

## PTC VIDEO CONSORTIUM

Section/Subject Page

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## I. CREATIVITY / CHANGE / NEW WORKPLACE ISSUES

### **Discovering the Future- the Business of Paradigms with Joel Barker (2<sup>nd</sup> Edition) (C1-1-A1)**

**Time: 38 min**

Joel Barker's video on how paradigms filter our experience and affect our ability to correctly interpret new information and how paradigms keep us from successfully anticipating the future. Barker proposes ways to stay open-minded and flexible so we can take advantage of opportunities as the world's paradigms change.

### **Joshua In a Box (C1-1-A2)**

**Time: 4 min**

**Instructor's Guide**

Animated video good for promoting "out of the box" thinking and discussion, also powerful as an icebreaker or could be used in team-building or leadership exercises.

### **Humor, Risk and Change (C1-1-B1)**

**Time: Three 20 min videos**

**Leader's Guide**

Three part series: demonstrates tools to overcome the fear of embarrassment and failure, take yourself lightly but your job seriously, overcome terminal professionalism and thrive during change.

### **Managing at the Speed of Change by Darryl Conner (C1-1-B2)**

**Time: 27 min**

**Leader's Guide**

How to be a resilient person in the face of overwhelming change. Conner identifies the resilient person as opportunity-oriented, focused, positive, flexible, organized and pro-active.

### **Managing Change and Transition by Dr. Ben Bissell (C1-1-C1)**

**Time: 44 min**

**Leader's Guide**

How the successful manager understands the five stages of change to guide his/her employees productively through them. Dr. Bissell introduces the predictable emotional and verbal responses to change and clearly maps out procedures for managing change.

### **Managing People through Change (C1-1-C2)**

**Time: 19 min**

This video takes place in the offices of a firm undergoing major changes and dramatizes the four phase's people experience as they attempt to respond to change and the appropriate management strategy for each phase.

### **Managing People through Change (C1-1-D1)**

**Time: 19 min**

This video takes place in the offices of a firm undergoing major changes and dramatizes the four phase's people experience as they attempt to respond to change and the appropriate management strategy for each phase.

### **Street fighter - Advertising: "Using the Media to Promote Your Business" (C1-1-D2)**

**Time: 24 min**

This video provides secrets of getting more advertising impact for less money.

### **Street fighter- Marketing: "Getting More Customers Without Spending Money" (C1-1-E1)**

**Time: 32 min**

This series represents the attitude of "if I can't outspend my competition, then I must out smart them." - Low cost marketing ideas.

### **Taking Charge of Change (C1-1-E2)**

**Time: 19 min**

**Leader's Guide**

#### **Related video: Managing Stress**

This video helps people to see change not as a threat but as an opportunity for personal growth and new beginnings, to bring stability to people in times of transition by inspiring them to responsibly manage the effects of change on their emotions. It teaches the skills for letting go of yesterday's comfortable ways while confidently embracing change and moving into new futures with courage, self-motivation and high productivity.

## I. CREATIVITY / CHANGE / NEW WORKPLACE ISSUES

### **Teamwork Essentials: Change Without Anxiety (C1-1-F1) Time: 12 min**

#### **Facilitator's Guide & Workbook**

Discover practical skills to help you effectively deal with the anxiety that often accompanies change. Learn how to get things back into perspective, take control of the situation, focus on what you can control and not what you cannot control, learn to tolerate uncertainty and find a 'tolerance mentor'.

### **The Innovator (C1-1-F2)**

**Time: 23 min**

**Workbook**

How to use a six step process to create more innovative business solutions.

### **The New Professionalism (C1-1-G1)**

**Time: 4 min**

How to dress for success in today's workplace (casual business wear by Levi's).

### **The Paradigm Effect with Joel Barker (C1-1-G2)**

**Time: 31 min**

How to recognize opportunities brought about by paradigm shifts and how the skills of the pioneers are needed to open doorways to innovation.

### **The Paradigm Pioneers with Joel Barker (C1-1-H1)**

**Time: 38 min**

Learn why good people miss great opportunities. Discover how paradigms can trap you, and then find out how to avoid the trap and paradigms.

### **The Winners Circle (C1-1-H2)**

**Time: 15 min**

Become organized to reach your goals and adjust procedures to work as a team with other departments efficiently. Learn about quick die changeover techniques.

### **Who Moved My Cheese? (C1-1-I1)**

**Time: 13 min**

**Leader's Guide; CD Rom**

The Cheese Experience Learning Program teaches that to achieve success, you must not wait for change to happen to you, but seek it out, anticipate it and enjoy new challenges!

### **Winning With Women with Anson Dorrance (C1-1-I2)**

**Time: 28 min**

**Leader's Guide**

Anson Dorrance is the most winning coach in NCAA history. His advice is humorous, insightful, down-to-earth and eminently practical as he lays out a model of motivation, team building and leadership that will drive your employee performance to new levels of achievement.

## II. COMMUNICATION

**Are You With Me? Common Courtesy on the Phone (C1-1-K1)      Time: 22 min**

This video is designed to help you successfully manage your telephone communication on the job. Whether you work alone or as a part of a team, how you handle yourself on the telephone is an important part of your overall effectiveness as a communicator.

**As Others See Us (C1-1-K2)      Time: 10 min      Leader's Guide**

The Jo Hari model of interpersonal dynamics: how to use them to improve giving and receiving feedback, handling problem-solving and team interactions.

**But I Don't Have Customers (C1-1-L1)      Time: 21 min      Leader's Guide**

Internal customers are often ignored. This video shows how to respect internal customers by determining their needs and improving relationships.

**Communication Breakdown C1-2-D2-A DVD      Time: 18 min      Handbook**

**English, Spanish and Portuguese**

Communication is the foundation for everything we do in the workplace. It happens every day, yet most employees never receive communication training. They thus don't have knowledge and skills to avoid the frequent communication problems. But this unfortunate trend can be reversed. The most common communication potholes can be easily spotted and avoided!

Communication Breakdown, this engaging CoastalAMI program will identify and prescribe a "fix" for the seven most important communication problems that can derail your organization:

- Believing there is one reality
- Choosing the wrong method
- Responding defensively
- Failing to share information
- Failing to be direct
- Breaching confidentiality
- Failing to listen

**Communicating Non-defensively, Don't Take it Personally (C1-1-L2)      Time: 22 min      Leader's Guide**

How to give and receive criticism without "taking it personally."

**Communicating Non-defensively, Don't Take it Personally (C1-1-M1)      Time: 22 min      Leader's Guide**

How to give and receive criticism without "taking it personally."

**Communication Essentials (Series with four videos)      Time: Listed with each video      Leader's Guide**

- Listening and Understanding - (C1-1-N1)      Time: 16 min
- Conveying Information - (C1-1-N2)      Time: 13 min
- Exercising Personal Power - (C1-1-O1)      Time: 15 min
- Overcoming Negative Behaviors - (C1-1-O2)      Time: 18 min

Behavioral examples of the core communication skills. This video series is excellent as a supplement to any communication training.

## II. COMMUNICATION

### **Communications Intelligence: Being Assertive (C1-1-P1)** Time: 23 min

**Disk with Leader's Guide, Handouts, Overheads**

Assertiveness is defined as the ability to express yourself openly & honestly without denying the rights of others. This engaging video shares the "how to's" of assertive communication & identifies other common communication styles that can cause difficulties in the workplace.

- Four common communication styles
- Listening skills
- Benefits of assertive communications

### **Communications Intelligence: Business Etiquette (C1-1-P2)** Time: 18 min

**Disk with Leader's Guide, Handouts, Overheads**

Even in today's casual work environment, business etiquette can mean the difference between success & failure. This video is designed to raise awareness and reinforce those social skills so important to team work, professionalism and productivity.

- Creating a positive first impression
- Importance of punctuality
- Business introductions
- Appropriate body language
- Art of communication

### **Communication: The Nonverbal Agenda (C1-1-Q1)** Time: 20 min

**Leader's Guide**

This video shows just how powerful nonverbal communications are: body posture, facial expressions, eyes, voice, hands, etc. Learn what to listen and look for in nonverbal messages and how to interpret the real meaning of words and then see what happens when words and physical actions conflict. Also includes cultural differences in nonverbal language.

### **I-SPEAK (C1-2-C2)**

Time: 41 min

**Leader's Guide**

Classic video is an integral part of the I-SPEAK system. Combined with the questionnaire, interpretive manual, and self-development exercises, employees can quickly learn to "speak the language of others."

### **Social Media: Reduce the Risk (C1-2-D2-B) DVD** Time: 21 min

Map out a social media policy that can regulate your employees' online activity, provide them with safe practices for posting online content, and protect your organization from the devastating risks of harmful social media content: from loss of customers and bad publicity to data breaches and even lawsuits.

### **Speaking Effectively - To One or One Thousand (C1-1-Q2)** Time: 24 min

**Leader's Guide**

How the fear of public speaking can be overcome by understanding the four main components of public speaking and how to apply the techniques to speak effectively.

### **Speaking Effectively - To One or One Thousand (C1-1-R1)** Time: 24 min

**Leader's Guide**

How the fear of public speaking can be overcome by understanding the four main components of public speaking and how to apply the techniques to speak effectively.

## II. COMMUNICATION

### **Succeeding in a Changing World (C1-2-D1-B) DVD**

**Time: 24 min**

**Leader's Guide**

In this new video, bestselling business author and Harvard Business School Professor John Kotter will help you understand change - and succeed in a changing world. By using examples of specific organizations, he will explain why it is critical to be open to change. He will show you how change efforts can be effective.

Finally, he will outline his eight-step plan of action for leaping boldly forward in a turbulent world:

1. Increase Urgency
2. Build the Guiding Team
3. Get the Vision Right
4. Communicate for Buy-In
5. Empower Action
6. Create Short-Term Wins
7. Don't Let Up
8. Make Change Stick

Through compelling real-life stories, you will learn how companies like Rockwell Collins, Berkshire Hathaway, and Southwest Airlines have been able to change and succeed. You will also hear how other organizations (Polaroid, and the US Labor Movement) have failed to meet the challenges of change.

### **Take Time To Listen (C1-1-R2)**

**Time: 19 min**

**Leader's Guide**

AMI video: how to develop the skills needed to be an excellent listener; stop, think and listen. This video can be used in any training where communication skills are relevant.

### **Teamwork Essentials: Presentations Without Fear (C1-1-S1)**

**Time: 17 min**

**Facilitator's Guide & Workbook**

Many people are fearful at the thought of making a presentation. Learn practical skills to help overcome the five most daunting challenges when making presentations: the fear spiral, the talking trap, the unmotivated group, the unplanned interruption and the difficult person.

### **Telephone Customer Service (C1-2-D1-A) DVD**

**Time: 26 min**

Set in a real-world call center, this program teaches skills necessary for smooth, professional customer service over the phone. It shows both the right way and the wrong way to make a good impression on customers and handle calls successfully.

You'll learn ten valuable skills:

1. listening effectively
2. extending courtesy
3. avoiding the wrong impression
4. using the customer's language
5. gathering customer information
6. satisfying the anger customer
7. managing technology
8. writing effective email
9. preparing a mental script
10. closing the conversation

### **Telephone Courtesy: You are the Company (C1-1-S2)**

**Time: 12 min**

Business today has become dependent on the use of the telephone. This video reviews basic telephone manners & successful customer service techniques.

## II. COMMUNICATION

### **The New Telephone Manners (C1-1-T1)**

**Time: 11 min**

Business today has become dependent on the use of the telephone. This video reviews basic telephone manners and successful customer service techniques.

### **The Power of Future Conversation (C1-1-T2)**

**Time: 19 min**

**Leader's guide**

Achieve major breakthroughs just by changing the way you speak and listen. 80% of our conversations are focused on the past. We can learn from the past; but, to move our organizations forward and see positive results, we need some simple techniques to change our focus, such as: break free of conversational patterns that stall progress, consciously choose and create the outcomes you want, turn even the most difficult circumstances into opportunities and tap into the talent and energy of those around you to dramatically increase the velocity of change.

### **The Power of Listening (C1-2-A1)**

**Time: 22min**

**Leader's Guide**

This video presents the five key steps to active listening.

### **The Power of Words (C1-2-A2)**

**Time: 3 min**

A thought-provoking opening for training in communication, diversity and teamwork, this video inspires people to use "words of power" in their communication.

### **Walk A While In My Shoes (C1-2-B1)**

**Time: 20 min**

**Leader's Guide**

Develop an awareness and appreciation for differing perspectives on divisive and often emotionally charged issues at work and in life. Break down the "Us vs. Them" barriers that commonly exist in organizations. Learn key skills and behaviors for building relationships and environments based on empathy and understanding.

### **Work Smarts: How to Get Along, Get Noticed and Get Ahead (Top) Time: 18 Min**

**Leader's Guide, Participant Workbook, Self-Study Workbook**

Work Smarts provides insight to help employees see that their attitude, approach and interaction with others is the secret to being successful. The comfortable "between you and me" approach delivers a message in four learning points every employee can carry throughout their entire career to contribute to their success.

### **You Know What I Mean? (C1-2-B2)**

**Time: 21 min**

**Leader's Guide**

When communication breaks down, teamwork and performance suffer. Resentment grows and morale plummets when people sense their ideas are not being heard. Ultimately, poor communication can disrupt an organization's productivity and sales while escalating stress and friction among its members.

### **Zea- A Study in Perception (C1-2-C1)**

**Time: 5 min**

**Leader's Guide**

Classic video exercise that works well as an icebreaker, or an introduction to any type of communications training. A camera records an unknown, but intriguing surface while your audience guesses what it is and stimulates discussion on the way first impressions can change in the light of accumulated evidence.

### III. CONFLICT MANAGEMENT

#### **But I Don't Have Customers (C1-1-L1)**

**Time: 21 min**

**Leader's Guide**

Internal customers are often ignored. This video shows how to respect internal customers by determining their needs and improving relationships, and describes how to cope effectively if behavior change is not possible.

#### **Communicating Non-Defensively - Don't Take It Personally (C1-1-L2)**

**Time: 22 min**

**Leader's Guide**

How people react inappropriately at work by behaving defensively and how to recognize these behaviors in yourself and others in order to react non-defensively.

#### **Communicating Non-defensively, Don't Take it Personally (C1-1-M1)**

**Time: 22 min**

**Leader's Guide**

How to give and receive criticism without "taking it personally."

#### **Conflicts, Conflicts (C1-2-F2)**

**Time: 19 min**

This video demonstrates familiar scenarios that reveal conflict in the making or in full swing. Techniques for preventing and resolving these incidents are presented.

#### **Coping With Difficult People**

**Leader's Guide**

Part 1: Techniques for dealing with know-it-all experts, stalkers and snipers. (C1-2-G1)

**Time: 20 min**

Part 2: Techniques for dealing with tanks, super-agreeable and complainers. (C1-2-G2)

**Time: 19 min**

#### **Dealing With Conflict (C1-2-H1)**

**Time: 20 min**

How to control conflict before it takes control of you. By using conflict to achieve win/win and maximize the benefits of collaboration.

#### **Dealing With Conflict (C1-2-H2)**

**Time: 20 min**

How to control conflict before it takes control of you. By using conflict to achieve win/win and maximize the benefits of collaboration.

#### **Dealing With Stress (C2-2-D2-A) DVD**

**Time: 16 min**

**Handbook  
English, Spanish, Portuguese**

It cannot be stressed enough: feeling strong and well-rested makes your employees not only happy but also efficient. Through this award-winning program, both you and your employees gain ways to minimize stress, relax more and achieve company goals with more ease. The program highlights the stressful scenarios unique to industrial environments.

- Includes industrial and office scenes
- Physical signs of stress
- Counteracting stress
- Working with your body
- Diet, exercise, attitude and behavior

#### **Everybody Wins: How to Turn Conflict into Collaboration (Top)**

**Time: 19 min;**

**Leader's Guide,  
Participant Workbook, Self-study Workbook**

This straight forward "how-to" training program helps your employees learn to recognize three of the most common conflict situations in the workplace. It provides a clear, easy-to-use approach that will help them think things through to arrive at the most appropriate choice of action to ensure a win-win resolution that will help increase the productivity of your organization.



### III. CONFLICT MANAGEMENT

#### **Facing the Tiger: How to Turn Conflict Into Positive Change      Leader's Guide, Participant Workbook**

Do you work with individuals or teams—or even larger organizational units—where unresolved conflict is present, and you are exploring how to be a force for positive change in the situation?

If so, Facing the Tiger is for you. This new interactive video-based training workshop can make a noticeable difference in the way people see and respond to conflicts when they occur. It has helped thousands of people—and it can help you, your colleagues, and your organization—experience the power and value of conflict utilization and how to release the untapped potential present in every conflict!

##### **Part One: *The Pinch Theory: Making Conflict Constructive* (C1-2-I1)**

This segment of the program explores why conflict exists and is inevitable in any dynamic relationship. It illustrates strategies for recognizing when conflict situations may arise and how to reorient potential problems.

##### **Part Two: *The Three Worlds: Communication Breakthroughs at Work* (C1-2-I2)**

In this portion of the program you will learn a proven five-step process for addressing conflict so that the conflict goes to work for you, creating a new way of seeing things that respects both points of view and generates breakthroughs in understanding and effectiveness.

#### **Handling Negative Emotions in the Workplace by Dr. Ben Bissell (C1-2-J1)      Time: 43 min**

How to deal with anger and turn anger into a positive force in the workplace.

#### **Self-Discipline and Emotional Control with Tom Miller (C1-2-J2)      Time: Vol. I - 60 min      Workbook (C1-2-K1)      Vol. II – 60 min**

An in-depth look at the psychology of emotion, thinking styles and useful techniques in managing your emotions in a positive way.

#### **Six Pillars of Character (C1-2-K2)**

**Time: 24 min**

**Facilitator's Guide, Participant Workbook**

Time Frame Productions joins with the Better Business Bureau to present renowned Ethics Trainer Michael Josephson in a riveting presentation designed to strengthen ethical performance in your organization.

#### **Six Pillars of Character (C1-2-L1)**

**Time: 24 min**

**Facilitator's Guide, Participant Workbook**

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#### **Working with Difficult People (C1-2-L2)**

**Time: 25 min**

**Leader's Guide**

When someone's behavior begins to affect the other's ability to work effectively, such behavior stops being a mere annoyance and becomes a target for change. This video presents a specific strategy for dealing with counter-productive behavior in others. The film demonstrates a four-step approach for changing such behavior

#### IV. CUSTOMER SERVICE

**Customer Service: The Royal Treatment (C1-2-O1)**      **Time: 19 min**      **Handbooks**  
When you apply “The Royal Treatment” to every customer encounter, you position yourself and your organization above the competition. **Remember:** “to win their loyalty, you must treat them like royalty.”

**Dealing With Difficult Customers (C1-2-O2)**      **Time: 13 min**      **Leader's Guide**  
The five steps for effectively handling complaints and turning tough situations into opportunities for increasing customer satisfaction.

**Fish! (C1-2-P1)**      **Time: 17 min**      **Facilitator's Guide**  
Inspire those with whom you work to see that they have the power to create a more interesting, playful, profitable and energetic workplace for themselves. Feel positive and fulfilled by the way you do your work. You can make a difference!

**Fish! (C1-2-P2)**      **Time: 17 min**      **Facilitator's Guide**  
Inspire those with whom you work to see that they have the power to create a more interesting, playful, profitable and energetic workplace for themselves. Feel positive and fulfilled by the way you do your work. You can make a difference!

**Fish! Sticks (C1-2-Q1)**      **Time: 16 min**      **Facilitator's Guide**  
Learn how to sustain a high-energy work environment over time. See how this thriving work environment is able to survive through turmoil and keep their vision alive.

**Fish! Sticks (C1-2-Q2) - DVD**      **Time: 16 min**      **Facilitator's Guide**  
Learn how to sustain a high-energy work environment over time. See how this thriving work environment is able to survive through turmoil and keep their vision alive.

**General Hospitable: Keeping Your Patients Satisfied (C1-2-R1)**      **Time: 20 min**  
This video depicts a day-in-the-life of a patient. It is filled with customer service tips your staff can put to use immediately. But more than just teach specific skills, it provides your team with a vision of what your facility can be when everyone sets their sights on consistently delivering top quality care to your patients.

**Give 'em the Pickle (C1-2-R2)**      **Time: 18min**      **Leader's Guide**  
This training program will help you inspire your team and will act as a guide as you and your employees commit to raise the level of service offered to your customers. With humor and anecdotal stories, restaurateur Bob Farrell illustrates how easy it is to treat each customer like “the boss” by giving them what they want.

**What's Your Pickle (C1-2-S1) DVD**      **Time: 17min**      **Leader's Guide**  
Real-Life stories from companies who make a living giving pickle!

**Remember Me (C1-2-S2)**      **Time: 10 min**      **Leader's Guide**  
How customers feel and react to poor service and how excellent service leads to customer satisfaction and business growth.

**Remember Me (C1-2-T1)**      **Time: 10 min**      **Leader's Guide**  
How customers feel and react to poor service and how excellent service leads to customer satisfaction and business growth.

#### IV. CUSTOMER SERVICE

**Service Perspective- Focus on the Frontline with Rick Tate (C1-2-T2)**      **Time: 14 min**

Consultant, trainer and speaker Rick Tate addresses the importance of the "service perspective" in giving business the competitive advantage.

**Service With Soul with Tom Peters (C1-3-A1)**      **Time: 70 min**      **Discussion Guide**

Documentary filmed before a live audience in a town-hall talk show format. Peters presents five organizations whose leaders and staffs have successfully demonstrated a true passion for their customers.

**Telemarketing II- Becoming A Pro on the Phone (C1-3-A2)**      **Time: 13 min**

Successful careers in telemarketing depend on skills such as product knowledge, imagination, perseverance, but most of all, a positive mental attitude.

**Telemarketing II- Becoming A Pro on the Phone (C1-3-B1)**      **Time: 13 min**

Successful careers in telemarketing depend on skills such as product knowledge, imagination, perseverance, but most of all, a positive mental attitude.

**The Hidden Customer - Internal Customers (C1-3-B2)**      **Time: 19 min**      **Leader's Guide & Workbook**

How to give your internal customers the best service by using problem solving, communication, flexibility, follow-through and commitment to your customer's goal.

**The Telephone: Your Business on the Line (C1-3-C1)**      **Time: 30 min**      **Leader's Guide & Workbook**

Every person answering the telephone represents your company to the public but the basic rule of good customer service applies to all; they are presented here in a six step process.

## IV. CUSTOMER SERVICE

**The Video Vignette Training Series:** The training series consists of five independent modules:

- 1. Orientation to Quality Service (C1-3-C2)**      **Time 15 min**      **Leader's Guide Viewer's Guide**  
This video examines characteristics of providing good service to customers. It teaches the basic principles of effective customer service. The participant will learn why their behavior with customers make a definitive difference in their company's business strategy as well as "how" to provide service to customers.
- 2. Exceeding Expectations (C1-3-D1)**      **Time 16 min**      **Leader's Guide Viewer's Guide**  
This video provides instruction to participants on how to go above and beyond when handling customer situations. It teaches the learner how to differentiate themselves from others when providing customer service and create positive memories for customers.
- 3. Solving Problems (C1-3-D2)**      **Time 16 min**      **Leader's Guide Viewer's Guide**  
This video shows the essentials of handling complaints or problems that customers have. The participant learns why the "recovery" process, in dealing with problems customers have, is an important step in creating customer loyalty. They will learn the dos and don'ts of handling complaints.
- 4. The ABC's of Service on the Phone (C1-3-E1)**      **Time 16 min**      **Leader's Guide Viewer's Guide**  
As service quality has become more important; the way we communicate on the telephone has become a critical element in dealing with customers and each other. In this video participants will be introduced to simple, but very effective model for effective telephone use. Participants will gain the skills to create a favorable impression on customers and coworkers as well as save everyone time.
- 5. Ask and Listen (C1-3-E2)**      **Time 14 min**      **Leader's Guide Viewer's Guide**  
When people take on new jobs or new assignments, performance can suffer while people grapple with the learning curve the new job presents. Orientation programs and training cannot provide a person with all the skills and abilities necessary to excel. This video will assist people in excelling in new jobs by teaching them techniques they can use to get up to speed fast. This program shows employees how to take initiative, shorten the learning curve and avoid costly mistakes.

**Telephone Customer Service (C1-2-D1-A)**      **DVD**      **Time: 26 min**

Set in a real-world call center, this program teaches skills necessary for smooth, professional customer service over the phone. It shows both the right way and the wrong way to make a good impression on customers and handle calls successfully.

You'll learn ten valuable skills:

1. listening effectively
2. extending courtesy
3. avoiding the wrong impression
4. using the customer's language
5. gathering customer information
6. satisfying the anger customer
7. managing technology
8. writing effective email
9. preparing a mental script
10. closing the conversation

## IV. CUSTOMER SERVICE

### **Telephone Courtesy: You Are The Company (C1-1-S2)      Time: 12 min**

This video focuses on the “do’s” and “don’ts” of proper phone etiquette. Learn how to make a professional impression when answering the phone. Develop important skills for increasing customer satisfaction, and allow your organization to benefit from efficient internal communications.

### **WAYMISH: Why Are You Making It So Hard ... for me to give you my money? (Top) DVD**

**Time: Main Show 18 Minutes, Supervisor Show 10 Minutes**

A customer approaches your place of business, fully intending to buy something. Then, it happens...something frustrates the customer to the point where she changes her mind and leaves without spending a dime. The "it" is a "WAYMISH" and 2 out of 3 times, it results in the permanent loss of a customer.

**WAYMISH** is an acronym for: *Why Are You Making It So Hard...for me to give you my money?* It represents all the slights and indifferences made by employees and organizations that lead customers to believe that you don't really want their business. Things like not listening to what the customer is saying, putting policies ahead of common sense, not attempting to resolve complaints, etc.

#### **Can you afford to create unhappy customers that take their business elsewhere?**

Eliminate WAYMISHes and keep customers with this superb customer service program from CRM Learning. Hidden-camera footage reveals service providers in retail, hospitality and banking committing all-too-common WAYMISHes. Then, the show's folksy host walks these employees through the things they can say and do to convey genuine service excellence.

Your trainees will love the way the show's host is COMPLETELY on their side--not trying to embarrass, not trying to preach--just suggesting new more effective ways to handle customer situations.

#### **Skill points include:**

- Quickly Acknowledge Customers
- Listen Carefully
- Fix Problems on the Spot
- Find a Way To Say Yes
- Coach Each Other
- Remember that being of service to all customers "IS your job"

The Supervisor Show component plays off the main show and further helps supervisors understand the unique role they play in setting the right tone and working with employees to prevent WAYMISHes.

## V. MANAGEMENT AND THE LAW: DIVERSITY / ADA / FMLA

### **A Peacock in the Land of Penguins (C1-3-F1)**

**Time: 10 min**

**Leader's Guide**

Acceptance and trust makes it possible for each bird of a different feather to fly and how this concept allows us to manage the increasingly diverse workforce and capture all the talent, energy and commitment of the people for the growth of the organization.

### **A Peacock in the Land of Penguins (C1-3-F2)**

**Time: 10 min**

**Leader's Guide**

Acceptance and trust makes it possible for each bird of a different feather to fly and how this concept allows us to manage the increasingly diverse workforce and capture all the talent, energy and commitment of the people for the growth of the organization.

### **A Tale of "O" (C1-3-G1)**

**Time: 18 min**

**Leader's Guide**

How it feels to be the "different" one and how groups can feel more comfortable with each other.

### **Breaking the Attitude Barrier – Learning to Value People With Disabilities (C1-3-G2)**

**Time: 33 min**

**Leader's Guide & Workbook**

Why hiring and promoting people with disabilities is not only the law but good business in a competitive market place. This video explores cultural and communication barriers and techniques for overcoming them.

### **FMLA Case Files with Catherine Crier (C1-5-B1)**

**Time: 20 min**

**Leader's Guide**

Formatted in the style of fast-paced, prime time news features, this program covers the important detail: Family Medical Leave Act and includes real-life examples of its application with employees. Viewers meet David Watkins, who sued his company when they failed to reinstate him to his job after taking time off to recover from three heart attacks. Court TV's Catherine Crier lends her insights to the discussions, and employment experts share in-depth knowledge on FMLA.

### **Legal Issues for Managers - It's Just Not Fair (C1-3-H1)**

**Time: 23 min**

**Leader's Guide**

How to avoid situations where employees and prospective employees might feel discriminated against; what managers can do to defend themselves in these situations.

### **Legal Peril: 8 Management Pitfalls to Avoid - (C1-5-B2)**

**Time: 22 min**

**Leader's Guide**

Statistics show one in five managers or supervisors will find themselves in litigation or part of an employment related claim or charge. This hard-hitting film featuring Harry Hamlin or *LA Law* fame explores the Eight Management Pitfalls which could end up costing you and your associate's valuable time and your company millions of dollars. You will learn through example and discussion what they are, how to avoid this costly expense and how to stay out of court.

### **Managing Diversity (C1-3-H2)**

**Time: 22 min**

**Leader's Guide**

Differences in gender, race and ethnicity are creating opportunities in the workplace for gaining a range of human perspectives on issues such as power, authority and communication and how to enhance these benefits of diversity.

### **Social Media: Reduce the Risk (C1-2-D2-B) DVD**

**Time: 21 min**

Map out a social media policy that can regulate your employees' online activity, provide them with safe practices for posting online content, and protect your organization from the devastating risks of harmful social media content: from loss of customers and bad publicity to data breaches and even lawsuits.

## V. MANAGEMENT AND THE LAW: DIVERSITY / ADA / FMLA

### **360° Feedback (C1-3-K1)**

**Time: 17 min**

Features discussions between psychologists Eve Ash and Peter Quarry. Successful companies know that seeking feedback is essential for high morale and high performance. This practical video explains how 360° feedback works.

## VI. EMPLOYEE SELECTION & PERFORMANCE MANAGEMENT

### **Care and Control: A Better Approach to Termination and I Have to Fire Someone – 2 Segment Film (C1-3-K2)**

**Time: 21 min**

**Leader's Guide**

How to prepare, plan and conduct successful terminations and stay in control in a responsible way.

### **Coaching (C1-3-L1)**

**Time: 30 min**

**Leader's Guide**

How to use coaching skills to help people learn and improve performance

### **Coaching to Clarify Expectations (C2-4-L1)**

**Time: 14 min**

Just as athletic coaches should spur their teams to excel, so workplace coaches must tap team members' potential for success. In this program, renowned psychologist and performance management consultant Peter Quarry incorporates dramatic vignettes to deliver key training points on a wide range of workplace situations.

Video 1: Coaching to Clarify Expectations Coaches need to set high expectations. People can only perform well at work if they know what is expected of them. This video shows how to communicate expectations clearly and effectively, regardless who the addressee is, be she your manager, supervisor, team leader, team member, co-worker or even a customer!

Master these how-to training points:

- Encourage everyone in your organization to take responsibility for clarifying expectations
- Communicate your expectations clearly and specifically
- Listen to others and negotiate a fair set of expectations with them

### **Coaching to Build Skills (C2-4-L2)**

**Time: 13 min**

### **Coaching to Enhance Confidence (C2-4-M1)**

**Time: 13 min**

### **Coaching to Encourage Flexibility (C2-4-M2)**

**Time: 15 min**

### **Coaching to Resolve Conflict (C2-4-N1)**

**Time: 15 min**

### **Coaching to Develop Motivation (C2-4-N2)**

**Time: 11 min**

### **Coaching For Performance (C1-3-L2 )**

**Time: 2 hrs**

**Workbook**

Video of a live broadcast, presented by Jack Gilbert, Author of Productivity Management in Healthcare.

This program covers:

- The role of the coach in management and how coaching can impact employee performance
- The practices, skills and attributes of a successful coach.
- The ways successful coaching can improve the performance of both difficult and star employees.
- How to put coaching into action through the development of a post program action plan.

### **Documenting Discipline (C1-3-M1)**

**Time: 24 min**

**Leader's Guide**

Manufacturing version: how to address performance issues legally and effectively, using progressive discipline.



## VI. EMPLOYEE SELECTION & PERFORMANCE MANAGEMENT

### **Documenting Discipline (C1-3-M2)**

**Time: 24 min**

**Leader's Guide**

Manufacturing version: how to address performance issues legally and effectively, using progressive discipline.

### **Encouraging the Heart (C1-3-N1)**

**Time: 20 min**

**Leader's Guide**

We all have principles and practices that support the basic human need to be appreciated for what we do and who we are. Encouragement is absolutely essential to sustaining people's commitment to organizations and outcomes. This video is about relationships, which are at the essence of leadership: toughness and tenderness, guts and grace, firmness and fairness, fortitude and gratitude and passion and compassion.

### **How To Eliminate and Control Absenteeism (C1-3-N2)**

**Time: 25 min**

**Booklet**

Studies show that in most companies today 50% of all absenteeism traces to only 10% of employees! Here your supervisors learn how to crack down on the chronic absentee who is forever reporting in "sick" and how to strive for perfect attendance. It also emphasizes why they must not overlook even one absence in the employee who has a good record.

### **Legal Issues for Managers - It's Just Not Fair (C1-3-H1)**

**Time: 23 min**

**Workbook**

How to avoid situations where employees and prospective employees might feel discriminated against and what managers can do to defend themselves in these situations.

### **Love 'Em or Lose 'Em (C1-3-O1)**

**Time: 22 min**

**Leader's Guide**

This video provides you with the tools to teach managers about the A-Z approach of retaining good employees. Obtain the knowledge and ability to become the kind of managers who retain valuable employees.

### **Managing From the Heart (C1-3-O2)**

**Time: 30 min**

**Leader's Guide**

Harry Hartwell is a manager who has succeeded in the past by managing with fear and anger, bullying his employees and putting them down to get results. During a near-death experience, Harry get a second change to learn 5 heart-felt management principles: hear and understand me, remember to look for my loving intentions, acknowledge the greatness within me, tell me the truth with compassion; even if you disagree, don't make me wrong.

### **More Than a Gut Feeling (C1-3-P1)**

**Time: 28 min**

**Leader's Guide**

Past experience is the best predictor of future performance. This video is a "how to" on behavioral interviewing so that hiring decisions can be based on more than a "gut feeling".

### **Preparing for Your Appraisal (C1-3-P2)**

**Time: 15 min**

This video features discussions between psychologists **Eve Ash** and **Peter Quarry**. This video encourages an active role in performance appraisal discussions. Learn to evaluate your own performance and ensure you get what you want out of the interview.

## VI. EMPLOYEE SELECTION & PERFORMANCE MANAGEMENT

### **The Curse of the Vanishing Employee's: How to Retain and Motivate Great Workers (C1-3-Q1)**

**Time: 20 min**

**Leader's Guide & Workbook**

After investing in the recruitment, training and development of your employees, you certainly don't want them to disappear. These days, it's happening all too often at Fred's company. You'll see Fred and Olivia sit with a ghostly human resources consultant while recently departed employees come clean on why they really left the organization. Video covers management concepts such as:

- being available for problem-solving
- supporting individual growth through new challenges
- finding out what motivates each individual
- providing coaching and discipline to keep performance high
- remaining flexible when employees need to balance work and family.

**The Fairness Factor** - *This 3 video series is geared toward protecting your organization against charges of unfair practices. Each video has a Leader's Guide and Resource Book.*

#### **Video 1: How to Recruit, Interview and Hire to Maximize Effectiveness and Minimize Legal Liability (C1-3-Q2)**

**Time: 20 min**

The promise of new talent and skills versus potential charges of bias and discrimination. This is the dilemma today's managers face when hiring new personnel. Viewers move through the 8 steps of the hiring process from clearly defining the job and recruiting widely, to interviewing, testing and making an offer and orientation.

#### **Video 2: How to Manage Performance & Discipline to Maximize Productivity and Minimize Legal Liability (C1-3-R1)**

**Time: 20 min**

If the thought of conducting performance reviews or disciplinary sessions makes your managers sweat bullets, relax. This exceptionally clear video specifies each step they need to take to manage these encounters fairly and constructively from thorough preparation and the meeting itself, to adequate documentation and the all-important follow-up.

#### **Video 3: How to Manage Employee Termination to Minimize Legal Liability (C1-3-R2)**

**Time: 20 min**

Making sure your managers follow set guidelines and carefully document both terminations and resignations is imperative. These procedures not only protect against litigation, they can actually provide invaluable insights on how to improve your organization. This video lays out the guidelines, dramatizes legal ramifications and stresses the often overlooked importance of exit interviews.

### **The Human Touch Performance Appraisal II (C1-3-S1)**

**Time: 24 min**

**Workbook**

How to prepare and deliver a positive and constructive performance appraisal and how to improve your own ability to motivate your people.

### **The Power of Future Conversation (C1-1-T2)**

**Time: 19 min**

**Leader's guide**

Achieve major breakthroughs just by changing the way you speak and listen. 80% of our conversations are focused on the past. We can learn from the past but to move our organizations forward and see positive results, we need some simple techniques to change our focus such as: break free of conversational patterns that stall progress, consciously choose and create the outcomes you want; turn even the most difficult circumstances into opportunities, tap into the talent and energy of those around you to dramatically increase the velocity of change.

## VI. EMPLOYEE SELECTION & PERFORMANCE MANAGEMENT

### **The Pygmalion Effect: Managing the Power of Expectations (C1-3-S2)**

**Time: 32 min**

**Leader's Guide, Participant's Workbook & CD-ROM Power Point Presentation (2<sup>nd</sup> Edition)**

This video illustrates the "Expectation Cycle", which demonstrates how the phenomenon exerts its almost magical power to transform behavior. This video goes beyond its predecessors in providing straightforward, practical strategies for implementing the power of Pygmalion in your day-to-day interactions with others

### **The Pygmalion Effect: Managing the Power of Expectations (C1-3-T1)**

**Time: 32 min**

**Leader's Guide, Participant's Workbook & CD-ROM Power Point Presentation (2<sup>nd</sup> Edition)**

This video illustrates the "Expectation Cycle", which demonstrates how the phenomenon exerts its almost magical power to transform behavior. This video goes beyond its predecessors in providing straightforward, practical strategies for implementing the power of Pygmalion in your day-to-day interactions with others.

### **The Pygmalion Effect: Productivity and the Self-Fulfilling Prophecy (C1-3-T2)**

**Time: 30 min**

**Leader's Guide (1<sup>st</sup> Edition)**

This video illustrates the power of expectation—one group is expected to achieve and it does. It begins with highlights of the play "Pygmalion." You will see how beliefs are subconsciously communicated to become self-fulfilling prophecies. It ends with four specific behaviors that transmit expectation and a challenge for managers to instill feelings of value and confidence in all employees.

## VII. LEADERSHIP

**5 Questions Every Leader Must Ask (Top) DVD**                      **Time: 27 min**                      **Leader's Guide**  
**& CD-ROM with Power Point Presentation & Reproducible Participant's Worksheets**

Today's managers face tremendous pressure to solve problems, achieve goals, lead change and improve productivity. They're told to turn to their team for input and ideas, but many aren't sure how to facilitate a collaborative session. The proven model in this program will help even the most inexperienced manager generate great ideas and solutions in a team setting. It provides instant ROI.

**A Grander Goal (C1-4-Q2-B) DVD**                      **Time: 11 min**                      **Leader's Guide**

Sometimes the lessons we most need to learn are found half a world away, in lands far different from our own.

**A Grander Goal** brings to bear that which is at once the simplest and most complex: Love and Forgiveness. It is a striking look at character illustrated by one man's unselfish desire to be a role model. His name is Stone.

Once a star member of Uganda's professional soccer team, Stone's career ended abruptly after a knee injury, which was intentionally inflicted by another player, but, Stone holds no bitterness. He simply tells his opponent, "You did what you had to". It is this selfless forgiveness that permeates all he does and sets the stage for the boys he mentors to learn important lessons about their lives and choices.

**A Question of Management - Historical Perspective (C1-4-C1)**                      **Time: 30 min**                      **Leader's Guide**

A conceptual history of the theories of "management" and their relation to productivity.

**After All, You're the Supervisor (C1-4-C2)**                      **Time: 20 min**                      **Leader's Guide**

This completely revised edition encompasses today's world of work, addressing such issues as supervising today's more diverse workforce: how to motivate team members who may have not had positive experiences with previous supervisors. It addresses how to lead more experienced team members who may legitimately feel that they've "heard it all".

**Beyond Impossible (C1-4-D1)**                      **Time: 9 min**

In this inspiring, heart warming and highly motivational dramatized video, the analogy used with Henry Ford shows that nothing is impossible—power is in belief! We only need to believe, seek and reach outside our boundaries in order to achieve our full potential.

**Celebrate What's Right With the World (C1-4-D2)**                      **Time: 45 min**  
**Leader's Guide & Participant's Workbook & PowerPoint CD**

Many of us are born trustful and optimistic. Celebrating what's right with the world enables us to recognize the options and opportunities before us while helping to unleash our energy and creativity. Approaching our day-to-day lives with an attitude of celebration isn't always easy.

**Celebrate What's Right With the World (C1-4-E1)**                      **Time: 45 min**  
**Leader's Guide & Participant's Workbook & PowerPoint CD**

Many of us are born trustful and optimistic. Celebrating what's right with the world enables us to recognize the options and opportunities before us while helping to unleash our energy and creativity. Approaching our day-to-day lives with an attitude of celebration isn't always easy.

## VII. LEADERSHIP

### **Continuous Motivation! (C2-2-T1-A) DVD**

**Time: 22 min**

**Leader's Guide  
English, Spanish and Portuguese**

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
- Positive works better than negative
- Motivate your team continuously

### **Courageous Followers, Courageous Leaders (C1-4-E2)**

**Time: 23 min**

This video teaches us about new relationships for a changing workplace. Learn how team leaders and team members can successfully interact to achieve shared goals. Discover the four dimensions of courageous followers.

### **Delegating For Diehards—Working Together to get Things Done (C1-4-F1)**

**Time: 20 min**

**Leader's Guide**

Delegating means relying on someone else to do a job that you are ultimately responsible for. It's enough to make a person nervous when time and accuracy are crucial. This video shows the steps necessary for delegating success and portrays people's deepest fears about delegating.

### **Do Right! (C1-4-F2)**

**Time: 35 min**

This video is an expression of Coach Holtz' lifelong philosophy. It will renew the pride and dedication of everyone in your organization from top executives to the newest employees.

### **Either Way You' re Right (C1-4-G1)**

**Time: 8 min**

How physical, mental and social obstacles were overcome by some of the world's most famous people. If you think you can or if you think you can't, "either way you're right!"

### **Emotional Intelligence (C1-4-G2)**

**Time: 25 min**

**Participant's Workbook**

Emotions have never been completely welcome in our work life. Most of us have traditionally been conditioned to leave emotions "at home", believing that to be effective, we need to base all our team strategies and decisions only upon cold, logical, "intelligence". Inspire those with whom you work to see that they have the power to create a more interesting, playful, profitable and energetic workplace for themselves. Feel positive and fulfilled by the way you do your work. You can make a difference!

### **Emotional Intelligence (C1-4-H1)**

**Time: 10 min**

This video focuses on discussion segments only.

### **Everyone Can Be a Leader (C1-4-H2)**

**Time: 15 min**

**Leader's Guide**

How everyone can seek and accept challenges and lead the organization to performance excellence.

### **Flight of the Buffalo (C1-4-I1)**

**Time: 30 min**

**Leader's Guide**

How today's leaders are making organizational changes allowing the employees to lead. This video uses metaphors from nature.

## VII. LEADERSHIP

### **Flight of the Buffalo (C1-4-I2)**

**Time: 30 min**

**Leader's Guide**

How today's leaders are making organizational changes allowing the employees to lead. This video uses metaphors from nature.

### **From Delegation to Empowerment: Getting Things Done Through People (C1-4-J1)**

**Time: 21 min**

Empowering your people allows you the time to take on new challenges yourself, thereby growing in your own career. It also improves opportunities for your staff, encouraging new commitment and enthusiasm for their jobs. This video program gives you the tools to become, not just a delegator, but an "empowered."

### **Leadership (C1-4-J2)**

**Time: 3 min**

The values and characteristics of leadership for motivational & for management training only.

### **Leadership Challenge (Top)**

**Time: 26 min**

**Leader's Guide, PowerPoint Presentation, Encourage the Heart Cards**

Once again, leadership experts James Kouzes and Barry Posner bring their exceptional skill to the fore with this newly revised edition of their classic, *The Leadership Challenge*. From its initial launch to the present, *The Leadership Challenge* has proven to be a groundbreaking model for anyone interested in leadership training. It is an illuminating, yet nuts-and-bolts look at human interaction and success.

Extensive research and analysis led Kouzes and Posner to identify five practices common to all great leaders and to publish their findings in what has become a best-selling book of the same name. Taught in college and university undergraduate, graduate and executive courses around the globe, it is an excellent curriculum for increasing trust, efficiency and productivity, whether in the classroom, boardroom, factory or community.

Viewers will observe the actions of leaders as varied as a Farm Credit Services vice president revamping a department; a Stanford University student development director preparing students for community service; the CEO of newly merged and morale-burdened Sinai-Grace Hospital turning things around; a RenGen CEO empowering a committee of workers to choose a new employee health insurance plan; and a senior manager at FedEx exploring how to keep staff excited and interested. Each of these remarkable leaders moves structures, staff - and themselves - from ordinary to extraordinary. They do so by putting into action the five

Leadership Practices:

1. Modeling the way
2. Inspiring a shared vision
3. Challenging the process
4. Enabling others to act
5. Encouraging the heart

### **Love and Profit - the Art of Caring Leadership (C1-4-K1)**

**Time: 32 min**

**Leader's Guide & Workbook**

Lead others with honesty, compassion and strength. A good video for motivating leadership.

## VII. LEADERSHIP

### **Make It Matter (C1-4-R1-A)**

**Time: 22 min      Discussion Guide & Workbook**

How would people describe you? Would they use words like "vital", "significant", and "valuable"? If not, you may be lacking the presence you need for long-term success. This program provides inspiration, insights and instruction on how an individual at any level of an organization can create a strong personal brand that makes them -- and what the organization does -- matter.

Benefits:

- Enables individuals to present themselves and the organization at the highest possible level
- Clarifies for employees how their contribution impacts the organization
- Helps organizations develop people, increase accountability and build credibility

### **Making Managers Into Leaders (C1-4-K2)**

**Time: 2.5 hrs**

A recording of a live satellite broadcast (5-29-97) of author Ed Oakley. Messages include how to motivate and generate positive energy to achieve continuous renewal and how to make people part of the solution (not part of the problem).

### **Management Skills for New Supervisors (C1-4-L1)** **(C1-4-L2)**

**Time: Part I - 90 minutes**  
**Part II - 84 minutes**

Inspire positive results from your people. Take the steps that fulfill the promise and responsibility of your new position.

### **The Pygmalion Effect: Managing the Power of Expectations - 2nd Edition (C1-3-S2)**

**Time: 32 min**

**Leader's Guide, Participant's Workbook & CD-ROM Power Point Presentation (2<sup>nd</sup> Edition)**

This video illustrates the "Expectation Cycle", which demonstrates how the phenomenon exerts its almost magical power to transform behavior. This video goes beyond its predecessors in providing straightforward, practical strategies for implementing the power of Pygmalion in your day-to-day interactions with others

### **The Pygmalion Effect: Managing the Power of Expectations - 2nd Edition (C1-3-T1)**

**Time: 32 min**

**Leader's Guide, Participant's Workbook & CD-ROM Power Point Presentation (2<sup>nd</sup> Edition)**

This video illustrates the "Expectation Cycle", which demonstrates how the phenomenon exerts its almost magical power to transform behavior. This video goes beyond its predecessors in providing straightforward, practical strategies for implementing the power of Pygmalion in your day-to-day interactions with others

### **The Pygmalion Effect: Productivity and the Self-Fulfilling Prophecy - 1<sup>st</sup> Edition (C1-3-T2)**

**Time: 30 min**

**Leader's Guide**

This video illustrates the power of expectation—one group is expected to achieve and it does. It begins with highlights of the play "Pygmalion." You'll see how beliefs are subconsciously communicated to become self-fulfilling prophecies. It ends with four specific behaviors that transmit expectation, and a challenge for managers to instill feelings of value and confidence in all employees.

### **Putting the One Minute Manager to Work (C1-4-M1)**

**Time: 59 min**

**Leader's Guide**

The importance of giving and asking for feedback to get results and using teamwork and positive reinforcement.

## VII. LEADERSHIP

### **SMART Goals: Steps to Success (C1-4-M2)**

**Time: 26 min**

**Leader's Guide, Handbooks**

SMART Goals introduces the SMART technique for goal setting. This entertaining and enlightening video program will demonstrate to your employees how simple it can be to establish a SMART goal, resulting in increased morale, employee retention and productivity.

- Specific
- Measurable
- Agreed
- Realistic
- Timed

### **The Goal (C1-4-N1)**

**Time: Part I - 26 min**

**Part II - 24 min**

An underground best-seller among American executives, by Eli Goldratt. This is an industrial tale of a plant manager, Alex Rogo, who must lead a turn-around or his plant will be closed. (AMI, 1995).

### **The Goal (C1-4-N2)**

**Time: Part I - 26 min**

**Part II - 24 min**

An underground best-seller among American executives, by Eli Goldratt. This is an industrial tale of a plant manager, Alex Rogo, who must lead a turn-around or his plant will be closed. (AMI, 1995).

### **The Super Supervisor by Mildred Ramsey (C1-4-O1) (C1-4-O2)**

**Time: Part I – 90 min**

**Part II – 90 min**

What your employees always wanted to tell you, but were afraid you'd fire them." Mildred Ramsey spent over 40 years working as an hourly worker in a southern textile mill. She contends the way to keep labor unions out of your plant and enhance productivity is by treating people with the seven C's: courtesy, concern, consideration, compassion, consistency, control and caring.

### **We Are The Ones (C1-4-Q1-A)**

**Time: 5 min**

We are the ones is an inspirational and compelling short program from Star Thrower Distribution. Embracing the concept of looking to ourselves for leadership and positive change, **We Are The Ones** combines amazing film footage of the Southwest with a powerful message that will convince viewers to work together to face the future.

Based on A Message from The elders, Hopi Nation, Oraibi, Arizona, **We Are The Ones** will help any organization come a step closer to recognizing and achieving their goals.

### **Wealth, Innovation & Diversity (C1-4-P1)**

**Time: 31 min**

**Leader's Guide, Participant Workbook,**

**CD-ROM with handouts, participant takeaway overhead slides and PowerPoint presentation.**

Joel Barker takes you on a journey around the world to understand a fundamental truth: without diversity, there can be no innovation; without innovation, there can be no new wealth; therefore, diversity is the key to creating wealth for all.



## VII. LEADERSHIP

### **Wealth, Innovation & Diversity (C1-4-P2)**

**Time: 31 min**

**Leader's Guide, Participant Workbook,**

**CD-ROM with handouts, participant takeaway overhead slides and PowerPoint presentation.**

Joel Barker takes you on a journey around the world to understand a fundamental truth: without diversity, there can be no innovation; without innovation, there can be no new wealth; therefore, diversity is the key to creating wealth for all.

### **Winning With Women with Anson Dorrance (C1-1-I2)**

**Time: 28 min**

**Leader's Guide**

Anson Dorrance is the most winning coach in NCAA history. His advice is humorous, insightful, down-to-earth and eminently practical, as he lays out a model of motivation, team building and leadership that will drive your employee performance to new levels of achievement.

### **Would I Work For Me? (C1-4-Q1)**

**Time: 20 min**

**Leader's Guide**

The video, "Would I Work For Me?" demonstrates a supervisor's behavior in realistic situations--first as a newly appointed supervisor, and then as a more experienced manager who has learned from his mistakes. Viewers will learn eight different management skills that improve motivation, productivity and the bottom line--this is essential training for all managers and supervisors.

## VIII. LEAN MANUFACTURING

### **The 5 S's @ Boeing (C2-3-M2-B) DVD**

**Time: 22:56 min**

The 5s's @ Boeing has repeatedly been cited as one of the simplest, clearest and most practical explanations of the principles of 5S by companies and industry publications worldwide. Through the practice of the five steps of sorting, simplifying, sweeping, standardizing, and self-discipline, the video reveals how dramatic improvements in efficiency are achieved. The video demonstrates application of a 5S program in both a factory and office environment and shows that regardless of the setting, the program achieves remarkable results.

### **The Winners Circle (C1-1-H2)**

**Time: 15 min**

Become organized in order to reach your goals and adjust procedures to work as a team with other departments efficiently. Learn about quick die changeover techniques.

### **Visual Controls C2-3-M2-A) DVD**

**Time: 27 min**

Society of Manufacturing Engineers' Process improvement using Visual Controls.

## IX. MEETING & TIME MANAGEMENT

### Dilbert Business Video (C2-1-A1)

Dilbert Does Meetings	Time: - 4 minutes
Dilbert on Managing Change	Time: - 5 minutes
Dilbert on Quality	Time: - 5 minutes
Dilbert Does Sales	Time: - 4 minutes
Just the Breaks #1- Mingling Groups	Time: - 1 minute
Just the Breaks # 2-110%	Time: - 1 minute

### Managing Your Time and Priorities

Time: Part 1 - 53 minutes	(C2-1-A2)
Part 2 - 46 minutes	(C2-1-B1)
Part 3 - 49 minutes	(C2-1-B2)

A Skill Path Seminar on Time Management and Project Management. Reich Gardner presents how to manage priorities, time, getting things done and getting things through.

### More Bloody Meetings (C2-1-C1)

Time: 27 min                      Book & Workbook

John Cleese tells how to focus the group's attention to the issues and mobilize them for action.

### Teamwork Essentials: Meetings Under Control (C2-1-C2)      Time: 15 min      Facilitator's Guide & Workbook

Learn specific skills for controlling meetings to ensure they are productive, efficient and achieve outcomes. You need to be convinced a meeting is necessary, have objectives and an agenda, navigate around tangents and distractions, manage time well, resolve conflicts, and push for outcomes and list actions.

### Time Challenged (Top)

Time: 20 min                      Leader's Guide;  
PowerPoint Presentation; Memory Cards

We all get the same 24 hours a day, but how we use those hours greatly impacts our success or failure. Designed as a 1/2 day program, trainers will love how Time Challenged Leader's Guide provides interactive training during which participants learn from one another much like the individuals they see on-screen.

They will gain the tools to:

- Identify & take responsibility for time-management concerns
- Fend off casual, drop-in office visitors
- Maximize workspace through better organization
- Set time limits for projects & meetings
- Keep phone calls & emails from taking over their day
- Plan for the unexpected, while building in enough time for projects
- Set goals & prioritize each day's tasks
- Break down tasks into smaller segments, delegate to others

### Time Management (C2-1-D1)

Time: 12 min

This video features discussions between psychologists **Eve Ash** and **Peter Quarry**. Learn to conduct a time audit and discover the main ways to solve time management problems. Become more effective by managing your time better.

## X. SAFETY / HEALTH & WELLNESS

### **Back Injury Prevention (C2-1-F1)**

**Time: 10 min**

How to lift safely.

### **Back Protection: Defending Your Safety Zone (C2-1-F2)**

**Time: 20 min**

Educate employees how to prevent injury and repetitive stress by learning how the back works and proper body mechanics. For a wide range of applications and work environments.

### **Before You Turn the Key (C2-1-E1-A)**

**Time: 20 min**

**Handbook  
English, Spanish, Portuguese**

Before You Turn The Key is a program about what we need to do every time we get in a vehicle, before we turn the key. We'll follow the main character, Highway Patrolman Ben Sullivan, as he describes the incidents that could have been avoided if people would only take the time to think and pay attention to their car. We will see the loss of a young child and the emotional distress caused by the carelessness of a driver. The program will show how making the right choices before you turn the key in any vehicle may save a life. Maybe even your own.

### **Boom lifts in Construction (C2-1-G1)**

**Time: 10 min**

Boom lifts are the most widely used type of equipment on a construction site. As with anything that becomes so common, accidents are likely to occur. Provide your workers with the training necessary to keep them safe.

- Lifting principles
- Walk around inspections
- Controls
- Electricity
- Operation

### **Combative Residents: Mirror Their Reality (C2-3-S1-A)**

**Time: 22 min**

**Handbook**

**English, Spanish**

This important program discusses the problems, causes and various forms of combative behavior which occur in long-term care facilities and helps you learn how to prevent your employees from being victims of combative behavior.

- Forms of combative behavior
- Potential causes
- Keys to the successful management of combative behavior
- Learning to deal with combative incidents

## X. SAFETY / HEALTH & WELLNESS

### Confined Space Entry: Plan & Prepare (C2-3-S2-A) DVD Time: 21 min

Handbook  
English, Spanish & Portuguese

Beginning with dramatic, real-life stories of tragic confined space incidents, **Confined Space Entry: Plan and Prepare** shows your employees why it is vital to follow procedure when working in a confined space.

Every year needless injuries and fatalities occur in confined spaces and often, these spaces seem safe or even harmless. But looks can be deceiving - help your employees understand what a confined space is, the hazards that are associated with it and the steps to follow to maintain a safe work environment.

#### Identifying Confined Spaces:

OSHA defines a confined space as any space that:

- Is large enough for a person to enter and perform work in
- Has a limited opening for entry and exit
- Isn't intended for continuous human occupancy

Some confined spaces are more hazardous than others and require an OSHA-required Entry Permit before anyone enters the space. Basically, any space that contains serious hazards that could cause death or serious injury must be classified as a permit-required space.

#### Identifying Hazards:

Different confined spaces contain different kinds of hazards and dangers which may include hazardous atmospheres, engulfment, falls, electricity and machinery, and other risks such as heat, cold, vibration, fatigue and noise.

#### Confined Space Entry Permit:

This permit is an OSHA-required document that must be clearly posted at the entrance of the confined space and is executed by a properly trained Entry Supervisor or Safety Representative. It serves as a "game plan" for any entry and work to be done in a confined space. It ensures that every confined space entry operation is thoroughly **planned** out before even beginning, and that every safety **precaution** is taken once the operation is underway.

### Dealing With Stress (C2-2-D2-A)

Time: 16 min

Handbook  
English, Spanish, Portuguese

It cannot be stressed enough: feeling strong and well-rested make your employees not only happy but also efficient. Through this award-winning program, both you and your employees gain ways to minimize stress, relax more and achieve company goals with more ease. The program highlights the stressful scenarios unique to industrial environments.

- Includes industrial and office scenes
- Physical signs of stress
- Counteracting stress
- Working with your body
- Diet, exercise, attitude and behavior

## X. SAFETY / HEALTH & WELLNESS

### **Defensive Driving: Prepared For The Worst (C2-1-D2-B) DVD      Time: 18 min      Handbook**

Defensive drivers anticipate how to deal with road hazards, poor weather conditions, vehicle collisions and crime. This program shows how to stay in control by being prepared for the worst!

- Nature's forces
- Night driving
- Breakdown basics
- Accidents
- Road construction
- Personal security

### **Dementia & Alzheimer's Caregiving: Through The Looking Glass (C2-3-R2-A) DVD Time: 21 min Handbook      English, Spanish and Portuguese**

There are five million victims of the Alzheimer's disease in the U.S. alone. This compelling program is an expertly-produced training program designed to give your staff information that can help them make a difference. It is ideal for refresher training for C.N.A.s and other caregivers who frequently interact with residents who have Alzheimer's.

- Identify the three stages of Alzheimer's
- Apply the person-centered approach to caregiving
- Obtain guidelines for activities of daily living
- Prevent instances of hitting, biting and wandering.

### **Disposable Respirators – Exposure Control (C2-2-I1-B) DVD      Time: 12 min      Handbook**

You just don't put a respirator over your nose and mouth, and that's it. Respirators require rigorous testing standards before they can be used. Know what these are, and comply with OSHA's Respiratory Protection Standard (1910.134). This program discusses the use, lifespan and maintenance of respirators, including the half mask cartridge and inspection procedures like fit testing.

- Respirator selection
- Fit testing
- Donning your disposable respirator
- When to change a respirator
- Maintenance
- The written respirator plan
- Voluntary use of disposable respirators

### **Driven to Distraction (C2-1-D2-A) DVD      Time: 20 min**

This groundbreaking program illustrates just how dangerous distracted driving can be. The main character is the embodiment of the various distractions that accompany drivers. Watch as he gleefully plots and plans to take attention from the road. The impact of this program is powerful and memorable.

- Cell phone use
- Talking to passengers
- Reaching into laptop case
- Eating and drinking

## X. SAFETY / HEALTH & WELLNESS

**Elder Abuse & Neglect: Show You Care (C2-3-R2-B) DVD**      **Time: 20 min**      **English and Spanish Handbook, PowerPoint, Leader's Guide**

This compelling program remains our best-seller year after year! It is a must-have for facility managers and administrators committed to providing optimal quality care for their patients or residents in their golden years. Designed to alert workers to the warning signs of elder abuse and the correct ways to report suspicious behavior.

- Find out the subtle forms of abuse, which many workers may not realize
- Define the different types of elder abuse and neglect
- Identify elders at the greatest risk for abuse
- Discuss your facility's elder abuse assessment and reporting policies

**Electrical Lockout /Tagout (C2-1-G2)**      **Time: 24 min**

Procedures for safe electrical lockout: physical locks and tags are shown.

**Electrical Hazards – Avoid the Risk (C2-2-J1-A) DVD**      **Time: 12 min**      **Handbook**

Never be in the dark about safety. Show your employees these illuminating guidelines on electrical circuits, proper grounding procedures and lockout/tagout methods to control electrical flow.

- Tool care
- Maintaining a safe environment
- De-energizing equipment and lockout/tagout procedures
- Requirements and qualifications for electrical workers

**Electrical Safety Beware the Bite (C2-2-B1-A) DVD**      **Time: 20 min**      **Handbook**

An electrical shock is like the bite of a poisonous snake! Take the sting out of the danger now and protect your employees with life-saving information. Sink your teeth into this program that gives the low-down on electrical safety.

- Conductivity
- Lockout/tagout
- Safe work practices
- PPE
- Emergency response

**Emergency Evacuation: Getting Out Alive (C2 -2-C1-B) - DVD**      **Time: 16 min**      **Handbook**

In an emergency situation, survival hinges on adequate training, preparation and an emergency action plan. This program explains several emergency situation responses, the importance of drills and the principles of RACE. It prepares your employees to handle any disaster - natural or otherwise and covers:

- How to respond in several emergency situations
- The importance of drills
- RACE.

**Ergonomics for Supervisors (C2-1-H1)**      **Time: 19 min**      **Leader's Guide & Answer Key**

How the supervisor can recognize and prevent the possibility of cumulative trauma disorders.

## X. SAFETY / HEALTH & WELLNESS

- Ergonomics: Solving the Puzzle Trainer's Kit® (Top)**      **Time: 15 min**      **Leader's Guide**
- This important Trainer's Toolkit® covers OSHA's newest standard (1910.1900) and will help you create an ergonomic work environment for your employees that will help reduce injuries, workers' compensation costs and lost workdays. The toolkit contains the video program, *Ergonomics: Solving the Puzzle*, a leader's guide with customizable PowerPoint and handbooks.
- It covers:
- Creating a successful Ergonomics Program
  - Changing your workplace
  - Reducing repetitive motion injuries
- Express TRAIN – Electrical Safety (C2-1-H2)**      **Time: 11 min**      **Employee Handouts**
- This video program shows workers how to protect themselves from electrical hazards and what to do if danger strikes.
- Safe work practices
  - Emergency response
- Express TRAIN – Hazard Communication (C2-1-I1)**      **Time: 9 min**      **Employee Handouts**
- This video program will help employees identify and minimize hazards.
- Identifying potential hazards
  - Warning labels/MSDSs
- Fire Extinguishers: Your PASS to Safety (C2-1-I2)**      **Time: 10 min**      **Handbooks**
- Coastal's brand new *Fire Extinguishers: Your PASS to Safety* will help your staff understand how fires start, how they are classified and how to stop fires by using the right kind of fire extinguisher.
- This important video highlights the PASS procedure:
- P – Pull the pin
  - A – Aim the extinguisher's hose or nozzle at the bottom of the fire
  - S – Squeeze the trigger
  - S – Sweep it slowly back and forth, covering the entire fire with the extinguisher substance
- Fire Safety: Alert, Aware, Alive (C2-1-J1-A) - DVD**      **Time: 15 min**      **English & Spanish**  
**Printable Leader's Guide; PowerPoint® Presentation; Resourceful Web Links; Handbooks**
- Would your employees know what to do if a fire broke out in your facility? This DVD features the training content of Coastal's *Fire Safety: Alert, Aware, Alive* video, and will teach them life-saving information on the different types of fires, how they can be prevented and what to do in the event of a fire.
- Elements a fire needs to burn
  - Prevention
  - Fire extinguishers



## X. SAFETY / HEALTH & WELLNESS

**Forklift Basics: Safe from the Start (C2-3-S1-B) DVD**      **Time: 22 min**      **Handbook  
English, Spanish & Portuguese**

Coastal is proud to provide forklift operator safety training that will help keep your workplace in compliance with OSHA's forklift safety standards. This program provides details on the powered industrial truck, from the way it's constructed to the way it works. It will help your operators understand the factors that affect forklift balance and maneuverability.

- Powered industrial trucks
- Forklift operator safety
- Design and controls
- Pre-use inspection
- Operator's manual

**Forklift Fundamentals: Get The Facts (C2-1-J1-B) - DVD**      **Time: 17 min**      **English & Spanish  
Leader's Guide; PowerPoint® Presentation; Hand Books**

This DVD features the training content of Coastal's *Forklift Fundamentals: Get The Facts* video and will help your company comply with OSHA's Powered Industrial Truck Standard (1910.178). It covers powered industrial trucks, power plant inspections and equipment inspections.

**Forklift Handling: Safety In Dangerous Situations (C2-1-J2-A) DVD**      **Time: 15 min**      **Leader's Guide,  
PowerPoint® Presentation; Hand Books English & Spanish**

Sometimes operators must handle forklifts in dangerous situations. This important DVD training program uses Coastal's *Forklift Handling: Safety in Dangerous Situations* video content to help operators avoid accidents by reviewing special techniques for special situations.

It covers:

- Slippery surfaces
- Heavy traffic areas
- Loading docks
- Inside trailers/ramps

**Forklift Operations: Carry The Load (C2-1-J2-B) DVD**      **Time: 18 min**      **Leader's Guide;  
PowerPoint® presentation; Hand Books English & Spanish**

Every forklift, every situation and every load is different. This DVD features the training content of Coastal's *Forklift Fundamentals: Carry The Load* video and teaches your forklift operators how to handle surface conditions, various loads and stability, proper load manipulation, stacking and unstacking, and vehicle and pedestrian traffic.

**Groundskeeping Safety – Dealing with Bugs and Critters (C2-2-J1-B) DVD**      **Time: 17 min**      **Handbook**

Insects may be small critters, but they can cause serious and even fatal consequences. This program, designed especially for public works, utility, government employees, grounds maintenance personnel or other outdoor workers, is essential for insect protection and general safety in a work environment.

- Preventing risks such as West Nile Virus
- Basic PPE
- Snakes, wasps, bees, fire ants
- First aid

## X. SAFETY / HEALTH & WELLNESS

### **Hand Protection: Lessons for a Lifetime (C2-1-K1)1996** **(C2-1-K2) 1995 Time: 22 min**

This video is designed to supplement employee training of the physical and chemical hazards to hands found in a variety of workplaces. It is also designed to introduce engineering controls, work practices, the basics of machine guarding and personal protective equipment that can reduce these hazards in industry and construction. This program could also supplement a refresher training course in hand safety or serve as the focus of a safety meeting.

### **Hand Safety – It's In Your Hands (C2-2-I2-A) DVD** Time: 16 min Handbook

Pinched. Burned. Irritated. Cut. Sliced. These are just some ways hands can be injured. Get a firm grip on hand safety and prevent these accidents. Avoid the two types of hazards - machine and chemical - and understand the factors that determine the ideal PPE for a job. Make sure that employees know the glove types as well: leather, fabric and insulating gloves - when they are used and how they are to be checked, inspected and cared for. Handy program eh?

- Wearing the right hand protection
- Using machine guards
- Using the right tool for the task
- Keeping equipment in proper working order
- Taking good care of gloves

### **Hazard Communication: Your Safety Net Safety 101 (Top)** Time: 14 min Leader's Guide; Handbooks

If your employees are working with chemicals, hazard communication is their safety net. This important program focuses on the essentials necessary to safely work with chemicals.

- Chemical hazards and how to control them
- MSDS
- Warning labels

### **HAZWOPER First Responder: Awareness Level (C2-2-D1-A) DVD** Time: 20 min Handbook

Don't be caught unawares when HazMat accidents occur! Get a comprehensive overview of HAZWOPER with this program, which outlines its five levels and explains what responders at the first stage - awareness - must know and do. It also covers:

- How to recognize and identify hazardous substances
- Your facility's Emergency Response Plan
- How to summon additional resources.

### **HAZWOPER First Responder: Operations Level (C2-1-L1-A) DVD** Time: 20 min Handbook

This DVD features the training content of Coastal's HAZWOPER First Responder: Operations Level video. It teaches Level 2 responders to contain the release from a safe distance, keep it from spreading and present expertise in other crucial areas.

It covers:

- Hazard and risk assessment
- Personal protective equipment
- Control, containment, confinement
- Standard operating procedures

## X. SAFETY / HEALTH & WELLNESS

### **Heat Stress – Code Red! (C2-2-I2-B) DVD**

**Time: 14 min**

**Handbook**

Heat stress, heat stroke, heat rashes, heat cramps – all are dangerous to your employees. This training DVD will give them the knowledge they need to avoid the dangers of working in hot, humid conditions.

- Acclimatization
- Hydration
- Proper clothing
- Signs of heat fatigue

### **Indoor Cranes – Safe Lifting Operations (C2-1-L2)**

**Time: 19 min**

**Handbook**

This video program is specifically designed for non-licensed operators to give them the knowledge they need to safely operate cranes.

- Pre-operation safety inspection
- Rigging techniques
- Lifting and moving

### **Lockout/Tagout: An Open & Shut Case (Top)**

**Time: 14 min**

**Leader's Guide on CD**

This program helps solve the mystery of lockout/tagout by focusing on the basics. It will help your company comply with OSHA 1910.147 and avoid catastrophic accidents.

- What lockout/tagout is and when to perform it
- OSHA's six steps to controlling hazardous energy
- OSHA's three steps for safe restoration of energy

### **Lockout – Tagout: You Hold the Key (C2-1-M1)**

**Time: 15 min**

Lockout /Tagout is a commonly used term for OSHA's Control of Hazardous Energy Standard. But no matter what you call it, it's a lifesaver. Compliance with lockout/tagout prevents approximately 122 deaths and 60,000 injuries every year. By following the regulations, organizations prevent millions of dollars in fines—fines that could lead to plant shutdowns and the loss of countless jobs.

### **Lockout – Tagout: Controlling the Beast & Hazard Communication Standard (C2-1-M2)**

**Time: 19 min**

This Trainer's Toolkit includes just what you need to help protect employees from the hazards of uncontrolled energy. It covers OSHA-mandated training, reviews vital lockout/tagout procedures, graphically demonstrates hazards of uncontrolled energy and explains how and why to lockout.

### **Machine Lockout - Controlling Hazardous Energy (C2-1-N1)**

**Time: 20 min**

**Leader's Guide & Workbook**

This video demonstrates lockout procedures to reduce machinery to a zero energy state. Electric, hydraulic, pneumatic, mechanical, gas, water, steam, chemical and thermal energies are covered to meet the requirements of current lockout standards.

### **Managing Stress (C2-1-N2)**

**Time: 26 min**

**Leader's Guide**

To succeed, people need to deal with increasing levels of stress and how to manage stress as a positive force to increase productivity.

## X. SAFETY / HEALTH & WELLNESS

### **Managing Stress (C2-1-O1)**

**Time: 26 min**

**Leader's Guide**

To succeed, people need to deal with increasing levels of stress and how to manage stress as a positive force to increase productivity.

### **Managing Stress by Dr. Ben Bissell (C2-1-O2)**

**Time: 36 min**

**Leader's Guide & Audio Tape**

According to Dr. Ben Bissell, this is no ordinary stress program. He identifies the sources of stress both internal and external, then offers practical, useable and common sense steps to lower our "distress." Loaded with humor, discover new meaning and depth to stress reduction, presented in Ben's animated style.

### **Material Safety Data Sheets: Read it Before You Need It! (C2-1-P2)**

**Time: 20 min**

**Handbooks**

This award-winning video program will help your employees use and understand the MSDS and in so doing help to control the chemical hazards in your facility.

- Product information
- Exposure situations
- Hazard prevention and PPE
- Toxicology, ecology and disposal

### **Minimizing Back Strain on the Job (C2-1-Q1)**

**Time: 24 min**

How normal daily activities such as lifting, sitting and bending can be injurious and techniques to minimize the risks.

### **OSHA Recordkeeping: True To Form (C2-2-D1-B) DVD**

**Time: 13 min**

This program provides an important overview of OSHA recordkeeping requirements for safety directors and managers, safety committee members, human resources managers, or anyone responsible for safety and insurance paperwork.

- OSHA forms 300, 300-A and 301
- What is considered recordable?
- Counting days - when to begin and end counting
- Other recordable injuries - needlesticks, poisoning and tuberculosis
- Employee privacy issues
- Procedures and forms

### **Oxyfuel Gas Cutting: The Sure Cut (C2-1-Q2)**

**Time: 13 min**

Preventing spark and spatter when performing oxyfuel gas cutting is essential for the welder's safety. This video program details proper safety procedures for oxyfuel gas cutting.

- Proper safety equipment
- Hook-up procedure
- Ventilation

## X. SAFETY / HEALTH & WELLNESS

**Personal Fall Protection: One Step Beyond (C2-1-R1-A) DVD**      **Time: 13 min**      **Leader's Guide**  
**PowerPoint® Presentation; Hand Books English & Spanish on same DVD**

Each year, on average, between 150 and 200 workers are killed and more than 100,000 are injured as a result of falls. This training program, which is based on Subpart M, will show general industry employees how to protect themselves from such falls.

It covers:

- Personal fall protection systems
- Lifelines, snaphooks and harnesses
- Rescue
- Equipment care and inspection

**Powered Hand Tool Safety *Handle With Care* (C2-2-B2-A) DVD**      **Time: 20 min**      **Handbook**  
**English, Spanish and Portuguese**

Safety is literally in your workers' hands. They have to be expert handlers of powered hand tools, and they must know these devices inside and out. Hand over this safety program to them, which thoroughly explains PPE, pre-use inspection, predicting dangers and housekeeping. It also details:

- Avoiding dangers
- Staying out of the way of tools
- Proper use of PPE
- Pre-use inspection of tools
- Good housekeeping

**PPE: Don't Start Work Without It Safety 101 (Top)**      **Time: 15 min**      **Leader's Guide**

Different parts of your body and different hazards require different forms of PPE. Learn to use the right equipment for each job—and use it correctly—with this important new video.

- Eye and face protection
- Hearing protection
- Head protection
- Hand and foot protection
- Basic PPE rules

**PPE: Don't Start Work Without It (C2-2-I1-A) DVD**      **Time: 13 min**      **Handbook**

Different parts of your body and different hazards require different forms of PPE. Learn to use the right equipment for each job—and use it correctly—with this important new video.

- Eye and face protection
- Hearing protection
- Head protection
- Hand and foot protection
- Basic PPE rules

**Preventing Bloodborne Disease (C2-2-C2)**      **Time: 18 min**      **Leader's Guide & Workbook**

Education for EMT's, first aid providers and custodial staff whose job may put them at risk for bloodborne disease. This video discusses Hepatitis B, HIV and other pathogens and demonstrates the application of the Universal Precautions to prevent contamination and infection. It also includes safe clean-up and disposal methods.

## X. SAFETY / HEALTH & WELLNESS

### **Pro-Active Safety: The Total Quality Approach (C2-2-D2-B) DVD**

**Time: 17 min**

**English, Spanish and Portuguese**

The workplace is loaded with dangers, and your safety measures must cover all the bases. Strike out the dangers and slam a homerun for safety through the principles of Total Quality Safety Management.

- Presents unique method of training
- Examines small oversights that might exist
- Teaches employees and supervisors to value safety training

### **Pro-Active Safety Attitudes: Looking Out For Number One Trainer's Toolkit® (Top)**

**Time: 15 min**

**Leader's Guide on CD (PowerPoint); Handbooks**

This multi-award-winning Trainer's Toolkit® takes a unique look at safety and safety training. It underscores the importance of safety equipment and safety habits and demands that all employees take responsibility for safety. The toolkit contains the video program, *Pro-Active Safety Attitudes: Looking Out For Number One* and a leader's guide with customizable PowerPoint.

- Prevention
- Responsibility
- Protection
- How safety affects workers and their families
- Re-enactments of real-life accidents motivate workers to take precautions
- Interviews with actual workers

### **Pro-Active Safety in Action: Accidents Don't have to Happen (C2-2-B1-B) DVD**

**Time: 15 min**

**English, Spanish and Portuguese**

Be inspired. Be safe. Watch on-site stories of organizations using the Pro-Active Safety process. It's great motivation for your employees and a big boost for your safety standards.

- Specifics on setting up a Pro-Active Safety program
- How safety is integrated into the total organization
- Role of management
- Importance of continuous training

### **Respiratory Protection: Another World (C2-1-L1-B) DVD**

**Time: 19 min**

**Poster; Handbooks**

**English, Spanish and Portuguese**

Breeze through the airborne dangers with this program. Comply with OSHA 1910.134 and help workers avoid exposure to hazardous substances, which lead to serious health effects and other chronic illnesses.

The program discusses:

- OSHA's Respiratory Protection standard
- Hazardous atmospheres
- Types of respirators
- Fit testing

## X. SAFETY / HEALTH & WELLNESS

### **Rigging Equipment Basics (C2-1-R1-A) DVD      Time: 20 min      Leader's Guide PowerPoint® Presentation**

This program shows materials and techniques used for the three most common types of slings: those made of wire rope, fiber rope and webbing. It provides information on proper selection, maintenance, rigging and use.

It covers:

- Rigging basics
- Slings and hitches
- Wire rope and synthetic web slings
- Attachments

### **Rigging Operations (C2-1-R2-B) - DVD      Time: 21 min      Leader's Guide PowerPoint® Presentation; Hand Books English & Spanish**

This program will show you what goes into a successful lift. It will describe the rigging plan, the steps necessary to rig a load and execute a lift, and the correct way to handle the rigging equipment when a lift has been completed.

It covers:

- The rigging plan
- Equipment requirements
- Environmental factors
- Inspection
- Lift preparation and safety

### **Safety Meetings - (Two volumes)      Leader's Guide**

#### **Series II (C2-1-S1)**

**Time: 10 min per segment**

Wearing safety gear, housekeeping hazards and hand protection.

#### **Series IV (C2-1-S2)**

**Time: 20 min**

Fire prevention and hazard awareness.

### **Scissor Lifts in Construction (C2-1-T1)      Time: 9 min.**

Scissor lifts can provide a safe walking and working surface on construction sites; however, proper training is essential. This program will teach workers what they need to know.

- Lifting principles
- Walk around inspections
- Controls
- Electricity
- Operation

## X. SAFETY / HEALTH & WELLNESS

**Scissor Lifts for Construction (C2-2-B2-B) DVD**                      **Time: 11 min**                      **English & Spanish**

Scissor lifts provide a safe walking and working surface on construction sites; however, to cut down on accidents, all employees must be trained in safe and proper operations. This program will provide workers with a sharp and detailed knowledge of this useful machine.

- Lifting principles
- Walk around inspections
- Controls
- Electricity
- Operation

**Slips, Trips and Falls: Taking the Right Step (C2-3-S2-B) DVD**                      **Time: 15 min**  
**Handbooks, PowerPoint, Leader's Guide**                      **English, Spanish & Portuguese**

One safety slip and your employees will be on the slippery road to accidents. Slips, trips and falls cause injuries in the workplace, and you have to smooth out the risks through this high-impact training program that advocates solid safety measures: awareness, good housekeeping and proper equipment use. Safety can take you a long way!

- Prevention techniques
- Wet surfaces and poor weather conditions
- Stairs and ladders
- Housekeeping

**Small Spills & Leaks (C2-1-T2)**    **Time: 15 min**    **Handbooks**

This video program focuses on controlling small spills and leaks. It covers the essential procedures all employees should know if a leak should occur on their shift.

- Supervisor notification
- Securing the area
- PPE
- Controlling and containing the spill
- Cleanup/decontamination

**Stressless Success: Techniques Successful People Use to Manage Stress (C2-2-A1)**                      **Time: 55 Min**

Dr. John Walker discusses stress management techniques to improve our ability to live up to our own potential and how organizational skills and a sense of humor can help.

**Target Zero! Pro-Active Safety Attitudes (C2-2-A2-A) DVD**                      **Time: 16 min**                      **Printable Leader's Guide**  
**Power Point Presentation**

Zero accidents in the workplace are a possibility—and it all starts with a vision. Featuring the training content of *Coastal's Pro-Active Safety Attitudes: Target Zero! Trainer's Toolkit*, this DVD uses astronaut Buzz Aldrin to emphasize the importance of pro-active safety by reminding us there was once a time when the possible seemed impossible!

- Accident prevention
- Building trust
- Maintaining leadership



## X. SAFETY / HEALTH & WELLNESS

### **Welding Safety: Safe Work With Hotwork (C2-2-C1-A) - DVD**

**Time: 18 min**

**Handbooks**

Hotwork operations play a big part in many operations. This important video program details various types of welding and discusses vital safety precautions.

- Personal hazards
- Hazardous fumes and substances
- Equipment safety

### **Win the Race to Safety! Personal Protective Equipment (C2-2-A2-B) DVD**

- Introduction
- PPE for your Face and Eyes
- PPE for your Head
- PPE for your Hearing
- PPE for your Hands
- PPE for your Feet
- PPE for your Entire Body
- Know the Limitations of PPE
- Maintenance and Disposal of PPE

### **Workplace Violence (C2-3-Q2)**

**Time: 14 min**

**Facilitator's Guide & Workbook**

Learn the warning signs of workplace violence and recognize the three types of threats. Learn strategies and techniques to diffuse and prevent workplace violence.

## XI. HARASSMENT

### **Beyond Sexual Harassment (C2-2-E1)**

**Time: 15 min    Leader's Guide & How-To Book**

Vignettes designed to stimulate discussion about nonsexual forms of harassment. Learn to identify and prevent infractions involving gender, religion, age, disability and other not-so-obvious forms of harassment. This video will help managers encourage a working environment free from all forms of harassment, improve productivity and morale, and avoid costly lawsuits.

### **He Said She Said (C2-2-H2)**

**Time: 26 min**

A sexual harassment video workshop.

### **Intent vs. Impact (C2-2-E2)**

**Time: 26 min**

**Leader's Guide**

This video is designed to be used as a training program for employees to educate what constitutes sexual harassment. The facilitator should be prepared to distribute and discuss the company's sexual harassment policy, complaint procedure and the names of the management or Human Resource personnel responsible for administering the policy.

### **It's Not Just Courtesy--It's the Law (C2-2-F1)**

**Time: 26.5 min**

**Leader's Guide**

Vignettes -- showing employees in office and industrial settings. This video helps viewers understand the impact sexual harassment can have on individuals and organizations. The program demonstrates how to handle unwelcome behavior, including sexual innuendos, remarks, unwanted physical contact or demands for sexual favors in return for employment advancement.

### **Let's Get Honest (C2-2-H1)**

**Time: 15 min    Employee Handbook, Pocket Cards**

Sometimes a little practical and private advice on a personal topic makes all the difference. "What if my boss asks me about my sex life?" or "What if a co-worker asks me if I'm gay?"

- Intentions versus Impact
- Comments, Jokes, Pictures and E-mails
- Flirting, Dating and Sexual Attraction
- Tolerance and Differences
- Harassment, Complaints and Retaliation
- Getting Honest and Speaking Up

### **Preventing Sexual Harassment-A Management Responsibility "The Risk" (C2-2-F2)**

### **Preventing Sexual Harassment-A Management Responsibility "Minimizing the Risk" (C2-2-G1)**

**(2 video set)**

**Time: 24 min each**

**Management Participant Manual**

This is a training program which supports the implementation of a program that minimizes your company's exposure to liability for sexual harassment of the employees. The videos will show behavioral examples designed to sensitize supervisors to the problems and the liabilities. Facilitators should be prepared to distribute and discuss the company's sexual harassment policy, complaint procedure and the names of the management or Human Resource people who are responsible for administering this policy. (1992)

### **Sexual Harassment - Is It or Isn't It? II (C2-2-G2)**

**Time: 17 min    Leader's Guide & Desk Reference**

AMI video (1995). A guide for conducting training on identifying and dealing with sexual harassment in the work place.

## XI. HARASSMENT

### The Right Side of the Line (Top)

Time: 22 min

Facilitator's Guide,  
Participant Materials, Self Study Guide

- Teasing, Hazing, Gossip, Retaliation. Everyone, regardless of position, title or level in an organization, is responsible for creating a respectful and harassment-free workplace. This program addresses harassment in all its forms and meets federal compliance standards for harassment prevention training, giving employees the tools to resolve situations before they escalate.
- The Right Side of the Line helps participants take a proactive approach to creating and maintaining respectful organizational cultures in order to remain legally compliant, to ensure adherence to organizational policies and to thrive and prosper.

This powerful workshop contains six video vignettes that address situations that are unprofessional, prohibited by policy and unlawful.

These vignettes include:

- Unprofessional Teasing/Hazing
- Inappropriate Humor
- Racial Discrimination & Stereotyping
- Sexual Orientation & Religious Beliefs
- Gossip & Defamation of Character
- Third Party Sexual Harassment & Retaliation

Through these vignettes, employees learn what to do and how to respond if they are victims of, or witnesses to, any form of harassment or discrimination.

After completing the Workshop, participants will be able to:

- Describe how and why maintaining a respectful and harassment-free culture benefits them and the organization
- Explain the difference between inappropriate, prohibited and illegal behavior
- Identify behaviors that could escalate into more serious situations
- Respond appropriately to defuse situations and prevent them from escalating

## XII. TEAMWORK AND TEAM-BUILDING

### **A Team Leader's Day (C2-2-K1)**

**Time: 32 min**

**Leader's Guide**

A case study on how a customer driven organization transforms the role of frontline leaders. Themes include empowerment and self-management in an employee-designed workplace.

### **Building High Performance Teams - with Ken Blanchard (C2-2-K2)**

**Time: 60 min**

How effective teams evolve through the four stages to the point where they can effectively communicate, make decisions, resolve conflict and relate to leadership.

### **Building More Effective Teams through Role Negotiation (C2-2-L1)**

**Time: 30 min**

**Leader's Guide**

A process leading to the formation of an effective team.

### **Continuous Motivation! (C2-2-T1-A) DVD**

**Time: 22 min**

**Leader's Guide  
English, Spanish and Portuguese**

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
- Positive works better than negative
- Motivate your team continuously

### **Earthquake - A Team Building Simulation (C2-2-L2)**

**Time: 15 min**

**Facilitator Tools**

The workplace of today is constantly changing. More and more companies are fading out their old structure and replacing it with teams or self-directed teams. This video will help you understand the process and value of becoming a team. It introduces problem-solving techniques: recognize diversity in the workplace, initiate and maintain effective interactions, and conflict resolution and constructive feedback.

### **Groupthink (C2-2-M1)**

**Time: 22 min**

**Leader's Guide**

Case histories on how "groupthink" has prevented the success of the group's objectives, along with eight groupthink symptoms and how to avoid them.

### **Groupthink (C2-2-M2)**

**Time: 22 min**

**Leader's Guide**

Case histories on how "groupthink" has prevented the success of the group's objectives, along with eight groupthink symptoms and how to avoid them.

### **If Enough People Care (C2-2-N1)**

**Time: 30 minutes**

**Leader's Guide**

If everyone who works in an organization is committed to each others' success, people can make great things happen. A motivational video.

### **If Enough People Care (C2-2-N2)**

**Time: 30 minutes**

**Leader's Guide**

If everyone who works in an organization is committed to each others' success, people can make great things happen. A motivational video.

## XII. TEAMWORK AND TEAM-BUILDING

### **The Magic of We (Top)**

**Leader's Guide**

**Five versions and chapter selections DVD & PowerPoint presentations**

This 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 the flexible workshop have relevance to any organization, in crisis or not.

### **Team Building - Second Edition (C2-2-O1)**

**Time: 19 min**

**Leader's Guide,  
Parker Team Player Survey**

More than ever before, organizations increasingly depend on successful teamwork to reduce costs, improve quality and increase output. This video shows how team members with diverse backgrounds, personalities and perspectives can work together creatively to achieve these goals.

### **Straight Talk on Teams - Managing Conflict (C2-2-O2)**

**Time: 21 min**

**Workbook**

A manager's guide to the effective process of managing conflict within teams and how to maximize the benefits of conflict.

### **Team Creativity (C2-2-P1)**

**Time: 20 minutes**

**Leader's Guide & Workbook**

New ideas are the lifeblood of the organization and work teams are expected to create them. Yet, new ideas have formidable enemies: policies, procedures, and people who won't let go of old ways. Then there's fear of ridicule or rejection when you want to share your ideas with others. Result: creativity hides in the closet, along with greater progress, productivity and profit. This video shows how to maintain a positive environment where team members feel free to be creative. It inspires viewers to replace "idea killers" with "idea builders", and to nurture team creativity as a critically valuable resource.

### **Team Creativity (C2-2-P2)**

**Time: 20 minutes**

**Leader's Guide & Workbook**

New ideas are the lifeblood of the organization and work teams are expected to create them. Yet, new ideas have formidable enemies: policies, procedures, and people who won't let go of old ways. Then there's fear of ridicule or rejection when you want to share your ideas with others. Result: creativity hides in the closet, along with greater progress, productivity and profit. This video shows how to maintain a positive environment where team members feel free to be creative. It inspires viewers to replace "idea killers" with "idea builders", and to nurture team creativity as a critically valuable resource.

### **Team Player (C2-2-Q1)**

**Time: 21 min**

A dramatization of a true story at a real company. This video shows a group of individuals who were given the tough assignment of streamlining work processes and improving customer service. It shows their progression as they function as a real team and solve their problems. This video is also good for office or management training.

### **Teamwork in Crisis: The Miracle of Flight 232 (C2-2-Q2)**

**Time: 28 min**

Incredible! This video shows in dramatic detail what can happen when team members pull together to achieve an important goal: in this case of saving 296 lives. It recounts the story of the July 1989 crash landing of United Airlines Flight 232. Learn to perform under unusual circumstances and how to respond to an unusual event in a coordinated matter.

## XII. TEAMWORK AND TEAM-BUILDING

**Teamwork in Crisis: The Miracle of Flight 232 (C2-2-R1)      Time: 28 min**

Incredible! This video shows in dramatic detail what can happen when team members pull together to achieve an important goal: in this case of saving 296 lives. It recounts the story of the July 1989 crash landing of United Airlines Flight 232. Learn to perform under unusual circumstances and how to respond to an unusual event in a coordinated matter.

**Teamwork Essentials: Teams That Work (C2-2-R2)      Time: 12 min      Facilitator's Guide, Workbook**

Efficient and effective teams share many common characteristics. Learn how successful teams share the leadership, learn from mistakes, communicate openly and review directions and roles. Also, how individual team members put the needs of the team first.

**Winning With Women with Anson Dorrance (C1-1-I2)      Time: 28 min      Leader's Guide**

Anson Dorrance is the most winning coach in NCAA history. His advice is humorous, insightful, down-to-earth and eminently practical, as he lays out a model of motivation, team building and leadership that will drive your employee performance to new levels of achievement.

**Work Teams and the Wizard of Oz (C2-2-S1)      Time: 17 min      Leader's Guide**

Ken Blanchard compares Dorothy's quest for the Wizard's help with the essential components of teamwork. (1993)

**Working Together (C2-2-S2)      Time: 18 min      Leader's Guide**

Vignettes focus on situations where teamwork can break down. Situations such as someone have a "bad day" or someone made a mistake but refuses to admit it or correct it. How to handle these situations and improve personal relationships and communication.

### XIII. TOTAL QUALITY / CONTINUOUS IMPROVEMENT

**A Guide to ISO 9000- Workshop (Top) (4 Video Series)**      **Time: 3 hrs**

Videos include:

1. ISO 9000 - Making Your Company Competitive - **16 min.**
2. Employee Introduction to ISO 9000 - **12 min.**
3. A Practical Guide to Documenting and Implementing ISO 9000 - **30 min.**
4. Internal Auditing for ISO 9000 - **30 min.**

**Accelerated Improvement in Health Care Quality (C2-3-B1)**      **Time: 2.5 hrs**

Live satellite broadcast produced in association with the Juran Institute. This video presents a current view of the revolution in health care quality.

**America Fights Back (C2-3-B2)**      **Time: 30 min**

An evolution of American industry.

**Basic Statistical Applications (C2-3-C1)**      **Time: Part 1 - 40 min**  
**(C2-3-C2)**      **Part 2 - 31 min**

How to use Deming's statistical methods to improve quality effectiveness.

**Basics of Statistical Process Control (C2-3-D1)**      **Time: 25 min**

SPC demonstrated.

**Introduction to Attributes (C2-3-E1)**      **Time: 21 min**

Process control methods and techniques to achieve quality, "using go/no go" data.

**Introduction to Variables (C2-3-E2)**      **Time: 20 min**

Process control methods and techniques to achieve quality, using measurable data.

**ISO 9000 Internal Quality Audits (C2-3-F1)**      **Time: 15 min**      **Facilitator's Guide**

This video provides a model for an effective internal audit and also characterizes diverse responses to an internal audit. It also illustrates effective means of handling each.

**ISO 9000:2000 Basics (Top)**

This program is designed to give you a basic understanding of ISO 9000:2000 – the quality management system standard your company has adopted to manage this process. It is a start in gaining your commitment and contribution to their continuing business success through quality.

**Overview of Quality Optimization - Taguchi Method (C2-3-F2)**      **Time: 22 min**

An overview of the Taguchi method of experimentation for quality optimization.

**Pro-Active Safety: The Total Quality Approach (C2-2-D2-B) DVD**      **Time: 17 min**  
**English, Spanish and Portuguese**

The workplace is loaded with dangers, and your safety measures must cover all the bases. Strike out the dangers and slam a homerun for safety through the principles of Total Quality Safety Management.

- Presents unique method of training
- Examines small oversights that might exist
- Teaches employees and supervisors to value safety training

### XIII. TOTAL QUALITY / CONTINUOUS IMPROVEMENT

**Problem Analysis (C2-3-G1)**

**Time: 25 min**

How SPC helps in the identification of problems in manufacturing operations. How to conduct a complete problem analysis to determine reasons.

**Quality One-on-One: A New Game Plan (C2-3-G2)**

**Time: 2 1/4 hrs**

A video of the presenters at ASQ Quality Forum XII, focusing on attaining customer satisfaction.

**Quality - The Big Picture (C2-3-H1)**

**Time: 15 min**

**Leader's Guide**

An overview of the total quality process and the necessary components for an organization. This video is an excellent tool in reinforcing TQM training.

**Quality - You Don't Have To Be Sick To Get Better (C2-3-H2)**

**Time: 22 min**

Shown are the four steps that compose the quality improvement process. This dramatization provides examples of organizational resistance and how to overcome them.

**Quest for Quality (C2-3-I1)**

**Time: 15 min**

A Wilson Learning video.

**Reinventing Appraisals – Five video training packages:**

**Identifying Performance Standards (C2-3-I2)**

**Time: 12 min**

**The Performance Management Cycle (C2-3-J1)**

**Time: 11 min**

**Managing Change & Developing Performance (C2-3-J2)**

**Time: 13 min**

**Determining Key Result Areas (C2-3-K1)**

**Time: 12 min**

**Setting the Overall Goal (C2-3-K2)**

**Time: 11 min**

A video training package for managers, team leaders and employees to implement performance management in order to achieve open communication and continuous development within organizations.

**Supervising for Quality (C2-3-L1)**

**Time: 26 min**

**Leader's Guide Study Guide**

Become the type of supervisor who builds skills, motivation and commitment in team members. Learn to enhance communication, praise, criticize and discipline constructively, build employee commitment and involvement and more.

**The Balanced Scorecard (Top)**

**Time: 30 min**

**Leader's Guide**

The balance scorecard is a management-approach that leads a company or business unit to focus both on achieving current financial results and on creating future value through strategic activities. Kaplan and Norton argue that senior managers need this balanced approach because management's traditional emphasis on financial measures alone cannot motivate, predict or create future performance.

**The Case For Quality (C2-3-L2)**

**Time: 21 min**

A dramatization of the grim consequences of sloppy work, lost customers, plant closings and lost jobs due to competition.



### XIII. TOTAL QUALITY / CONTINUOUS IMPROVEMENT

**The ISO Auditors Are Coming! (Top) (2 video set)**                      **Time: 50 min**      **Leader's Guide; Reminder cards**

This video is for companies who have already been certified as well as companies who are seeking certification.

Topics covered:

- Interviewee tips
- 10 ways you can help to prepare for the audit
- Top 10 list of unacceptable correction actions
- 10 reenacted typical audit scenes (with poor and good responses)

This entertaining & informative video will:

- Prepare your employees to answer questions with confidence
- Save you thousands of dollars in consultant's fees
- Help you to gain certification the first time, thus saving you more money in the registrar's Fees
- Prepare your company for an ISO/QS/AS-9000 or customer audit

**The Service-Profit Link (Top)**    **Time: 35 min**    **Leader's Guide**

This Service-Profit Link demonstrates the direct connections between superlative customer service, customer satisfaction and sustained profitability and growth. This video will motivate viewers to engage in the hard work that makes breakthrough service happen.

**The Stuff Americans Are Made Of (C2-3-M1)**    **Time: 13 min**

A Disney-style version of the American strategy for quality.

**Visual Controls (C2-3-M2-A) DVD**    **Time: 27 min**

Society of Manufacturing Engineers' Process improvement using Visual Controls.

**Variation: The Foundations for Run Charts and Control Charts (Tools for Continual Improvement) (C2-3-N1)**

**Time: 27.5 min**

This video demonstrates the value of run/control charts to better see trends and understand the nature of change to continually improve. Introduces the following:

- Concepts of variation, common cause variation; special cause variation
- Importance of measurement
- How to analyze data
- How to improve performance

**The Winners Circle (C1-1-H2)**    **Time: 15 min**

Become organized in order to reach your goals and adjust procedures to work as a team with other departments efficiently. Learn about quick die changeover techniques.

#### **XIV. WORKPLACE VIOLENCE**

**Street Smarts: How to Avoid Being a Victim (C2-3-Q1)      Time: 29 min**

In this dynamic video presentation, filmed in part before a live audience, Detective J. J. Bitten binder teaches you how to avoid being selected as a crime victim, how to become a tough target and how to beat the criminals at their own game. He covers such topics as which places are most dangerous, what to do when approached by a stranger, when to take action against the criminal and which defensive “weapons” work and which don’t. Learn how to develop your own personal safety plans and use the common-sense “Tough Target” tips outlined in the program (1991)

**Workplace Violence (C2-3-Q2)      Time: 14 min      Facilitator’s Guide & Workbook**

Learn the warning signs of workplace violence and recognize the three types of threats. Learn strategies and techniques to diffuse and prevent workplace violence.

**Workplace Violence: First Line of Defense (C2-3-R1-B) DVD      Time: 30 min      Participant’s Guide**

Workplace violence can either be internal or external. Train your staff to identify its different forms and causes, with special focus on how to react and respond to them at work.

## XV. HUMAN RESOURCES

### **AWESOME! (Top) DVD**

**Time: 20 min (10 min each)**

#### **Study and Facilitator's Guide & CD**

This Program addresses how best to engage, integrate and support the new wave of Generation Y employees entering the workforce. This new generation (also known as Gen Y, Millennials, the Internet Generation...) is fresh, energized and smart – in short, they're AWESOME. Appropriately, that's also the title of our new program. "AWESOME!" is one program in 2 parts.

- Part 1, "**A New Generation @ Work**", presents 24 Gen Y employees from all employment sectors (finance, government, education, technology, manufacturing, service, hospitality, etc.) providing insights into who they are, how they think, and what they need to succeed.
- Part 2, "**Engaging Gen Y**", presents the perspective of current managers and business owners. Taken together, these two titles provide a complete training that is enlightening, energizing and entertaining.

### **HIPAA: Privacy Compliance (C2-4-A1)**

**Time: 16 min**

This brand-new video program will help you comply with HIPAA's Privacy Rule – the first comprehensive federal protection guidelines for the privacy of health information. Your staff will learn the importance of protecting patient privacy and confidentiality under HIPAA's Privacy Rule.

- What is Protected Health Information
- Use and disclosure of protected health information
- Consent and authorization
- Patient rights
- Administrative requirements
- Compliance
- Developing a HIPAA attitude

### **HIPAA: Privacy Compliance (C2-4-A2)**

**Time: 16 min**

This brand-new video program will help you comply with HIPAA's Privacy Rule – the first comprehensive federal protection guidelines for the privacy of health information. Your staff will learn the importance of protecting patient privacy and confidentiality under HIPAA's Privacy Rule.

- What is Protected Health Information
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- Consent and authorization
- Patient rights
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- Compliance
- Developing a HIPAA attitude

## XV. HUMAN RESOURCES

### **Interviewing: Getting Beyond the Image (C2-4-B1)**

**Time: 26 min**

**Leader's Guide; Handbook**

How many times have you been fooled by an employee who seemed great in the interview, only to perform poorly on the job?

Goals for the training session are:

- To understand the impact of making poor hiring decisions
- To comprehend the basics of interview preparation
- To learn tactics for keeping interviews on track
- To be familiar with guidelines for conducting a team

### **What You Are Is Where You Were When...AGAIN! (C2-6-C2)**

**Time: 67 min Leader's Guide; Handbook**

The purpose of this video and workbook is to allow you and all your participants to learn how to look objectively and non-judgmentally at other people, and ask: Where were they when? What are their values? The key message is simple. If you want to understand and work more effectively with people, ASK them about their thoughts, concerns, and ideas. LISTEN to what they say. Then write it down and TRY it! 3 simple steps: ASK...LISTEN...TRY! Then ask again, listen some more, try something else. It is so simple-- but it's NOT easy to put your own values on "hold."

## XVI. SELLING

### **Steve Sullivan – Selling (C2-4-E1)**

**Time: 38 min**

Steve Sullivan's journey from Army Ranger to Corporate Executive, to best-selling Author and acclaimed Educator is relevant for only one reason. Experience. The lessons learned from 35 years of being on the front lines and getting it done, allow Steve to cut through the nonsense and establish what is real. In a world awash with noise two things are certain. Accomplishment is seldom a product of circumstance. Action is the catalyst for change.

### **WAYMISH: Why Are You Making It So Hard ... for me to give you my money? (Top) DVD**

**Time: Main Show 18 Minutes, Supervisor Show 10 Minutes**

A customer approaches your place of business, fully intending to buy something. Then, it happens...something frustrates the customer to the point where she changes her mind and leaves without spending a dime. The "it" is a "WAYMISH" and 2 out of 3 times, it results in the permanent loss of a customer.

**WAYMISH** is an acronym for: *Why Are You Making It So Hard...for me to give you my money?* It represents all the slights and indifferences made by employees and organizations that lead customers to believe that you don't really want their business. Things like not listening to what the customer is saying, putting policies ahead of common sense, not attempting to resolve complaints, etc.

#### **Can you afford to create unhappy customers that take their business elsewhere?**

Eliminate WAYMISHes and keep customers with this superb customer service program from CRM Learning. Hidden-camera footage reveals service providers in retail, hospitality and banking committing all-too-common WAYMISHes. Then, the show's folksy host walks these employees through the things they can say and do to convey genuine service excellence.

Your trainees will love the way the show's host is COMPLETELY on their side--not trying to embarrass, not trying to preach--just suggesting new more effective ways to handle customer situations.

#### **Skill points include:**

- Quickly Acknowledge Customers
- Listen Carefully
- Fix Problems on the Spot
- Find a Way To Say Yes
- Coach Each Other
- Remember that being of service to all customers "IS your job"

The Supervisor Show component plays off the main show and further helps supervisors understand the unique role they play in setting the right tone and working with employees to prevent WAYMISHes.

## XVII. INDUSTRIAL TECHNOLOGY

**Adventures in Manufacturing – (C2-5-A1)                      Time: 64 min**

- The Challenge of Manufacturing – 23 minutes
- Race Against Time – 28 minutes
- Engineering: Making it Work – 13 minutes

**Hardness and Hardenability of Metals – (C2-5-A2)                      Time: 36 min**

Hardness testing equipment operation, standards, and calibration.

**Microstructure and Classification of Steels – (C2-5-B1)                      Time: 59 min**

Principles of Metallography .

**Structures – (C2-5-B2)    Time: 23 min**

From nature and man made.

### XVIII. ALPHABETICAL LISTING

Section		Title	Location
V		360° Feedback	C1-3-K1
VIII		5 S's @ Boeing, The	C2-3-N1
VII		5 Questions Every Leader Must Ask	TOP
VII		A Grander Goal	C1-4-Q2-B
XIII		Accelerated Improvement in Health Care Quality	C2-3-B1
XVII		Adventures in Manufacturing	C2-5-A1
VII		After All, You're the Supervisor	C1-4-C2
XIII		America Fights Back	C2-3-B2
II		Are You With Me? Common Courtesy on the Phone	C1-1-K1
II		As Others See Us	C1-1-K2
XV	DVD	AWESOME!	Top
X		Back Injury Prevention	C2-1-F1
X		Back Protection: Defending Your Safety Zone	C2-1-F2
XIII		Balanced Scorecard, The	Top
XIII		Basic Statistical Applications: Part 1	C2-3-C1
XIII		Basic Statistical Applications: Part 2	C2-3-C2
XIII		Basics of Statistical Process Control	C2-3-D1
X	DVD	Before You Turn the Key	C2-1-E1-A
VII		Beyond Impossible	C1-4-D1
XI		Beyond Sexual Harassment	C2-2-E1
X		Boom lifts in Construction	C2-1-G1
V		Breaking the Attitude Barrier, Learning to Value People With Disabilities	C1-3-G2
XII		Building High Performance Teams with Ken Blanchard	C2-2-K2
XII		Building More Effective Teams Through Role Negotiation	C2-2-L1
III		But I Don't Have Customers	C1-1-L1
VI		Care and Control: A Better Approach to Termination and I have to Fire Someone-2 Segment Film	C1-3-K2
XIII		Case for Quality, The	C2-3-L2
VII		Celebrate What's Right With the World	C1-4-D2
VII		Celebrate What's Right With the World	C1-4-E1
VI		Coaching	C1-3-L1
VI		Coaching for Performance	C1-3-L2
VI		Coaching to Build Skills	C2-4-L2
VI		Coaching to Clarify Expectations	C2-4-L1
VI		Coaching to Develop Motivation	C2-4-N2
VI		Coaching to Encourage Flexibility	C2-4-M2

Section		Title	Location
VI		Coaching to Enhance Confidence	C2-4-M1
VI		Coaching to Resolve Conflict	C2-4-N1
X	DVD	Combative Residents: Mirror Their Reality	C2-3-S1-A
II, III		Communicating Non-defensively - Don't Take It Personally	C1-1-L2
II, III		Communicating Non-defensively - Don't Take It Personally	C1-1-M1
II	DVD	Communication Breakdown	C1-2-D2-A
II		Communication Essentials: Conveying Information	C1-1-N2
II		Communication Essentials: Exercising Personal Power	C1-1-O1
II		Communication Essentials: Listening and Understanding	C1-1-N1
II		Communication Essentials: Overcoming Negative Behaviors	C1-1-O2
II		Communication: The Nonverbal Agenda	C1-1-Q1
II		Communications Intelligence: Being Assertive	C1-1-P1
II		Communications Intelligence: Business Etiquette	C1-1-P2
X	DVD	Confined Space Entry: Plan & Prepare	C2-3-S2-A
III		Conflicts, Conflicts	C1-2-F2
III		Coping With Difficult People: Part 1	C1-2-G1
III		Coping With Difficult People: Part 2	C1-2-G2
VII, XII	DVD	Continuous Motivation	C2-2-T1-A
VII		Courageous Followers, Courageous Leaders	C1-4-E2
VI		Curse of the Vanishing Employee's: How to Retain and Motivate Great Workers, The	C1-3-Q1
IV		Customer Service: The Royal Treatment	C1-2-O1
III		Dealing With Conflict	C1-2-H1
III		Dealing With Conflict	C1-2-H2
IV		Dealing With Difficult Customers	C1-2-O2
III, X	DVD	Dealing with Stress	C2-2-D2-A
X	DVD	Defensive Driving: Prepared For The Worst	C2-1-D2-B
VII		Delegating for Diehards: Working Together to get Things Done	C1-4-F1
X	DVD	Dementia & Alzheimer's Caregiving: Through The Looking Glass	C2-3-R2-A
IX		Dilbert Business Video	C2-1-A1
I		Discovering the Future: The Business of Paradigms with Joel Barker 2nd Ed.	C1-1-A1
X	DVD	Disposable Respirators – Exposure Control	C2-2-I1-B
VII		Do Right!	C1-4-F2
VI		Documenting Discipline	C1-3-M1
VI		Documenting Discipline	C1-3-M2
X	DVD	Driven to Distraction	C2-1-D2
XII		Earthquake: A Team-Building Simulation	C2-2-L2
VII		Either Way You're Right	C1-4-G1



Section		Title	Location
X	DVD	Elder Abuse & Neglect: Show You Care	C2-3-R2-B
X	DVD	Electrical Hazards – Avoid the Risk	C2-2-J1-A
X		Electrical Lockout / Tagout	C2-1-G2
X	DVD	Electrical Safety Beware the Bite	C2-2-B1-A
X	DVD	Emergency Evacuation: Getting Out Alive	C2 -2-C1-B
VII		Emotional Intelligence	C1-4-G2
VII		Emotional Intelligence (Discussion Segments Only)	C1-4-H1
VI		Encouraging the Heart	C1-3-N1
X		Ergonomics for Supervisors	C2-1-H1
X		Ergonomics: Solving The Puzzle Trainer's kit®	(Top)
III		Everybody Wins: How to Turn Conflict into Collaboration	(Top)
VII		Everyone Can Be A Leader	C1-4-H2
X		Express TRAIN – Electrical Safety	C2-1-H2
X		Express TRAIN – Hazard Communication	C2-1-I1
III		Facing the Tiger – The Pinch Theory: Making Conflict Constructive	C1-2-I1
III		Facing the Tiger – The Three Worlds: Communication Breakthroughs at Work	C1-2-I2
VI		Fairness Factor: Video 1 - How to Recruit, Interview and Hire to Maximize Effectiveness and Minimize Legal Liability, The	C1-3-Q2
VI		Fairness Factor: Video 2 - How to Manage Performance & Discipline to Maximize Productivity and Minimize Legal Liability, The	C1-3-R1
VI		Fairness Factor: Video 3 –How to Manage Employee Termination to Minimize Legal Liability, The	C1-3-R2
X		Fire Extinguishers: Your PASS to Safety	C2-1-I2
X	DVD	Fire Safety: Alert, Aware, Alive	C2-1-J1-A
IV		Fish! Sticks	C1-2-Q1
IV	DVD	Fish! Sticks	C1-2-Q2
IV		Fish!	C1-2-P1
IV		Fish!	C1-2-P2
VII		Flight of the Buffalo	C1-4-I1
VII		Flight of the Buffalo	C1-4-I2
V		FMLA Case Files with Catherine Crier	C1-5-B1
X	DVD	Forklift Basics: Safe from the Start	C2-3-S1-B
X	DVD	Forklift Fundamentals: Get The Facts	C2-1-J1-B
X	DVD	Forklift Handling: Safety In Dangerous Situations	C2-1-J2-A
X	DVD	Forklift Operations: Carry The Load	C2-1-J2-B
VII		From Delegation to Empowerment: Getting Things Done Through People	C1-4-J1
IV		General Hospitable: Keeping Your Patients Satisfied	C1-2-R1
IV		Give 'em the Pickle	C1-2-R2
VII		Goal, The	C1-4-N1

Section		Title	Location
VII		Goal, The	C1-4-N2
X	DVD	Groundskeeping Safety – Dealing with Bugs and Critters	C2-2-J1-B
XII		Groupthink	C2-2-M1
XII		Groupthink	C2-2-M2
XIII		Guide to ISO 9000: Workshop	(Top)
X		Hand Protection: Lessons for a Lifetime 1995	C2-1-K2
X		Hand Protection: Lessons for a Lifetime 1996	C2-1-K1
X	DVD	Hand Safety It's In Your Hands	C2-2-I2-A
III		Handling Negative Emotions in the Workplace by Dr. Ben Bissell	C1-2-J1
XVII		Hardness and Hardenability of Metals	C2-5-A2
X		Hazard Communication: Your Safety Net Safety 101	(Top)
X	DVD	HAZWOPER First Responder: Awareness Level	C2-2-D1-A
X	DVD	HAZWOPER First Responder: Operations Level	C2-1-L1-A
X	DVD	Heat Stress – Code Red!	C2-2-I2-B
XI		He Said She Said	C2-2-H2
IV		Hidden Customer, - Internal Customers, The	C1-3-B2
XV		HIPAA: Privacy Compliance	C2-4-A1
XV		HIPAA: Privacy Compliance	C2-4-A2
VI		How to Eliminate and Control Absenteeism	C1-3-N2
VI		Human Touch Performance Appraisal II, The	C1-3-S1
I		Humor, Risk and Change	C1-1-B1
XII		If Enough People Care	C2-2-N1
XII		If Enough People Care	C2-2-N2
X		Indoor Cranes – Safe Lifting Operations	C2-1-L2
I		Innovator, The	C1-1-F2
XI		Intent vs. Impact	C2-2-E2
XV		Interviewing: Getting Beyond the Image	C2-4-B1
XIII		Introduction to Attributes	C2-3-E1
XIII		Introduction to Variables	C2-3-E2
XIII		ISO 9000 Internal Quality Audits	C2-3-F1
XIII		ISO 9000:2000 basics	(Top)
XIII		ISO Auditors Are Coming , The	(Top)
II		I-SPEAK	C1-2-C2
XI		It's Not Just Courtesy, It's the Law	C2-2-F1
I		Joshua in a Box	C1-1-A2
VII		Leadership	C1-4-J2
VII		Leadership Challenge	(Top)

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V, VI		Legal Issues for Managers - It's Just Not Fair	C1-3-H1
V		Legal Peril: 8 Management Pitfalls to Avoid	C1-5-B2
XI		Let's Get Honest	C2-2-H1
X		Lockout - Tagout: You Hold the Key	C2-1-M1
X		Lockout/Tagout: An Open & Shut Case	(Top)
X		Lockout-Tagout - Controlling the Beast & Hazard Communication Standard	C2-1-M2
VII		Love and Profit: The Art of Caring Leadership	C1-4-K1
VI		Love 'Em or Lose 'Em	C1-3-O1
X		Machine Lockout - Controlling Hazardous Energy	C2-1-N1
XII		Magic of We, The	(Top)
VII		Make It Matter	C1-4-R1-A
VII		Making Managers into Leaders	C1-4-K2
VII		Management Skills for New Supervisors: Part 1	C1-4-L1
VII		Management Skills for New Supervisors: Part 2	C1-4-L2
I		Managing at the Speed of Change by Darryl Conner	C1-1-B2
I		Managing Change and Transition by Dr. Ben Bissell	C1-1-C1
V		Managing Diversity	C1-3-H2
VI		Managing from the Heart	C1-3-O2
I		Managing People Through Change	C1-1-C2
I		Managing People Through Change	C1-1-D1
X		Managing Stress	C2-1-N2
X		Managing Stress	C2-1-O1
X		Managing Stress by Ben Bissell	C2-1-O2
IX		Managing Your Time and Priorities - Part 1	C2-1-A2
IX		Managing Your Time and Priorities - Part 2	C2-1-B1
IX		Managing Your Time and Priorities - Part 3	C2-1-B2
X		Material Safety Data Sheets: Read it Before You Need It!	C2-1-P2
XVII		Microstructure and Classification of Steels	C2-5-B1
X		Minimizing Back Strain on the Job	C2-1-Q1
IX		More Bloody Meetings	C2-1-C1
VI		More Than a Gut Feeling	C1-3-P1
I		New Professionalism, The	C1-1-G1
II		New Telephone Manners, The	C1-1-T1
X	DVD	OSHA Recordkeeping: True To Form	C2-2-D1-B
XIII		Overview of Quality Optimization - Taguchi Method	C2-3-F2
X		Oxyfuel Gas Cutting: The Sure Cut	C2-1-Q2
I		Paradigm Effect with Joel Barker, The	C1-1-G2

Section		Title	Location
I		Paradigm Pioneers with Joel Barker, The	C1-1-H1
V		Peacock in the Land of Penguins, A	C1-3-F1
V		Peacock in the Land of Penguins, A	C1-3-F2
X	DVD	Personal Fall Protection: One Step Beyond	C2-1-R1-A
X	DVD	Personal Protective Equipment: Win the Race to Safety!	C2-2-A2-B
II, VI		Power of Future Conversation, The	C1-1-T2
II		Power of Listening, The	C1-2-A1
II		Power of Words, The	C1-2-A2
X	DVD	Powered Hand Tool Safety Handle With Care	C2-2-B2-A
X		PPE: Don't Start Work Without It Safety 101	(Top)
X	DVD	PPE: Don't Start Work Without It	C2-2-I1-A
VI		Preparing for Your Appraisal	C1-3-P2
X		Preventing Bloodborne Disease	C2-2-C2
XI		Preventing Sexual Harassment: A Management Responsibility "Minimizing The Risk"	C2-2-G1
XI		Preventing Sexual Harassment: A Management Responsibility "The Risk"	C2-2-F2
X		Pro-Active Safety Attitudes: Looking Out For Number One Trainer's Toolkit®	(Top)
X, XIII	DVD	Pro-Active Safety: The Total Quality Approach	C2-2-D2-B
X	DVD	Pro-Active Safety in Action: Accidents Don't have to Happen	C2-2-B1-B
XIII		Problem Analysis	C2-3-G1
VII		Putting the One Minute Manager to Work	C1-4-M1
VI, VII		Pygmalion Effect: Managing the Power of Expectations - 2nd Edition, The	C1-3-S2
VI, VII		Pygmalion Effect: Managing the Power of Expectations - 2nd Edition, The	C1-3-T1
VI, VII		Pygmalion Effect: Productivity and the Self-Fulfilling Prophecy - 1st Edition, The	C1-3-T2
XIII		Quality – The Big Picture	C2-3-H1
XIII		Quality One-on-One: A New Game Plan	C2-3-G2
XIII		Quality: You Don't Have to be Sick to get Better	C2-3-H2
XIII		Quest for Quality	C2-3-I1
VII		Question of Management - Historical Perspective, A	C1-4-C1
XIII		Reinventing Appraisals - Determining Key Result Areas	C2-3-K1
XIII		Reinventing Appraisals - Identifying Performance Standards	C2-3-I2
XIII		Reinventing Appraisals - Managing Change & Developing Performance	C2-3-J2
XIII		Reinventing Appraisals - Setting the Overall Goal	C2-3-K2
XIII		Reinventing Appraisals - The Performance Management Cycle	C2-3-J1
IV		Remember Me	C1-2-S2
IV		Remember Me	C1-2-T1
X	DVD	Respiratory Protection: Another World	C2-1-L1-B
X	DVD	Rigging Equipment Basics	C2-1-R1-B

Section		Title	Location
X		Rigging Operations - DVD	C2-1-R2
XI		Right Side of the Line, The	(Top)
X		Safety Meetings: Series II	C2-1-S1
X		Safety Meetings: Series IV	C2-1-S2
X	DVD	Scissor Lifts for Construction	C2-2-B2-B
X		Scissor Lifts in Construction	C2-1-T1
III		Self-Discipline and Emotional Control with Tom Miller- Volume 1	C1-2-J2
III		Self-Discipline and Emotional Control with Tom Miller- Volume 2	C1-2-K1
IV		Service Perspective- Focus on the Frontline with Rick Tate	C1-2-T2
IV		Service With Soul with Tom Peters	C1-3-A1
XIII		Service-Profit Link, The	(Top)
XI		Sexual Harassment - Is It or Isn't It?	C2-2-G2
III		Six Pillars of Character	C1-2-K2
III		Six Pillars of Character	C1-2-L1
X	DVD	Slips, Trips and Falls: Taking the Right Step	C2-3-S2-B
X		Small Spills & Leaks	C2-1-T2
VII		SMART Goals: Steps to Success	C1-4-M2
II, V	DVD	Social Media: Reduce the Risk	C1-2-D2-B
II		Speaking Effectively - To One or One Thousand	C1-1-Q2
II		Speaking Effectively - To One or One Thousand	C1-1-R1
XVI		Steve Sullivan – Selling	C2-4-E1
XII		Straight Talk on Teams - Managing Conflict	C2-2-O2
I		Street fighter - Advertising: "Using the Media to Promote Your Business"	C1-1-D2
I		Street fighter - Marketing: "Getting More Customers Without Spending Money"	C1-1-E1
XIV		Street Smarts: How to Avoid Being a Victim	C2-3-Q1
X		Stressless Success: Techniques Successful People Use to Manage Stress	C2-2-A1
XVII		Structures	C2-5-B2
XIII		Stuff Americans Are Made Of , The	C2-3-M1
II	DVD	Succeeding in a Changing World	C1-2-D1-B
VII		Super Supervisor by Mildred Ramsey, The - Part 1	C1-4-O1
VII		Super Supervisor by Mildred Ramsey, The - Part 2	C1-4-O2
XIII		Supervising for Quality	C2-3-L1
II		Take Time to Listen	C1-1-R2
I		Taking Charge of Change	C1-1-E2
V		Tale of "O", A	C1-3-G1
X	DVD	Target Zero! Pro-Active Safety Attitudes	C2-2-A2-A
XII		Team Building - 2nd Edition	C2-2-O1

Section		Title	Location
XII		Team Creativity	C2-2-P1
XII		Team Creativity	C2-2-P2
XII		Team Leader's Day, A	C2-2-K1
XII		Team Player	C2-2-Q1
I		Teamwork Essentials: Change Without Anxiety	C1-1-F1
IX		Teamwork Essentials: Meetings Under Control	C2-1-C2
II		Teamwork Essentials: Presentations Without Fear	C1-1-S1
XII		Teamwork Essentials: Teams That Work	C2-2-R2
XII		Teamwork in Crisis: The Miracle of Flight 232	C2-2-Q2
XII		Teamwork in Crisis: The Miracle of Flight 232	C2-2-R1
IV		Telemarketing II - Becoming a Pro on the Phone	C1-3-A2
IV		Telemarketing II - Becoming a Pro on the Phone	C1-3-B1
IV		Telephone Courtesy: You are the Company	C1-1-S2
II, IV	DVD	Telephone Customer Service	C1-2-D1-A
IV		Telephone: Your Business on the Line , The	C1-3-C1
VIII	DVD	The 5 S's @ Boeing	C2-3-M2-B
IV		The Video Vignette Training Series: Ask and Listen	C1-3-E2
IX		Time Challenged	(Top)
IX		Time Management	C2-1-D1
XIII		Variation: The Foundation for Run Charts & Control Charts	C2-3-N1
IV		Video Vignette Training Series: Exceeding Expectations , The	C1-3-D1
IV		Video Vignette Training Series: Orientation to Quality Service , The	C1-3-C2
IV		Video Vignette Training Series: Solving Problems , The	C1-3-D2
IV		Video Vignette Training Series: The ABCs of Service on the Phone , The	C1-3-E1
VIII,XIII	DVD	Visual Controls	C2-3-M2-A
II		Walk A While In My Shoes	C1-2-B1
IV XVI		WAYMISH: Why Are You Making It So Hard ... for me to give you my money?	TOP
VII		We Are The Ones	C1-4-Q2-A
VII		Wealth, Innovation & Diversity	C1-4-P1
VII		Wealth, Innovation & Diversity	C1-4-P2
X	DVD	Welding Safety: Safe Work With Hotwork	C2-2-C1-A
XV		What You Are Is Where You Were When...AGAIN!	C2-6-C2
IV	DVD	What's Your Pickle	C1-2-S1
I		Who Moved My Cheese?	C1-1-I1
X	DVD	Win the Race to Safety! Personal Protective Equipment:	C2-2-A2-B
I, VIII,XIII		Winners Circle, The	C1-1-H2
VII, XII		Winning With Women with Anson Dorrance	C1-1-I2

<b>Section</b>		<b>Title</b>	<b>Location</b>
II		Work Smarts: How to Get Along, Get Noticed and Get Ahead	(Top)
XII		Work Teams and the Wizard of Oz	C2-2-S1
XII		Working Together	C2-2-S2
III		Working With Difficult People	C1-2-L2
XIV		Workplace Violence	C2-3-Q2
XIV	DVD	Workplace Violence: First Line of Defense	C2-3-R1-B
VII		Would I Work for Me?	C1-4-Q1
II		You Know What I Mean	C1-2-B2
II		Zea - A Study in Perception	C1-2-C1