action-Packed Strategies to Ensure High Payoff from Training Investments

### Course Information:

*Transfer of Training* is based on three major premises:

- (1) U.S. organizations spend billions of dollars each year on human resource development (HRD) for their employees.
- (2) Most of that investment in organizational training and development is wasted because most of the knowledge and skills gained in training (well over 80%, by some estimates) is not fully applied to those employees on the job.
- (3) For these organizations to remain competitive in the global marketplace, and to develop the highly skilled workforce that can contribute to solutions for the world's pressing problems, *improving transfer of training* must become HRD's top priority. Our multibillion-dollar training industry has to show that HRD investments pay off in improved performance on the job.

**Length:** 194 pages

**Format:** Book

**Vendor:** Perseus Books; Dr. Mary L. Broad, Dr. John W. Newstrom

**Region Library Location:**  
NE Region

## Transferring Learning to Behavior : Using the Four Levels to Improve Performance

### **Course Information:**

Today, trainers, training consultants, and anyone responsible for the performance of others is saddled with the job not of simply imparting skills, but of improving performance by changing behavior. Here the Kirkpatricks speak to training specialists, HR managers, group leader, technical support professionals, small business owners, supervisors, managers and even corporate executives, showing how to bridge the divide between learning and behavior.

Beginning with an overview of the current state of the four levels, the Kirkpatricks examine the reasons for the devastating disconnect between learning and behavior; describe the foundations that must be in place before moving on to confront the true challenge of transferring learning to behavior; and finally, show precisely how to ensure that there is organizational support, and employee and managerial accountability, for putting the new behaviors into practice.

**Length:** 182 pages

**Format:** Book

**Vendor:** Berrett-Koehler Publishers, Inc.; Donald D. Kirkpatrick, PhD and James D. Kirkpatrick, PhD

**Region Library Location:**  
NE Region

## Transferring Learning to the Workplace

### **Course Information:**

How can learning be transferred to the workplace?

Training can be deemed as ineffective any time employees cannot transfer what they've learned to their jobs. "IN ACTION: Transferring Learning to the Workplace" features case after case of HRD professionals providing training that is directly transferable to the job—some with remarkably successful performance improvement results.

Each case in this volume of ASTD's "IN ACTION" series is a real-world example with real-world results. And every case shows the best (and some not-so-stellar) practices that all trainers can learn from.

**Length:** 331 pages

**Format:** Book (2 copies)

**Vendor:** ASTD Press; Jack J. Phillips, Series Editor and Mary L. Broad, Editor

**Region Library Location:**  
NE Region

## Transforming Stress Into Power: The Energy Director System

### **Course Information:**

Can you easily focus your energy and attention on a specific task? Can you turn up your energy level to meet new demands? Are the relationships in your life, in your home or at work, happy ones? Do you have as much creativity as you'd like?

This is the book that can help you answer "Yes" to those questions. Because each question has to do with how well you manage stress...and whether or not you're in charge.

Transforming Stress Into Power is truly a breakthrough book. It's the work of two noted experts, Dr. Mark Tager and Steve Willard, skilled leaders of hundreds of seminars. It shares the secrets of making an active choice between being an Energy Director or a Stress Carrier.

**Length:** 148 pages

**Format:** Book

**Vendor:** Great Performance, Inc.; Mark J. Tager, M.D., Stephen Willard

**Region Library Location:**  
NE Region

## Twenty Questions on Conference Leadership

### **Course Information:**

#### **Length:**

A working handbook for managers and supervisors at all levels of business. TWENTY QUESTIONS ON CONFERENCE LEADERSHIP covers the sensitive areas of conference practice. The "Twenty Questions" are drawn from the author's rich experience in planning, writing, and leading conferences of all sizes and types as well as his years of contact with conference leaders and students of the process of group communication. The answers to the questions, although not suggested as absolutes, are practical, time-proven solutions to some of the thorniest problems facing today's conference leaders. Also included in the book are sections on the use of hand tools and mechanical tools of conference leadership, and an audio-visual check-chart.

**Length:** 126 pages

**Format:** Book

**Vendor:** Addison-Wesley Publishing Company, Ernest D. Nathan

**Region Library Location:**  
NE Region

## Up the HRD Ladder A Guide for Professional Growth

### **Course Information:**

Along with all the other complexities of organizations, human resource development has evolved into an intricate, multi-dimensional field requiring professional expertise.

Neal Shalofsky and Carnie Ives Lincoln have delineated ten major areas of concentration in HRD along with the guidelines for implementing the skills required from a professional as well as a personal perspective.

UP THE HRD LADDER: A GUIDE FOR PROFESSIONAL GROWTH is indispensable in informing the HRD practitioner about:

- What the current trends are in HRD and how to keep abreast of them.
- What the levels of competency are in HRD.
- How to design self-directed programs in training and development.
- How to be a more productive professional trainer.

Where HRD is a full-time career or one segment of your present responsibilities, UP THE HRD LADDER will enable you to assess your professional growth and improve your own personal training and development.

**Length:** 161 pages

**Format:** Book

**Vendor:** Addison-Wesley Publishing Company, Inc.  
Neal Chalofsky, Carnie Ives Lincoln

**Region Library Location:**  
NE Region

## Using Job Aids

### **Course Information:**

According to Angus Reynolds's "The Trainer's Dictionary: HRD Terms, Acronyms, Initials, and Abbreviations", a job aid is "any device, simple or complex, that an employee uses on the job to perform reliably. Job aids reduce the amount of information the performer must recall or retain in order to successfully carry out a task and are usually employed to increase the likelihood of high fidelity performance."

This "Infoline" presents a six-step process that will help you create and use job aids effectively. The steps are:

1. Determine when to use a job aid.
2. Select the type of job aid to use.
3. Select the appropriate medium.
4. Design the job aid.
5. Implement the job aid.
6. Evaluate the job aid.

**Length:** 16 pages

**Format:** Book

**Vendor:** ASTD Press, Susan Boyd

**Region Library Location:**  
NE Region

## What Works Assessment, Development, and Measurement

### **Course Information:**

This book provides practical tools for human resource development professionals who are seeking to translate the findings of found research into sound practice within their organizations.

Sifting through the huge number of variables that affect human performance, and isolating the effect of any one of them, is next to impossible in the complex, dynamic organizations in which most of us work. And yet, that is precisely what is needed if HRD practices are to be designed and implemented optimally.

Sound research can help make sense of this complexity and provide guidance in the construction of sound practice. Unfortunately, sorting through the research on any given aspect of human resource development can be a daunting task. The “What Works” series is designed to solve these problems and facilitate the translation of research into practice.

ASTD is proud to present this first book in the “What Works” series: “Assessment, Development, and Measurement”. The topics in this book were chosen both because of their importance to the HRD community and the potential for research to address them meaningfully.

**Length:** 186 pages

**Format:** Book

**Vendor:** ASTD Press, Laurie J. Bassi & Darlene Russ-EFT, Editors

**Region Library Location:**  
NE Region

## What Works: Training and Development Practices

### Course Information:

This book provides practical tools for human resource development professionals who are seeking to translate the findings of sound research into sound practice within their organizations.

Sifting through the huge number of variables that affect human performance, and isolating the effect of any one of them, is next to impossible in the complex, dynamic organizations in which most of us work. And yet, that is precisely what is needed if HRD practices are to be designed and implemented optimally.

Sound research can help make sense of this complexity and provide guidance in the construction of sound practice. Unfortunately, sorting through the research on any given aspect of human resource development can be a daunting task. The “What Works” series is designed to solve these problems and facilitate the translation of research into practice.

ASTD is proud to present this second book in the “What Works” series: “Training and Development Practices”. The topics in this book were chosen both because of their importance to the HRD community and the potential for research to address them meaningfully.

**Length:** 152 pages

**Format:** Book

**Vendor:** ASTD Press, Laurie J. Bassi & Darlene Russ-EFT, Editors

**Region Library Location:**  
NE Region

## Training Design Basics

### **Course Information:**

“Training Design Basics” is the second book in the new ASTD “Training Basics” series. This practical, how-to book zeroes in on the skills readers need to design successful classroom training. All phases of training design are covered here, including planning and needs analysis; writing, designing, and evaluating course materials; and marketing and administration. New trainers, subject matter experts, and even experienced trainers will find the real-world approach of this book especially helpful. Learning guideposts along the way, including dozens of “Basic Rules, Noted,” and “Think About This” sidebars, enable the reader to scan the book and pick out and apply key concepts immediately. In addition, each chapter ends with an interactive section called “Getting It Done” that guides readers in direct applications of new skills.

**Length:** 203 pages

**Format:** Book

**Vendor:** ASTD Press, Saul Carliner

**Region Library Location:**  
NE Region

## Training for Results: A Systems Approach to the Development of Human Resources in Industry - Second Edition

### **Course Information:**

*Training for Results: A Systems Approach to the Development of Human Resources in Industry, Second Edition* presents training as a system with components flexible enough to fit into different models, depending on the needs and resources of the individual organization. The book includes numerous examples of different approaches to training and provides charts and checklists to serve as planning and evaluation guides.

**Length:** 269 pages

**Format:** Book

**Vendor:** Addison-Wesley Publishing Company, Malcolm M. Warren

**Region Library Location:**  
NE Region

## Training for Results

### **Course Information:**

Many trainers and educators have never been taught how to teach. When confronted with the need or opportunity to give instruction, they unconsciously follow the models provided by the hundreds of past teachers they've had. Instructors tend to teach the way they've been taught. And their models haven't always been the best ones if their purpose is to change behavior and improve performance.

In "Training for Results", the emphasis is on teaching in order to make changes in behavior. This book provides a wealth of training handouts that Scott Parry has developed in the process of conducting more than 400 train-the-trainer workshops for thousands of instructors and course designers over the last 40 years. This book contains easy-to-follow readings, self-assessments, planning sheets, training tools, and other forms of learning exercises to fit every training course need. The book's 40 chapters are arranged in the natural flow of activities associated with the preparation and instruction of a new course, and at least one learning exercise appears in each chapter.

**Length:** 295 pages

**Format:** Book

**Vendor:** ASTD Press, Scott B. Parry

**Region Library Location:**  
NE Region

## Training Games

### **Course Information:**

“Training Games”, provides just the right amount of step-by-step help and practical advice to move you past the fear of using games and into a position of seasoned confidence. By following the advice of two veteran training professionals with hundreds of hours of classroom game experience, you will learn how to

- select and plan the right game for your training
- choose the right format, from simple paper and pencil, card games, and board games, to games requiring props
- facilitate and evaluate your learning game play.

In addition, “Training Games” provides 11 classroom-tested learning games that you can use immediately, or adapt, and modify to build your own unique games. A convenient game use matrix is provided to guide you in selecting the best-practice game that’s the optimum fit for your objectives. Finally, all the templates and worksheets are included on a CD-ROM to allow for immediate application in the classroom.

**Length:** 128 pages

**Format:** Book, CD Rom

**Vendor:** ASTD Press, Steve Sugar & Jennifer Whitcomb

**Region Library Location:**  
NE Region

## The Attitude Virus

### **Course Information:**

The Attitude Virus is not just a modern affliction, but one that has been a concern for centuries. It can affect the weak or the powerful, the home or workplace, the worker or employer. Worst of all, if not discovered and eliminated quickly, the virus can spread to epidemic proportions, leading to loss of confidence, enthusiasm, creativity, and productivity.

A healthy attitude is imperative for a well-functioning team or organization to achieve its goals. A positive environment can:

- Increase productivity and long-term growth
- Improve group performance and morale
- Improve customer satisfaction
- Reduce grievances, accidents, absenteeism and turnover
- Eliminate waste and the need to redo work
- Open up communication
- Increase initiative, creativity, and participation in decision making and problem solving.

**Length:** 30 pages, 20 pages, 21 minutes, color

**Format:** Leader's Guide, Participant Workbook, DVD

**Vendor:** CRM Learning; Videoscript written by Kirby Timmons and Eric Edson, Participant Workbook Prepared by Jane Gould

**Region Library Location:**  
NE Region

## The Bad Attitude Survival Guide

### **Course Information:**

With the increased pressures on business today, the workplace can be rampant with resentment, subpar performance, and inflexibility. So how does a manager address the issue of employee and coworker negativity, and create a more positive workplace? Using practical information, useful diagnostic tests, and hands-on instruction, *The Bad Attitude Survival Guide* provides managers with the tools, insights, and strategies to identify root causes of antiproduative behavior, diagnose problems, and foster a more cooperative and productive working environment. It also realistically assesses the limitations managers might face, identifies problems that cannot be corrected, and suggests how to proceed in a way that will obtain the most desirable results.

**Length:** 278 pages

**Format:** Book

**Vendor:** Perseus Publishing, Harry E. Chambers

**Region Library Location:**  
NE Region

## The Balanced Scorecard

### **Course Information:**

Here is the book—by the recognized architects of the Balanced Scorecard—that shows how managers can use this revolutionary tool to mobilize their people to fulfill the company’s mission. More than just a measurement system, the Balanced Scorecard is a management system that can channel the energies, abilities, and specific knowledge held by people throughout the organization toward achieving long-term strategic goals.

**Length:** 322 pages

**Format:** Book

**Vendor:** Harvard Business School Press; Robert S. Kaplan, David P. Norton

**Region Library Location:**  
NE Region

## The Coach: Creating Partnerships for a Competitive Edge

### Course Information:

Technology, competition, and the desire of employees to be meaningfully involved in their work are powerful forces shaping the leader's destiny and future role. The need for quality, service, and effectiveness in organizations will stimulate a demand for employees who think, feel, and act like responsible partners in the enterprise. Reinvigorating employees through COACHING will be critical because it is more difficult for leaders to control the output and accomplishments of an employee as closely and directly as in the past when productivity depended on sheer muscle and sweat. More than ever, leaders will need to develop inspired employees with contagious enthusiasm in order to deliver quality services and products. This long-awaited new book provides refreshing ideas and strategies to help leaders cope with the demands and challenges of their calling.

This book is about the coaching process and the skills, behaviors, courage, and values leaders need to evoke employee commitment and motivation. This is a "how-to" book with a lot of specifics of what to say and how to handle different coaching situations. The authors provide a unique close-up account of a true-to-life manager who discovers the obstacles and challenges of helping an employee over a difficult time. This leader ultimately discovers the keys to coaching success and averts a career threatening disaster.

Many books on leadership focus on general theories, while others treat the topic of coaching in a shallow and oversimplified view. These authors have collected data from over ten years of research and observations that provide a rich and deep understanding of this topic.

**Length:** 199 pages

**Format:** Book

**Vendor:** The Center for Management and Organization Effectiveness;  
Steven J. Stowell, Ph.D., Matt M. Starcevich, Ph.D.

**Region Library Location:**  
NE Region

## The New Congress

### **Course Information:**

Everyone recognizes that much has changed in Congress over the past twenty years. Its members are very different, its rules and internal organizations have been restructured, its staffs have greatly expanded. Yet some basic features of Congress have remained stable over this period, anchored as they are in the constitutional separation of powers and in our decentralized political party system. The purpose of this book is to assess what this mix of continuity and change means for the policy process.

Eleven scholars examine the changes that have taken place within Congress and its environment over the last several decades and the consequences of those changes for the policy process. The authors acknowledge the decentralizing and individualizing trends that critics of the contemporary Congress stress, but most of them also see signs of vitality and adaptiveness in a complex and changing environment.

**Length:** 400 pages

**Format:** Book

**Vendor:** American Enterprise Institute for Public Policy Research  
Edited by Thomas E. Mann and Norman J. Ornstein

**Region Library Location:**  
NE Region

## The Relaxation & Stress Reduction Workbook

### **Course Information:**

Simple, concise, step-by-step directions for mastery of:

- Progressive Relaxation
- Self-Hypnosis
- Mediation Autogenics
- Visualization
- Refuting Irrational Ideas
- Nutrition
- Coping Skills Training
- Biofeedback
- Exercise Assertiveness
- Thought Stopping
- Time Management
- Breathing
- Cue-Controlled Relaxation
- Quick Relaxers

This workbook is designed to teach you the most popular stress management and relaxation techniques and exercises used today. Consider it your guide to increasing your awareness of your personal reaction to stress and building your sense of control and mastery over the stressors in your life. We hope that this process will give you more pleasure and less frustration in your life.

**Length:** 276 pages

**Format:** Book

**Vendor:** Martha Davis, Ph.D., Elizabeth Robbins Eshelman, M.S.W., Matthew McKay, Ph.D.

**Region Library Location:**  
NE Region

## The Time Trap: How to Get More Done in Less Time

### **Course Information:**

Time is a unique resource. Although everybody has exactly the same amount of it, there are always people who complain they never have enough, while a rare few manage to get through a tremendous amount of work each day and still find time to make contributions to their communities and enjoy their private lives. Obviously, the “doers” know something about time that most other people don’t know. What this is R. Alec Mackenzie spells out in THE TIME TRAP—a study of time-wasting and a no-nonsense guide to managing your way out of the trap.

**Length:** 195 pages

**Format:** Book

**Vendor:** McGraw-Hill Book Company, R. Alec Mackenzie

**Region Library Location:**  
NE Region

## **The Worldly Philosophers: The lives, times and ideas of the great economic thinkers**

### **Course Information:**

“If ever a book answered a crying need, this one does. Here is all the economic lore most general readers conceivably could want to know, served up with a flourish by a man who writes with immense vigor and skill; who has a rare gift for simplifying complexities.” –Orville Prescott, *The New York Times*

This is the fifth edition, newly revised for the 1980s, of the most celebrated and popular account of the history of economics ever written.

The concerns of economists—from Adam Smith to Malthus, from Marx to Veblen, from Keynes to our modern-day economists—have changed drastically over the years. The 1980s, with all its complicated politics, its dwindling natural resources and its growing fiscal problems, will be a decade of economic challenges. Now, therefore, more than ever, it is crucial to understand the system that touches our lives every day. In this book, which John Kenneth Galbraith praised for its lucidity, conciseness and excellence of judgment, the author makes comprehensible the history and thinking that underlie a system that is vital and necessary for today’s world. To the book that has educated and entertained millions of readers over the past 25 years, Robert Heilbroner adds his explanation of imperialism, his new estimates of Marx and, most importantly, his discussion of modern economics.

**Length:** 347 pages

**Format:** Book

**Vendor:** Simon and Schuster, Robert L. Heilbroner

**Region Library Location:**  
NE Region

## Training Design & Delivery

### **Course Information:**

Trainers are always on the lookout for a quick, easy-to-use guide to help them through the process of designing, producing, implementing, delivering, and evaluating training programs. “Training Design & Delivery” is intended to be that simple, single-source guide for every trainer, training manager, and even the occasional trainer. Author Geri McArdle provides an easy-to-understand 20-step training system model, along with dozens of useful standard forms and client memorandums, step-by-step methodology checklists, and other job aids. It features a comprehensive trainer’s toolkit that provides tips and techniques on subjects ranging from internal consulting to course construction, to games and retention exercises. After reading this book you will be able to answer the three most critical questions facing any training professional:

- What content should be included?
- How should the material be taught and delivered?
- How can you ensure that the training is working?

**Length:** 234 pages

**Format:** Book

**Vendor:** ASTD Press, Geri McArdle

**Region Library Location:**  
NE Region

## Teaching Tips: A Guidebook for the Beginning College Teacher

### **Course Information:**

Here is the truth about teaching—what it involves, its daily problems and frustrations, and practical guidelines for their solution. Teaching is also revealed as a pleasurable, surmountable, and rewarding profession.

The author of this book is highly regarded, active in his field, and well qualified to give advice, which is based on his strong experience in teaching psychology. He gives to the potential and in-service college teacher clear, practical recommendations on how to get started in the classroom, how to improve the effectiveness of his teaching, and how to draw the student co-operatively into the learning task.

This text offers numerous effective teaching methods, good general advice on how to test the productiveness of certain methods, and results of research on successful teaching.

**Length:** 280 pages

**Format:** Book

**Vendor:** D. C. Heath and Company, Wilbert J. McKeachie

**Region Library Location:**  
NE Region

## The 2005 ASTD Team & Organization Development Sourcebook

### **Course Information:**

From the country's top consultants, team developers, and training facilitators comes this comprehensive collection of team and organization training tools—the most advanced tools available! Focusing on the hottest topics facing organizations today, this one-of-a-kind resource offers 40 games, exercises, learning activities, assessment instruments, handouts, tip sheets, and implementation guides. Experts have prepared and field-tested these tools to enable you to meet and solve the challenges you face today--and develop stronger teams and organizations for tomorrow. Among the areas covered are:

- Managing Change
- Organizational Initiatives
- Facilitating Teams
- Building Cooperation and Trust
- Goal Setting and Planning
- Creative Problem Solving
- Team Development...and More!

**Length:** 293 pages,

**Format:** Book, CD-ROM

**Vendor:** ASTD Press; Mel Silverman, Editor, Patricia Phillips, Assistant Editor

**Region Library Location:**  
NE Region

## The Adult Learner

### **Course Information:**

This much acclaimed text has been fully updated to incorporate the latest advances in the field. As leading authorities on adult education and training, Elwood Holton III and Richard Swanson have revised this edition building on the work of the late Malcolm Knowles.

“The Adult Learner, Sixth Edition” is essential reading for adult learning practitioners, students and HRD professionals. It provides a theoretical framework for understanding the adult learning issues both in the teaching and workplace environments.

**Length:** 378 pages

**Format:** Book

**Vendor:** Elsevier; Malcolm S. Knowles, Elwood K. Holton III, Richard A. Swanson

**Region Library Location:**  
NE Region

## RAPID Needs Analysis

### **Course Information:**

The rapid pace of business today may preclude the often lengthy, time-consuming process of needs analysis. "Rapid Needs Analysis" provides its readers with a framework to conduct an analysis of a performance problem in a fast and efficient manner. Moreover, this book will help you decide if needs analysis is warranted in the first place, and if so, how to get it done quickly. You'll learn how to analyze a request for a performance solution and how to identify a current situation through rapid methods, such as using technology.

**Length:** 115 pages

**Format:** Book

**Vendor:** ASTD Press, Susan Barksdale and Teri Lund

**Region Library Location:**  
NE Region

## Raving Fans: A Revolutionary Approach to Customer Service

### **Course Information:**

“Your customers are only satisfied because their expectations are so low and because no one else is doing better. Just having satisfied customers isn’t good enough anymore. If you really want a booming business, you have to create Raving Fans.”

This, in a nutshell, is the advice given to a new Area Manager on his first day—in an extraordinary new business book that will help everyone, in every kind of organization or business, deliver stunning customer service and achieve miraculous bottom-line results.

*Raving Fans* is written in the parable style of *The One Minute Manager* and uses a brilliantly simple and charming story to teach how to define a vision, learn what a customer really wants, institute effective systems, and make Raving Fan Service a constant feature—not just another program of the month.

America is in the midst of a service crisis that has left a wake of disillusioned customers from coast to coast. *Raving Fans* includes startling new tips and innovative techniques that can help anyone create a revolution in any workplace --and turn their customers into raving, spending fans.

**Length:** 138 pages

**Format:** Book

**Vendor:** William Morrow and Company, Inc.; Ken Blanchard, Sheldon Bowles

**Region Library Location:**  
NE Region

## Return on Investment (ROI) Basics

### **Course Information:**

Learning and performance professionals face constant pressure to provide reliable data that proves the value of their interventions. Who and what are the sources of data? What assumptions are made in the analysis? Is the information credible? What are the costs? These and many other questions around ROI calculation are difficult to answer authoritatively without a fundamental understanding of the ROI process.

**Length:** 187 pages

**Format:** Book

**Vendor:** ASTD Press; Patricia Pulliam Phillips and Jack J. Phillips

**Region Library Location:**  
NE Region

## ROI at Work

### **Course Information:**

Interest in measuring the return-on-investment (ROI) of performance improvement interventions has grown exponentially since the 1994 publication of ASTD's "In Action: Measuring Return on Investment, Volume 1". The success of that book prompted the release of two more "ROI In Action" volumes in 1997 and 2001, which greatly contributed to a growing body of knowledge on the subject.

"ROI at Work" builds on the foundation of those well-received volumes and introduces even more examples of ROI applications in the government sector as well as a variety of industries, including the telecommunications, financial services, technology, and automotive industries. Training, human resources development (HRD), human resources, and performance improvement professionals will learn valuable lessons from these detailed real-world case studies as they work to contribute to the strategic goals of their organizations. College instructors and students also will find value in this book as a supplement to standard HRD textbooks. Researchers and consultants will find that this book provides solid evidence of the validity of ROI measurements and evaluation practices.

**Length:** 174 pages

**Format:** Book

**Vendor:** ASTD Press, Jack J. Phillips and Patricia Pulliam Phillips

**Region Library Location:**  
NE Region

## Speaking Effectively

### **Course Information:**

The video begins with brief comments from people describing their fear of public speaking. As the video unfolds, Host Steve Landesberg of “Barney Miller” fame leads viewers through a series of vignettes that show several simple, reliable techniques they can use to feel comfortable in front of people, and at the same time, communicate their ideas more effectively. He begins by introducing the four main components of public speaking—Mental, Visual, Vocal and Verbal.

**Length:** 11 pages, 23 minutes

**Format:** Leader’s Guide (x2), DVD (x2)

**Vendor:** CRM Learning, Hosted by Steve Landesberg

**Region Library Location:**  
NE Region

## Stress is a Gift

### Course Information:

Sounds strange, doesn't it? But think about it. Isn't some level of stress an important factor in meeting any goal? Don't most people need that edge of energy that comes with working hard to meet challenges and overcome obstacles?

Stress can, under the right circumstances, be a gift. It can motivate us, and focus our efforts. The people who are most successful in life tend to be those that bounce back quickly from stress and adversity they learn from their mistakes and move on, rather than feeling victimized. However, when we experience too much of it stress can also be detrimental to our health, to our success at work, and our home lives.

This brief video uses an unusual example from nature to show how stress, in limited quantities, can help us develop the skills to cope with the changing and unpredictable world we live in.

**Length:** 4 minutes, 24 pages, 16 pages

**Format:** Leader's Guide, Stress Profile, DVD, Stress Ball

**Vendor:** CRM Learning

**Region Library Location:**  
NE Region

**Stress**  
**Living and Working in a Changing World**

**Course Information:**

*Stress: Living and Working in a Changing World* is a comprehensive resource that helps people manage their stress in today's fast-paced, changing world. It effectively combines classical research with current stress, health, and wellness issues and challenges the reader with real-life problems and solutions. The wholistic approach ensures the reader a complete picture of the role of stress in their life.

**Length:** 507 pages

**Format:** Book

**Vendor:** Whole Persons Associates, Inc.; Manning, Curtis, & McMillen

**Region Library Location:**  
NE Region

## Surveys from Start to Finish

### **Course Information:**

How comfortable is your corporate climate? How effective is your technical training? What kind of courses, if any, do supervisors need to advance your company's customer service aims?

Types of Surveys—Some of the considerations for determining what survey type(s) to use are as follows:

- What kind of issue do you need to resolve?
- How many people must your survey?
- What is the sensitivity of the questions you must ask?
- How much time and money are available to collect and analyze data?
- What amount of time will respondents be willing to invest in supplying the data?
- How easily can you access the prospective respondents?

**Length:** 20 pages

**Format:** Book

**Vendor:** ASTD Press, Lori Long

**Region Library Location:**  
NE Region

## Needs Assessment Basics

### **Course Information:**

This book is for training professionals—instructional designers, trainers, or training department managers—who want to make sure their training programs meet the performance needs of their organizations. If you're reading this book, it's likely that your goals are to develop the foundation that will ensure the training programs you design and deliver will

- have a bottom-line impact on the business needs of your organization
- ensure that employee performance on the job contributes to that impact
- make certain that the ultimate training design is skill-based to support employee performance back on the job
- guarantee that the training delivery and facilitation are attuned to the learning needs of the participants and support an environment of learning.

The purpose of this book is to increase your understanding and experience with conducting training needs assessments and, even more important, to gain your commitment to using needs assessment as the foundation for effective training design, development, delivery, and evaluation.

**Length:** 165 pages

**Format:** Book

**Vendor:** ASTD Press, Deborah Tobey

**Region Library Location:**  
NE Region

## Organization Development Basics

### **Course Information:**

This book is primer on the broad field of organization development (OD) and offers just the right amount of information to gain an understanding of the tools, practices, and core skills of the OD practitioner. It is a useful book for trainers and training managers wishing to add new knowledge and capabilities to their resume and is a solid resource for beginning OD professionals and other human resource professionals. Like all the books in the “Training Basics” series, you will find learning guideposts along the way including “Basic Rules”, “Noted,” and “Think About This” sidebars that enable readers to scan the book and pick out and apply concepts immediately. In addition, each chapter ends with an interactive section called “Getting It Done” that guides readers in direct application of new skills.

**Length:** 155 pages

**Format:** Book

**Vendor:** ASTD Press, Lisa Haneberg

**Region Library Location:**  
NE Region

## Possibilities: Awakening Your Leadership Potentials

### **Course Information:**

The **OKLAHOMA SPEAKERS ASSOCIATION** is a unique synergy of experts who consult and speak professionally internationally each year and are seen regularly across all 50 of these United States of America. In pursuit of *awakening the potentials* and especially the leadership potentials of others we bring you this first ever comprehensive work.

With more than a century of past experience, education and wisdom among them, imagine the *possibilities* of greatness as the new century unfolds before you!

It was from the interactions which I enjoyed as the President of the **OKLAHOMA SPEAKERS ASSOCIATION** in 1999-2000 that lead me to pull together the collective experiences, education and wisdom of these powerful professionals and provide to you some of the best that each has to offer, in this unique and powerful anthology.

My hope is that you will find many ideas that awaken (spark) innovative new energies which lead you to explore the many possibilities within yourself and those around you, that you become the pioneer of your future and not a follower to others!

Enjoy these powerful fifteen special articles ...*Awaken Your Leadership Potentials*, by realizing the many *Possibilities* both within yourself, others and around you every day!

**Length:** 186 pages

**Format:** Book

**Vendor:** Brown Books, Inc.; Jeff Magee International

**Region Library Location:**  
NE Region

## Preparing Instructional Objectives

### **Course Information:**

Before you prepare instruction, before you select instructional procedures or subject matter or material, it is important to be able to state clearly just what you intend the results of that instruction to be. A clear statement of objectives will provide a sound basis for choosing methods and materials and for selecting the means for assessing whether the instruction has been successful. This book is about how to state such objectives. It will describe and illustrate a procedure for preparing objectives that communicates your instructional intents to yourself and to others. You will be offered some guided practice along the way, as well as a chance to test your skill at the end of the book.

This book is not about who should select objectives, nor is it about how one goes about deciding which objectives are worth teaching. These are important questions, but they are beyond the scope of this book.

It is assumed that you are interested in preparing effective instruction, that you are interested in communicating certain skills and knowledge to your students, and in communicating them in such a way that your students will be able to demonstrate their achievement of the objectives that you or someone else has selected for them to achieve. (If you are not interested in demonstrating achievement of your objectives, you have just finished this book.)

**Length:** 136 pages

**Format:** Book

**Vendor:** Pitman Learning, Inc.; Robert F. Mager

**Region Library Location:**  
NE Region

## RAPID Evaluation

### **Course Information:**

Whether you are responsible for evaluating all of your organization's workplace learning and performance (WLP) interventions or just specific interventions, this book will help you get evaluation results quickly and deliver results you trust. More importantly, "Rapid Evaluation" will show you how to approach evaluation strategically and to link results to your organization's goals, strategies, and performance indicators effectively.

Use this workbook as a guide to build a comprehensive organizational evaluation strategy, or use the dozens of evaluation tools, checklists, examples, and worksheets to answer a specific evaluation question. "Rapid Evaluation" offers a better way to conduct evaluation because it helps WLP professionals quickly determine where time and effort are best allocated.

**Length:** 173 pages

**Format:** Book

**Vendor:** ASTD Press, Susan Barksdale and Teri Lund

**Region Library Location:**  
NE Region

## Managing Transitions: Making the Most of Change

### **Course Information:**

This book will help you to understand the difficulties you face whenever you try to get people to change the way they do things—the blank stares, muttering, foot-dragging, and subtle sabotage that turns a good plan into an unworkable mess. But it will give you more than understanding. It will also provide dozens of tactics—used by thousands of managers in other companies, nonprofits, government agencies, and universities—to help people cope with change. These are specific tactics that you can use at your next team meeting.

The book is organized into four parts. The first gives you a new and useful perspective on the difficulties ahead and a test case to which you can apply your new knowledge. The second translates that understanding into practical actions you can take. The third gives you ways to deal with nonstop change, both organizationally and personally. The fourth provides another case on which to test your new tactics.

**Length:** 130 pages

**Format:** Book

**Vendor:** Addison-Wesley Publishing Company, William Bridges

**Region Library Location:**  
NE Region

## Manager's Handbook

### **Course Information:**

This handbook is a guide for Federal managers who hold the key to successful agency performance through management of people. It is designed to outline for you those things you can do and to make it easier for you to do them. It is a composite of the questions, suggestions, and recommendations of hundreds of working managers like you. It describes the general rules, the basics of personnel management authority. How you apply those rules will ultimately determine their effectiveness.

**Length:** 298 pages

**Format:** Book

**Vendor:** U.S. Office of Personnel Management

**Region Library Location:**  
NE Region

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**Length:** 298 pages

**Format:** Book

**Vendor:** U.S. Office of Personnel Management

**Region Library Location:**  
NE Region

## Managing Workplace Conflict

### **Course Information:**

Conflict in the workplace happens every day—and with our hectic, ever-changing work environment, it’s no wonder. Because conflict is so common, each of us needs to develop the skills necessary to manage conflict productively. The good news is that when properly managed, conflict provides a chance for us to learn from each other, to improve our work methods, and to build team solidarity. “Managing Workplace Conflict” will help you handle conflict confidently so you get positive results.

**Length:** 103 pages

**Format:** Book

**Vendor:** Coastal Training Technologies, Jean Lebedun, Ph.D.

**Region Library Location:**  
NE Region

## Mastering Performance Management

### **Course Information:**

“Managing Performance Management” is a video-based program that describes the three steps of an effective Performance Management Process: (1) Performance Planning, (2) Day-to-Day Coaching and (3) Performance Evaluation. Through this program, you will learn to master the key elements of the process, and you will have the opportunity to learn from demonstrations of the skills. In all three steps, you will see that the process involves collaboration and dialogue between a manager and an employee so that individual goals are tied to work-team goals which, in turn, are supportive of departmental, divisional, and company goals. You will recognize that responsibility and accountability for reaching goals must be clear for the employee, and for the manager, as well.

Throughout the program think about how these ideas can be used in your organization. Think about how you can use them to improve your own performance as well as the performance of others.

**Length:** 11 pages, 7 pages

**Format:** Viewer guide, Leader’s Aid, Video

**Vendor:** Blanchard Training and Development; Alan Randolph, Patricia Zigarmi

**Region Library Location:**  
NE Region

## **Max & Max: Unleashing Potential in People...and Dogs!**

### **Course Information:**

“Max & Max: Unleashing Potential in People...and Dogs!” is a tool for leadership development. Its primary purpose is to increase leaders’ awareness of the enormous waste of human potential within organizations and help them begin taking steps to unleash this power.

The focus of this learning material is upon the role leaders play in creating a more empowering culture. Franklin Covey recommends that “Max & Max” be used primarily with individuals in leadership roles.

**Length:** 12 pages, 15 pages, 20 minutes

**Format:** Discussion Leader’s Guide, 5 Workbooks, DVD

**Vendor:** Franklin Covey, CRM Learning

**Region Library Location:**  
NE Region

## Measure & Manage STRESS

### **Course Information:**

- Evaluate Your Life Stresses
- Measure Your Stress
- Build Resilience Against the Daily Grind
- Discover Your Inner Sources of Strength
- Learn Deep Relaxation Methods
- Develop a Personal Action Plan

We wrote this book to help you extend and enrich your life. Over the years, people who participated in our stress management workshops started coming back. They told their success stories of renewed vitality, looking trim and feeling more in charge of their lives.

After more than fifteen years of intensive study, formal research and hundreds of interactive workshops with thousands of participants, we decided to make our program more widely available through this “workshop in print.”

We have gained an understanding of what creates stress, how it affects people’s lives and what can be done about it. We want you to understand the causes of stress, its consequences and the methods that will allow you to manage your stress effectively.

**Length:** 155 pages

**Format:** Book

**Vendor:** Crisp Publications, Inc.; Herbert S. Kindler, Ph.D., Marilyn Ginsburg, M.A., M.F.C.C.

**Region Library Location:**  
NE Region

## Measuring ROI in the Public Sector

### **Course Information:**

Determine the value of your public sector programs. Presented in this collection of ten case studies is how evaluation is being used to address the challenges of public sector work. Not only is there increased emphasis on understanding the inefficiencies in the public sector, but also a new prominence on building accountability into public sector processes--not just training programs, but education programs in the academic environment, as well as community development programs. "Measuring ROI in the Public Sector" shows how all types of public sector organizations are using ROI evaluation as a way to meet these challenges.

**Length:** 240 pages

**Format:** Book

**Vendor:** ASTD Press; Jack J. Phillips, Series Editor and Patricia Pulliam Phillips, Editor

**Region Library Location:**  
NE Region

## Mentoring: Helping Employees Reach Their Full Potential

### **Course Information:**

Since the mid-1980s, the employee-development strategy known as *mentoring* has changed dramatically. Mentoring has progressed from a Machine-Age model to an Information-Age model, and this new form of helping people learn offers a wealth of management opportunities for organizational rejuvenation, competitive adaptation, and employee development.

Much of this change has occurred in response to significant developments affecting organizations overall, including operational and technological advancements, evolutions

in local and world markets, and an entire set of new workplace realities—downsizings, delayerings, restructurings, reengineering, and the like.

The problem is, many organizations appear to have missed a curve in the road. They are unaware of the new model and the promise it holds.

**Length:** 93 pages

**Format:** Book

**Vendor:** American Management Association, Gordon F. Shea

**Region Library Location:**  
NE Region

## Mixing Four Generations in the Workplace

### **Course Information:**

Generation conflict costs billions of dollars in lost productivity to organizations like yours worldwide—not to mention the incalculable effects on motivation and morale. Now there's help: "Mixing Four Generations in the Workplace", a new DVD program from generational expert Cam Marston.

**Length:** 18 minutes, 16 minutes

**Format:** DVD's

**Vendor:** Learning Communications

### **Region Library Location:**

[SW Region](#) & [NE Region](#)

## I'd like a Word with You: the Discipline Interview

### **Course Information:**

#### **The aim**

To ensure managers appreciate how to maintain people's long-term performance by applying necessary discipline.

#### **About the program**

This program shows managers and team leaders who have responsibilities for staff just how badly a discipline interview can be handled. By analyzing the wrong way to interview, it then shows how the right skills can keep staff motivated and working towards the same goals.

**I'd like a word with you** introduces three managerial styles that need improvement. Ethelred the Unready (Hugh Laurie) treats the discipline interview as a ritual rebuke and is completely unprepared. He has to learn how to identify the gap between the individual's performance and standard.

Ivan the Terrible fails to ask questions or listen to explanations. He discovers that he must use these skills to uncover the true reasons for the individual's lack of performance.

Gillian the Silent is expecting a battle of wills and fears she'll lose. She learns that she must work out an agreeable plan to bring someone's performance up to the expected standard. In each case the program shows how conflict can be avoided and a potential problem turned into a valuable team performer.

**The benefits**

- Explores essential interviewing skills
- Most suited to first-line managers and team leaders
- Engaging and amusing drama to reinforce the messages
- Three scenarios that are ideal for introducing role-plays

**Length:** 28 Minutes

**Format:** DVD (x2)

**Vendor:** Training ABC

**Region Library Location:**  
NE Region

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## Implementing Training Scorecards

**Course Information:**

Are you interested in reporting training results to management and to your training department in a meaningful way? How do you know that your training department has accomplished its objectives? Using a training scorecard provides a structure for establishing, tracking, compiling, and communicating training results.

**Length:** 202 pages

**Format:** Book

**Vendor:** ASTD Press; Jack J. Phillips, Series Editor, Lynn Schmidt, Editor

**Region Library Location:**  
NE Region

## Innovation Training

### **Course Information:**

Exercises, Handouts, Assessments, and Tools to Help You:

- Understand the Principles and Practices of Innovation
- Build Competencies and Drive Innovation Throughout Your Organization
- Become a More Effective and Efficient Facilitator
- Ensure Training Is on Target and Gets Results

**Length:** 205 pages

**Format:** Book with CD enclosed

**Vendor:** ASTD Press; Ruth Ann Hattori; Joyce Wycoff

**Region Library Location:**  
NE Region

## Inside Moves: Corporate Smarts for Women on the Way Up

### **Course Information:**

*Inside Moves* is sophisticated advice—a book for the woman who is absolutely serious about making it to the top.

In 40 short, crisp chapters, career expert Marilyn Machlowitz dissects the professional world of the eighties, and presents the career strategies that are working for today's top women.

A compilation of Dr. Machlowitz's well-known national columns, *INSIDE MOVES* gives you the inside story on:

**Career Paths**—Rules of the road: The ten laws of fast-track success. How (and why) to move from technical to management. What size company is best for you? The risky business of internal transfer.

**The Eighties Image**—Leadership demystified. Grooming the new elite: What business schools are teaching that you should know. Dealing with the special problems of turning thirty.

**Traps that Trip You**—The Velvet Ghetto: “Women’s jobs” that look good but lead nowhere. How to stand up to conflict, confrontation and crises. The Terrible Twenty-Fives: pitfalls of the young professional.

**The Home Front**—Postponing life—don’t wait till you’re married. The challenge of the two-career relationship. How to overcome the marriage and divorce stereotypes that block women.

**Street Smarts**—Ten negotiating tips every professional woman needs to know. Dealing with a younger boss (and an older subordinate). Twelve ways to gain visibility, both inside and outside your company.

**Length:** 212 pages

**Format:** Book

**Vendor:** Careertrack Publications, Marilyn Machlowitz

**Region Library Location:**  
NE Region

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## Insights to Better Mentoring

### Course Information:

There is nothing new about mentoring. This is not a trend or an innovation. It would be foolish for someone to try to copyright the term. Claiming ownership to mentoring would be like telling people you had discovered learning or caring or sharing. Mentoring was a foundation for personal growth long before the Greek poet Homer first named a trusted counselor “mentor” in his epic poem “The Odyssey” almost 3000 years ago.

Mentoring is not new to organizational development either. It would be difficult to find a leader in business, government, education, medicine, science or any other sphere that is unable to point to a person or people who guided his or her path by their counsel, example, support and encouragement.

That said there are new conditions facing organizations that make mentoring all the more important to their growth—and perhaps even to their survival.

**Length:** 35 pages

**Format:** Study and Facilitator's Guide, 2 DVD's

**Vendor:** Quality Media Resources, Inc.

**Region Library Location:**  
NE Region

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## Instructional Design for Technical Training

### **Course Information:**

It's no secret that training and improving employees' skill levels are critical to cultivating and maintaining a qualified workforce. But often those skills require hard, technical knowledge. How do you go about conducting this hard skills training and why is it so important?

Technical training, which is often called hard skills training, helps employees perform the unique aspects of specialized or skilled work and apply specific tools, equipment,

and processes to that work. Technical, specialized work can be as simple as performing a rote procedure or as complex as developing software code. Hard skills training focuses on skill development and application of technical concepts, procedures, and processes.

**Length:** 16 pages

**Format:** Book

**Vendor:** ASTD Press; Wendy Combs, Stephanie Peacocke

**Region Library Location:**  
NE Region

## Knowledge Management

### **Course Information:**

If you want to know how to turn data and information into reusable knowledge, you want to know about “knowledge management.” At its most basic definition, managing knowledge means finding ways to create, identify, capture, and distribute organizational knowledge to the people who need it.

Why is knowledge management such an important issue for organizations today? Several factors contribute to this “knowledge imperative.”

- Competitive Advantage
- Technology
- Organizational Changes
- Employment Flexibility

**Length:** 16 pages

**Format:** Book

**Vendor:** ASTD, Amy Newman

**Region Library Location:**  
NE Region

## Leader FISH

### **Course Information:**

Being a leader is not easy. It can sometimes be a thankless job. Yet leadership is also filled with amazing rewards, deep satisfaction and incredible opportunities. You have the chance to inspire your team to achieve important goals, to create a workplace where people *want* to pour their hearts into their work. And it all begins with the example you set for them.

LeaderFISH! Is dedicated to the proposition that a leader's effectiveness comes not from position or power, but from who you are "being" while you are leading. Thank you for having the courage to challenge yourself and to serve others.

**Length:** 18 minutes-DVD, 162 pages-Personal Guide, 34 pages-Facilitator's Guide

**Format:** DVD, Personal Guide, Facilitator's Guide, Misc Mat'l

**Vendor:** Charthouse Learning

**Region Library Location:**  
NE Region

## Leader's Guide to the Relaxation & Stress Reduction Workbook

### **Course Information:**

This guide was specifically designed to assist you in leading groups, using *The Relaxation & Stress Reduction Workbook*. It tells you

- The salient points in teaching stress reduction and relaxation.
- Which are the most important exercises to cover, and which are optional.
- A logical order for presenting the exercises.
- The length of time needed for each exercise.
- What materials are needed for each exercise.
- How to integrate *The Relaxation & Stress Reduction Workbook* audiotapes into your program.
- Several formats for different lengths of groups.
- The typical problems people encounter when first learning these techniques and suggestions for resolving them.
- How to adjust exercises to fit your group size and environmental specifications.
- How to give clear homework assignments.
- How to review homework in group
- How to use resistance as a teaching tool.
- How to motivate students to do their homework and continue to use these techniques when the group is over.

**Length:** 93 pages

**Format:** Book

**Vendor:** New Harbinger Publications, Inc.; Martha Davis, Ph.D.

**Region Library Location:**  
NE Region

## Leadership: What Effective Managers Really Do... and How They Do It

### **Course Information:**

Modern organizations are a tribute to both the human spirit and managerial capability. The work of thousands, even hundreds of thousands, can be directed and coordinated—not to piling up rocks but to landing astronauts on the moon, to inventing extraordinary calculating and communication devices, to doing a great variety of highly sophisticated and creative tasks.

But there has been relatively little effort to capture and record the action and dynamism of managerial jobs. We even take it for granted. If anything, we tend to be somewhat apologetic about managers for fear that their relative status and authority will be impositions on our freedoms as employees or citizens. Where management is studied, the approach tends to be at one of two extremes. Managers simply apply good common sense and rationality by sequentially moving from goals to plans to execution. Alternatively, managers are conceived of as being the guardians of human satisfaction at work.

Largely ignored is the process of management, the work of management, the actual day-to-day behavior and fragmented give-and-take, and the art of coping and negotiating with the unanticipated, the ambiguous, and the contradictory.

**Length:** 251 pages

**Format:** Book

**Vendor:** McGraw-Hill, Leonard R. Sayles

**Region Library Location:**  
NE Region

### **Course Information:**

CRM announces the video version of Dr. Margaret J. Wheatley's ground-breaking management book, "Leadership and The New Science".

Dr. Wheatley's book has already stunned readers with its shattering concepts regarding order in our worklives. With perceptive insights into organizational life gleaned from such diverse fields as physics and biochemistry, the book boldly asks us to loosen the bonds of our own paradigms and consider other, more productive models for how we work with one another.

**Length:** 42 pages, 16 pages, 23 minutes

**Format:** Leader's Guide, Participant Workbook, CRM Video

**Vendor:** CRM Learning

**Region Library Location:**  
NE Region

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## **What's Trust Got To Do With It?**

### **Course Information:**

Lack of management trust is the biggest barrier to building high involvement organizations.

- Development Dimensions Intl. Survey

Leadership: What's Trust Got To Do With IT? Training video and accompanying leader's guide assert that all leadership begins with trust. The purpose of this training session is twofold: to demonstrate that trust precedes leadership and to illustrate three fundamental trust building behaviors.

**Length:** 28 pages, 19 minutes

**Format:** Book, DVD

**Vendor:** Video Visions, Inc.

**Region Library Location:**  
NE Region

## Leading Change

### **Course Information:**

“The rate of change is not going to slow down anytime soon. If anything, competition in most industries will probably speed up even more in the next few decades.” – from *Leading Change*

What will it take to bring your organization successfully into the twenty-first century? The world’s foremost expert on business leadership distills twenty-five years of experience and wisdom based on lessons he has learned from scores of organizations and businesses to write this visionary guide. The result is a very personal book that is at once inspiring, clear-headed, and filled with important implications for the future.

**Length:** 187 pages

**Format:** Book

**Vendor:** Harvard Business School Press, John P. Kotter

**Region Library Location:**  
NE Region

## Lessons from the New Workplace

### **Course Information:**

Chaos, uncertainty, and disorder surround us everywhere in our work lives, even as we struggle to control them and create order. However, management consultant Dr. Margaret Wheatley points out that in nature, chaos and disorder are essential elements, leading to systems of great beauty and power. Why is it, then, that we are so resistant to change and chaos in our organizational lives?

In LESSONS FROM THE NEW WORKPLACE, we visit three organizations—the U.S. Army, the DuPont Company, and the Forsythe County School System in North Carolina—where radical, new approaches to dealing with chaos have been implemented—with great success. All three organizations have focused on three areas or domains that when explored honestly and openly, can lead to more adaptive and responsive teams and learning organizations: Information, Relationships, and Vision.

**Length:** 33 pages, 23 minutes, color

**Format:** Book, DVD

**Vendor:** CRM Learning, Margaret Wheatley

**Region Library Location:**  
NE Region

## Designing Training Programs in Action

### **Course Information:**

Do you design training programs that really work? Showcased here are 18 case studies of real-life examples of training programs that are customized, artful and more important, that improve learning and performance outcomes. Giving you diversity in subject areas, these case studies are derived from a cross section of companies from all over the globe, in industry and service, government and private, and showing you the hows, whys, and how-wells of designing training programs.

**Length:** 340 pages

**Format:** Book

**Vendor:** ASTED Press; Jack J. Phillips, Series Editor, Donald J. Ford, Editor

**Region Library Location:**  
NE Region

## Discussing Performance

### Course Information:

Motivate managers and team leaders to make performance feedback discussions a success with this new video program. It will lead viewers through a sample performance feedback session, pointing out potential “landmines,” how to avoid them and how to plan and lead an effective, efficient performance session that meets everyone’s needs.

Managers will learn the value of focusing on outcomes, identifying an employee’s training needs and then formalizing forward planning, as well as the importance of not placing blame or focusing on trivial issues during performance reviews. Other important pitfalls will also be discussed: placing more importance on the interview rather than on ongoing communication between the employee and the manager, setting up employees to be in competition with each other, and “dropping bombshells” during a performance review (bringing up any ongoing behavioral issue never previously addressed). And lastly, managers and employees alike should remember that feedback discussions are not solely about wage and salary reviews.

“Discussing Performance” will give your organization’s leaders the practical skills to:

- Encourage employee self-appraisal.
- Work collaboratively with employees to set goals and objectives.
- Motivate employees to grow and develop professionally.

**Length:** 18 pages, 20 minutes

**Format:** Leader’s Guide, Video, Powerpoint Presentation on CD-ROM

**Vendor:** CRM Learning

**Region Library Location:**  
NE Region

## **Effective Learning Environments: Creating a Successful Strategy for Your Organization**

### **Course Information:**

Organizations around the world constantly seek advice, tools, and techniques to help them create and maintain a high-performing workplace environment. “Effective Learning Environments: Creating a Successful Strategy for Your Organization” will guide workplace learning and performance professions charged with designing, developing, implementing, and orchestrating such a strategy. In addition to offering practical advice, the author presents powerful business justifications to help readers sell the concept of effective learning environments to their organizations. In this book you will find the components and practical design guidelines needed to create effective learning environments.

- real implementation strategies and case studies to illustrate key concepts
- useful implementation tips, tools, and advice
- strategies to overcome roadblocks to implementation

**Length:** 181 pages

**Format:** Book

**Vendor:** ASTD, Reza Sisakhti

**Region Library Location:**  
NE Region

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## **Effective Training A Guide for the Company Instructor**

### **Course Information:**

This book has been prepared to aid you in your role of an instructor in industry; to help you do a more effective job; and to help you achieve desired results. Upon completion of the study of this book, you should be able to perform the following tasks:

- Given an assignment to arrange a training program, you will be able to arrange a meaningful, well-organized program.
- Given a subject to present, you will be able to prepare a plan for presenting it.
- Given a well-prepared lesson plan—or having developed one—you will be able to communicate the subject to others.
- Given a subject to present, you will be able to select and develop effective communication aids for it.

- Given a subject to present, you will be able to evaluate the effectiveness of your presentation and the response of the participants.
- Given the assignment to conduct a session, you will be able to select and arrange a room for the most effective presentation.

**Length:** 122 pages

**Format:** Book

**Vendor:** International Textbook Company

**Region Library Location:**  
NE Region

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[Back to Negativity](#)

## Enough Already

### Course Information:

Have you ever noticed when you seem to be really up, really in a good mood and things seem to really be going great, there always seems to be someone or something that just must pull you down? Well...

**Enough already!**

So you feel that dealing with negativity and negative people should be less stressful than it appears. Well...

**Enough already!**

There are some very simple and immediate interaction techniques for dealing with negative situations, negative people and just negativity in general. So...

**Enough already!**

Here are the 50 fastest ways to turn a negative person or negative situation around, when you feel like...

**Enough already!**

**Length:** 119 pages

**Format:** Book

**Vendor:** JMI Publishing Group, Jeff Magee, Ph.D./CMC

**Region Library Location:**  
NE Region

## Evaluating Trainer Effectiveness

### **Course Information:**

This Info-line presents a generic model to evaluate the effectiveness of trainers. The issue will discuss everything from developing trainers' skills to evaluating their competencies and how to select the best trainers for your project. The job aid at the end of the issue will help you with this process by providing simple training evaluation forms.

**Length:** 16 pages

**Format:** Book

**Vendor:** ASTD Press

**Region Library Location:**  
NE Region

## Evaluating Training Programs: The Four Levels

### **Course Information:**

"Evaluating Training Programs" is a how-to book, designed for practitioners in the training field who plan, implement, and evaluate training programs. For those who have planned and conducted many programs, as well as those who are new to the training and development field, this book is a handy reference guide that provides a practical and proven model for increasing training effectiveness through evaluation.

**Length:** 380 pages

**Format:** Book

**Vendor:** Berrett-Koehler Publishers, Inc., Donald L. Kilpatrick & James D. Kilpatrick

**Region Library Location:**  
NE Region

## Evaluation Basics

### **Course Information:**

A complete how-to guide to help you. Organizations invest millions of dollars each year in training programs they hope will lead to improved performance on the job. "Evaluation Basics" will help training and performance professionals turn that organizational hope into reality by providing a methodology to connect evaluation to performance, program design, and bottom-line value.

**Length:** 194 pages

**Format:** Book

**Vendor:** ASTD Press, Donald V. McCain

**Region Library Location:**  
NE Region

## Face to Face: The Small-Group Experience and Interpersonal Growth

### **Course Information:**

More and more basis psychology courses use the small-group experience as a way of educating students to a deeper awareness of their present interpersonal style and to the whole range of inter-personal realities and possibilities. This book is a short, relatively non-technical description and illustration of the theory underlying the small group as a means of systematic human-relations training. As such, it is meant to help the student participate more effectively in the group. In a wider sense, it is meant to serve anyone who is interested in participating in an encounter group or similar experience.

**Length:** 162 pages

**Format:** Book

**Vendor:** Brooks/Cole Publishing Company, Gerard Egan

**Region Library Location:**  
NE Region



## Facilities Planning: Managing the Training Function

### **Course Information:**

This issue of “Info-line” will look at ways you can make sure the physical environments of your training sessions are more like those fondly remembered group experiences and less like sterile and uncomfortable classrooms. Although the emphasis in this issue will be on facility planning and selection for training programs, the guidelines are applicable to all meetings and conferences.

**Length:** 12 pages

**Format:** Book

**Vendor:** ASTD

**Region Library Location:**  
NE Region

## Great Session Openers, Closers & Energizers

### **Course Information:**

No matter what training you may be conducting, no matter what session you may be facilitating, you will find these openers, closers, and energizers applicable to the material you are using.

These are dynamic activities, but by no means are they all fun and games. Just the opposite, in fact. These openers, closers, and energizers are designed to help you achieve your instructional objectives. They are ready-to-use learning exercises, transferable to any discipline and adaptable to any employment setting following the training. Their flexibility allows you to tailor them to meet your presenting and training needs. You will find, combining the exercises themselves, the follow-up ideas, and the transitional suggestions, hundreds of ways to add value to the content you are emphasizing and the context within which it is presented.

**Length:** 289 pages

**Format:** Book (3 copies)

**Vendor:** McGraw-Hill, Marlene Caroselli

**Region Library Location:**  
NE Region

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## Handbook for Writers

### **Course Information:**

Even before you open this book, you're way ahead of the millions of Americans who don't know how to read.

That's right. Many people in this country can't get a job, much less attend college, because they don't know how to read.

You can help someone learn to read by becoming a Literacy Volunteer. To find out how, look under LITERACY in your telephone book, inquire about literacy programs at your local public library, or write to:

Literacy Volunteers of America  
Box PH  
5795 Wide Waters Parkway  
Syracuse, NY 13214

Or call the National Contact Literacy Hotline at 1-800-228-8813

**Length:** 648 pages (x2)

**Format:** Books (Handbook for Writers and Annotated Instructor's Edition)

**Vendor:** Prentice-Hall, Inc

**Region Library Location:**  
NE Region

## How to Collect Data

### **Course Information:**

The need for accurate information is critical. Human resource and performance training professionals rely on accurate data in order to:

- Determine the current level of training in particular skills.
- Identify optimal performance levels & gaps compared with current levels.
- Conduct needs & training requirements analyses.
- Determine whether courses provide the required learning.

**Length:** 16 pages

**Format:** Book

**Vendor:** Measurement & Evaluation, Malcolm J. Conway

**Region Library Location:**  
NE Region

## How to Select & Use Learning Tools

### **Course Information:**

Learning tools help participants acquire knowledge and skills both in the training room and beyond. Here are some ways to use learning tools to make your training events more effective.

- Get the Learners' Interest
- Clarify and Expand Concepts
- Clarify Relationships
- Model Task or Behavior
- Stay on Track
- Improve Retention and Application

**Length:** 16 pages

**Format:** Book

**Vendor:** ASTD Press, Judith Gillespie Myers

**Region Library Location:**  
NE Region

## Managing Management Time

### **Course Information:**

The purpose of this book is not just to help you do more work in less time. Rather, it will help you use your time to achieve more visible, far-reaching results. You'll see for example:

- How to use organizational leverage to concentrate your efforts on doing the right thing at the right time, rather than working long, hard hours trying to do everything right.
- How to resolve conflicts between planned priorities and urgent, last-minute tasks through the use of certain "organizational rules of the road."
- How to avoid the "wheel spinning" syndrome resulting from the frequent and random intrusions upon your time by superiors, peers and subordinates. You'll see how to capitalize upon rather than be dominated by such intrusions.
- How to get the "system" working for you—not vice-versa—by building a constructive influence both with your boss and with higher management.

When you become a manager, your personal "bottom line" is no longer the direct result of your own output. Rather, it is the collective result of the efforts of many others, both within and outside your own organization—people whom you must control through your judgment and your influence. With the strategies revealed in this guide, you'll be able to extend your influence further than you ever dreamed possible and keep your judgment batting average high.

**Length:** 244 pages

**Format:** Book

**Vendor:** Prentice-Hall, Inc.; William Oncken, Jr.

**Region Library Location:**  
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