

BUSINESS

MANAGEMENT AND LEADERSHIP

HSL001 FRONTLINE/ LIP SERVICE

R1 500.00

The level of service output directly determines the level of success of a business. Frontline staff carries a large portion of this service responsibility. This well documented programme is aimed at the management who plan, co-ordinate and monitor frontline activities, as well as train the personnel who are the public face of a business. This programme should be part of the frontline staff training and should be made available to be viewed by other departments and management levels to enable every individual in the organization to gain better insight and understanding of their individual roles in the common business goal. This programme is presented by Martin Bailey, a popular television celebrity, who's vivacious character and numerous visual aids make this title interesting as well as informative. (Duration: 36min)

HSL002 EFFECTIVE COMMUNICATION

R1 500.00

Communication, the passing information between people in an organisation can be compared with the role and importance of the blood stream in the human body. The productivity or health of any organisation maybe determined by two very important things, ie: - The system by which information moves around that organisation, - And the level of awareness and training that the individuals in that organisation have of communicating effectively. This training looks at communication through the following main subjects: - Defining communication or message sending through graphic illustrations and role plays; - Causes of ineffective communication; - The dynamics involved in two way communication; - How to improve communication; - What people in management or supervisory positions need to know and understand about communication. This training video can be used in various training roles. It is suitable for specific or focused training for management and supervisors to improve their personal communication level, or to help them implement effective systems of communication within the organisation, be they electronic or hand written memos. This title may also serve as an awareness builder amongst all staff in an organisation, especially when preparation is being made towards more formal studies which include the subject of communication. (Duration: 18min)

HSL003 HOW MAY I HELP YOU?

R1 500.00

The telephone has been with us for just over 120 years. In that time it has become arguably the most widely used and important instrument in our social and business lives. In many instances the first point of contact that anyone makes with any business is via telephone. The switchboard operator or customer service agent, more often than not, has the individual responsibility of creating that all-important "first impression". This training video details the practical skills that frontline personnel need to be familiar with. The main topics covered by the presentation are: - The mental and attitude preparation required by customer service staff to create that positive connection with customers and associates telephonically and or face to face; - The responsibility of being the 1st point of contact of an organisation; - The practical telephone skills and mannerism that enhance the professionalism of the customer service agent; - How to uphold self image and grace in difficult situations; - The practical preparation and maintenance of personal work zones. The information in this training video is presented using role-plays, onscreen graphics, summarised points in note form, and a well-paced delivery by a vibrant presenter. (Duration: 28min)

HSL004 SERVICE EXCELLENCE

R1 500.00

The level of service offered by any business directly determines its level of success and in some cases its demise. This training video takes a close look at cutting edge service and how to achieve this in any business model. Issues impacting on service are discussed under several subjects. The programme is well presented with a number of dramatised scenarios illustrating the impact of the various issues being dealt with. "Service Excellence" depicts service as a puzzle that has got to be put together by every business. We all are emotional beings, how we feel about what is happening to us play a bigger role than we give due credit. Successful businesses have identified this and address their client's emotional well being in a positive manner. This programme is most suitable to train frontline personnel and is valuable research tool for anyone whose planning to build a positive business image. (Duration: 28min)

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HSL005 PERFORMANCE APPRAISALS: PEOPLE MAKE THE DIFFERENCE R1 500.00

This English training video provides instruction & guidance on conducting performance appraisals in the South African context. The video opens by clearly illustrating the importance of being able to evaluate employee skills, work performance, their future goals & job satisfaction in comparison to their current job description & the company's future goals. In the current light of the national skills development strategy, the person conducting the appraisal & drawing up the goals needs to know how to consult or be familiar with, the Skills Development Act, Labour Relations Act, & the Employment Equity Act. These regulations have been drafted for the very purpose of enabling employers & employees to set productive goals that allow for the development of people in the work place. A prepared format of an appraisal agenda is supplied. The instruction provided by the video emphasizes that the key to a successful appraisal is in the preparation. Plenty of helpful strategies & advice is provided to assist with this preparation. (Duration: 18 min)

HSL006 CONFLICT MANAGEMENT MODULE 1 – IN TWO MINDS R1 500.00

This English training video was produced in collaboration with the Centre of Conflict Resolution in Cape Town. The presenter Mr. Nqaba Bucwa from the center deals with the basic skills to be developed to recognize & constructively work through a conflict situation in this 1st part. Conflict is looked at & classified into 5 parts. The nature of conflict is explored & constructive ways of managing conflict are discussed. (Duration: 34min)

HSL007 CONFLICT MANAGEMENT MODULE 2 – NUTS AND BOLTS R1 500.00

This 2nd training module looks at conflict situations in everyday business. This allows the viewer the opportunity to apply the tools gained in the 1st part. This training video is suitable to be used as the final or advanced stage of any training on communication. This valuable training is most recommended for individuals moving to supervisory & or management levels. The skills taught by this programme develop an individual's life skills & ability to lead. (Duration: 22min)

HSL008 DIVERSITY MANAGEMENT R1 500.00

Is there a more appropriate topic for South African business during these times of rapid change? This awareness programme was produced with the experienced input of psychologist David April. The programme explores the positivity & richness that a diverse group of people brings to a business or organization. The wider spectrum of experience & understanding from a group made up of people from differing backgrounds & experience, play together to attract an ever expanding diverse clientele base. The subject of diversity in the South African context is looked at under 7 headings. Further probing is done into the volatile subjects of ethnic background, gender, religious choice, & the physically & or mentally handicapped. The aim of this video, that it achieves wonderfully, is to create awareness on a wide range of issues that in turn stimulate thinking of the various possibilities that maybe explored to the benefit of all concerned. (Duration: 35min)

HSL009 PRODUCTIVITY R1 500.00

This training programme is aligned to the above unit standard & investigates the productivity cycle of a business, & the manner in which the cycle sustains the business. In order to understand the relationship between the productivity cycle & the positive output of a business the following work needs to be carried out: - Productivity calculations; - The analysis of each element of production; - Clarity of business objectives; - The maintenance & revision of business systems. These are some of the topics that are looked at in working towards optimizing the productivity of a system or business plan. The video is presented as a workshop with breaks for discussion, revision, or note taking. (Duration: 25min)

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HSL010 ACE'S APPLES: MODULE 1**R1 500.00**

This English training DVD looks at the operation of general business. This video may be used for personal instruction for anyone who wants to understand the general principals of operating a small business of their own. The content of the video is also most suitable for induction training at any type of company wanting to have their employees understand the general principals & operation of business. It is during this type of training that employees, especially those that have not been exposed to the corporate environment, get motivated about their role in the company & begin to set practical goals that benefit both the employee and the company. This module deals with explaining the basic principals involved in general business & includes the following subjects: - Income & expenditure; - Wastage / loss / theft; - Business growth & additional staff; - Expenses involved in employing more staff; - Daily running expenses. (Duration: 29min)

HSL011 ACE'S APPLES: MODULE 2**R1 500.00**

This module goes further indepth & builds on the basic principals of the 1st module. The following subjects are addressed in this module: - Quality control; - superior service; - The relationship between team work & productivity; - Addressing quality controls; - Dealing with moral & motivation issues. (Duration: 15min)

HSL012 ACE'S APPLES: MODULE 3**R1 500.00**

This module looks closely at absenteeism & productivity. The training addresses disciplinary actions, their procedure & policy. The subjects of communication & handling conflict are also looked at. (Duration: 14min)

HSL013 ACE'S APPLES: MODULE 4**R1 500.00**

This module looks at customer service in depth. The subject of communication is expanded upon, focusing specifically on communication within the organization & to customers. This module also begins to look at the basics of financial planning. (Keeping expenses to a minimum & improving turnover). (Duration: 14min)

HSL014 ACE'S APPLES: MODULE 5**R1 500.00**

This module is an overview of all the work discussed. Financial planning is looked at in more detail, with regard to profit & losses in a business. Getting the right people for the job & the importance of teamwork are also looked at in detail. (Duration: 19min)

**HSL015 THE LEADING EDGE: SUPERVISORS TRAINING
MODULE 1 – DISCIPLINE****R1 500.00**

This English training DVD is suitable for people preparing for promotion to supervisory or 1st level management positions. The responsibilities & skills of a manager are looked at in detail in 4 parts.

Leadership is a trait that can be acquired by understanding & internalizing a few ground principals. This module defines these principals & helps to show how they can be put into practice. The module is titled discipline. Keeping discipline is a complex business since no two situations are alike. The following subjects are dealt with in short sections: - Earning respect & authority; - Handling friction; - Dealing with late coming; - Absenteeism. (Duration: 14min)

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**HSL016 THE LEADING EDGE: SUPERVISORS TRAINING
MODULE 2 – PLANNING AND ORGANISATION**

R1 500.00

Planning and monitoring the plan are the fundamental aspect of management. This module looks at this subject beginning with goal setting. Instruction is given on time management – goals need to have a time frame. The other topics dealt with in this module are asset management & the manufacturing process. (Duration: 10min)

**HSL017 THE LEADING EDGE: SUPERVISORS TRAINING
MODULE 3 – LEADERSHIP**

R1 500.00

This module deals with the following subjects: - Delegation; - Communication; - Motivation; - Leadership. These topics are discussed in a practical sense with examples & solutions to common negative occurrences.

(Duration: 12min)

**HSL018 THE LEADING EDGE: SUPERVISORS TRAINING
MODULE 4 – THE DISCIPLINARY HEARING**

R1 500.00

This last module looks closely at the disciplinary hearing. This module is well structured & takes the learner from preparation through handling the actual hearing. Advice is given on communication & the necessary documentation involved. (Duration: 11min)

HSL019 QUALITY AND WORK PLACE ETHICS: PART I

R1 500.00

Mr. Lyndon Nicholson (B.Com / MBS) of Netskills Solutions presents this programme in English & Zulu. This series of training DVD'S was produced to reach over the language & education barrier to individuals who have little or no formal education. The following topics are covered in this module: - Planning; - Organizing; - Monitoring the Plan; - Finding suitable premises. Mr. Nicholson also looks at the principals of growth. The 3 points of growth are: - a good product; - a good price; & - good service. The issue of trust is discussed, since trust helps productivity. (Duration: 43min)

HSL020 QUALITY AND WORK PLACE ETHICS: PART II

R1 500.00

This second module looks at the very important aspect of communication, & the acquired art of listening. The other main topics covered are: - The need for quality; - The need for observance; - People must feel fulfilled in their work; - The ability to be a visionary; & - The health & safety aspect at the work place. (Duration: 36min)

**HSL021 MODERN SUPERVISION PART I
MODULE 1 – PLANNING AND SCHEDULING
MODULE 2 - ORGANISING AND ORGANISATION
MODULE 3- DELEGATION**

R1 500.00

This is a series of English training programmes that looks at the skills required by a supervisor in a modern work environment. The modern work environment has new factors that affect the relationship dynamics between people & also technology has brought with it differing pressures & stresses on the people involved. This programme covers a range of subjects that are presented in 15 modules in 5 parts. The break down of these appear below. This training is suitable for candidates preparing to enter the 1st level of management or supervisory positions. This training is also suitable for supervisors & managers on all levels who need to do an up to date refresher course. (Duration: 18min)

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HLS022 MODERN SUPERVISION PART II (Duration: 18min) R1 500.00
MODULE 4 – LEADERSHIP
MODULE 5 – MOTIVATION
MODULE 6 – COMMUNICATION

HLS023 MODERN SUPERVISION PART III (Duration: 20min) R1 500.00
MODULE 7 – PROBLEM ANALYSIS AND DECISION MAKING
MODULE 8 – CONTROL
MODULE 9 – SAFETY AND HOUSING KEEPING

HLS024 MODERN SUPERVISION PART IV (Duration: 13min) R1 500.00
MODULE 10 – RECRUITMENT
MODULE 11 – INDUCTION
MODULE 12 – JOB INSTRUCTION

HLS025 MODERN SUPERVISION PART V (Duration: 23min) R1 500.00
MODULE 13 – INDUSTRIAL RELATIONS
MODULE 14 – HANDLING GRIEVANCES
MODULE 15 – MAINTAINING DISCIPLINE

HLS026 TIME MANAGEMENT R1 500.00
MODULE 1 – A WHOLE LOT OF TIME

This course is presented as a practical workshop. The programme addresses the core subjects of time management & time awareness. Every person has these subjects as part of their intrinsic nature. However, depending on the cultivation of either negative or positive habits towards time, we suffer disappointments or successes respectively. This training course begins by identifying the importance of quantifying activities into a time frame. Once this is done one may prioritise activities & address them in order. The programme gives valuable instruction on goal setting, task execution & monitoring the results or feedback. (Duration: 25min)

HLS027 TIME MANAGEMENT R1 500.00
MODULE 2 – WORKING AGAINST TIME

This programme is an expansion on module one with greater depth. The focus is on a positive effective approach to planning, with the productive use of whatever tools that may be available. The subject of dealing with distractions & diarising is looked at more thoroughly. Instruction is also given on task delegation & communicating ones needs well. (Duration: 18min)

HLS028 BASIC BUSINESS SKILLS PART I R1 500.00
This series of training DVD's was produced to reach over the language & education barrier to individuals who have little or no formal education. Mr.Lyndon Nicholson (B.Com / MBS) of Netskills Solutions presents this programme in English & Zulu. The training video fulfils two aims. It may be used as an important learning tool for anyone planning or interested in starting up a small business. The training is also suitable to be used by a company to show employees the operating principals of business & lead them to understand the functions of various departments, people, & the reasons behind certain business decisions. The topics covered in part 1 include: - Business planning; - The process of organizing; - Choosing suitable manpower; - Sourcing necessary equipment; - Drawing up the required levels of management.

HLS029 BASIC BUSINESS SKILLS PART II R1 500.00
Part 2 deals with: - Management responsibility; - The roles of the following managers & the departments are discussed (production; general; marketing; public relations; financial; information; human resources).

(Duration: 40min)

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HSL030 ACHIEVERS SERIES**R1 500.00**

These DVD's describe the management functions in an organization. This is a unit standard aligned training programme. This programme is suitable for the unit standard accredited training of learners or employees who are being prepared to move forward from the position of skilled worker to 1st line supervisory or management position. There is also suitable for management candidates who want to undertake a refresher study to get updated on work done previously. Most important candidates who are already in management or supervisory positions without any recognized or accredited qualifications, may undertake this course of study in order to have an easy to follow practical structure to present their previously acquired learning to an accredited assessor. The course is researched in the present business environment & presented under the following main subheadings:

MODULE 1 – COMMUNICATION; RESPONSIBILITY; LEADERSHIP; ORGANISING AND PLANNING; CONTROLLING (Duration: 24min)

HSL031 ACHIEVERS SERIES**R1 500.00****MODULE 2**

This module looks at communication on a deeper, practical level. The subject is discussed in 2 parts, namely, - verbal communication & non verbal communication. (Duration: 40min)

HSL032 ACHIEVERS SERIES**R1 500.00****MODULE 3**

This module deals with motivating & managing your staff using the concept of a success triangle made up of, Attitude; knowledge & skill. The training covered in this module draws from Maslow's 5 factors of the hierarchy of needs. The topic of motivation is broken down to practical strategies that may be implemented in any work environment. (Duration: 30min)

HSL033 ACHIEVERS SERIES**R1 500.00****MODULE 4**

This module is an expansion of Module 3, with in-depth coverage of special scenarios that occur in the work place. The subject of one's approach to discipline & disciplinary action is covered. (Duration: 30min)

HSL034 ACHIEVERS SERIES**R1 500.00****MODULE 5**

The module covers all the aspects of delegation. Delegation is vital to ensure supervisory success. (Duration: 15min)

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HSL035 CONDUCT A FORMAL MEETING**R1 500.00**

This unit standard introduces the team or group leader to the preparation and procedures required in chairing a formal meeting using committee procedure. It is intended for managers of small businesses and junior managers of business units in larger organisations. The term business unit in this unit standard implies a small business, cost center, section or department. Junior managers include, but are not limited to team leaders, supervisors, first line managers and section heads.

The position or term is used to describe the first level of management in an organisation at which an employee has other employees reporting to him/her. (Duration: 24min)

HSL036 STRESS MANAGEMENT**R1 500.00**

This training DVD provides vital well-researched information regarding stress & practical ways in which to manage stress in everyday life. The subject of stress is divided into 3 parts, namely, work related stress, financial stress, & stress at home. This training video is suited for both personal instruction & for a workshop or seminar instruction. The information given is up to date & relevant to modern society with current issues that people are working through. This training may also be used to form part of a larger training course/programme, especially for management preparation. (Duration:31min)

HSL037 MOTIVATION: YOU CAN DO IT**R1 500.00**

This English training DVD gives important instruction on goal setting. Goal setting is, and always will be a character trait that determines a person with winning qualities. Leading a successful lifestyle in our modern society requires a person to have & apply some very important life skills. These life skills can be learned & mastered. This training video is one of the few instruction videos that present the subject without clouding it with statistics & pep talk. The presenter gives insight & practical instruction on the activities that a person needs to get involved in. Motivation is defined & made tangible through various exercises. This title is most suitable for private study or group training in workshops since it is divided into segments with breaks for discussion & note taking. (Duration: 25min)

HSL038 GETTING MOTIVATED, KEEPING MOTIVATED**R1 500.00**

Catherine Glennie is a motivational speaker, trainer & columnist with the Argus newspaper. She has produced a successful video & book that are available in this catalogue. The motivational training video deals with how to move forward in life despite the trials & tribulations that we all experience to varying degrees. Through a personal account Catherine gives the important principals to internalize & put into practice in order to turn one's life around & be successful. These powerful tools are explained well & step by step guidelines are given to put these into operation in our lives. This video may be used as a stand alone training course, however this course becomes even more powerful when worked through together with the book. The book by the same title is a compilation of the weekly articles written for, the 'Job Shop,' which is the supplement of the Cape Town daily newspaper, the 'Argus.' These articles were published between July 1999 & June 2001. The articles flow into each other & closely look at the principals of successful living. This book may be used on its own, however, the message is most powerful when studied together with the video. (Duration: 36min)

Business Etiquette – DVD – HSBUS001**R2 000.00**

Business Basics, 18 minutes

Workplace etiquette can mean the difference between success and failure. This video offers a wealth of practical skills on how to translate positive feelings and intentions into actions. It is designed to raise awareness of and reinforce the social skills so vital to teamwork, professionalism and productivity.

Key Learning Points:

- The importance of introductions
- Being interested in other people
- Being considerate of other people's feelings
- Give and receive compliments graciously
- Own up when you've done something wrong
- Make and receive apologies
- Keep a conversation flowing
- Table manners and social niceties
- Email etiquette

Mining the Talents and Skills of South Africa – DVD – HSBUS002**R2 000.00***Business Basics, 46 minutes*

The initial excitement about introducing and applying the Skills Development Act has subsided, the real work has actually begun and with it the need to have an in-depth understanding of how interwoven the Skills Development Act is with the South African Qualifications Authority (SAQA), the National Qualifications Framework (NQF) Act and the Skills Development Levies Act.

This locally produced training programme simplifies and explains the intricacies of these Acts and sets out with complete clarity how these Acts will affect you, what they are designed to achieve and how they interact and impact on each other. The programme, which is designed for both employers and employees, also shows how you can ensure the achievement of the Acts' objectives by following simple, laid-down procedures.

Key Learning Points:**Understand:**

- Section 1 : Introduction/History behind the development of the three Acts
- Section 2 : Overview of the National Qualifications Framework (NQF)
- Section 3 : How to achieve an NQF qualification
- Section 4 : Fields of Learning
- Section 5 : Qualification Framework/SAQA Act/NQF levels leading to a national certificate
- Section 6 : Skills Development Act
- Section 7 : Sector Education and Training Authority (SETA)
- Section 8 : Learnerships and Skills Programmes
- Section 9 : Skills Development Levies Act

Get Organized — And Stay Organized:**R2 000.00****The Seven-Day Plan for Putting Your Work Life in Order**

This DVD introduces a seven-day program to help viewers put their work lives in order. It teaches how to perform such tasks as creating a filing system and filtering unwanted e-mails.

*DVD / 2002 / 22 min / HSBUS003***Introduction to Critical Thinking****R2 000.00**

Featuring John Chaffee, author of *Thinking Critically*, this DVD shows how to become a critical thinker. It outlines the qualities of critical thinkers, including self-awareness, creativity, and insightfulness; looks at independent thinking; and emphasizes the importance of a solid knowledge base. *DVD / 2008 / 25 min / HSBUS004*

Critical Thinking: How to Evaluate Information and Draw**R2 000.00****Conclusions**

This DVD teaches how to sharpen critical thinking skills and separate fact from opinion.

*DVD / 1986 / 47 min / HSBUS005***Critical Thinking: Analyzing Problems and Decisions****R2 000.00**

This DVD uses illustrative vignettes and group discussions to explore the problem solving process. It introduces a problem solving methodology of accepting the problem, defining the problem, considering alternatives, devising solutions and plans of action, and evaluating the efficacy of solutions. *DVD / 2008 / 29 min / HSBUS006*

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Everyone's Teamwork Role**R2 000.00**

Valuable time and effort are wasted when team members do not fully understand one another's duties, roles, and responsibilities. This program teaches how to build a high level of trust among team members; use a simple formula to identify the skills, strengths, and roles of each team member; empathize with others to understand their priorities and challenges; and motivate teammates by offering praise in an appropriate manner. *DVD / 1997 / 19 min / HSBUS007*

Spike's Guide to Success: Stupid, Ugly, Unlucky, and Rich**R2 000.00**

In this entertaining program, Richard St. John explores the real secrets of success and debunks the common assumption that success relies on intelligence, attractiveness, and luck. The program is based on research St. John conducted with 500 successful individuals, including Martha Stewart, Russell Crowe, the founders of Google™, James Watson, and leaders in a variety of fields.

DVD / 2006 / 47 min / HSBUS008

Thinking in Skillful Ways: Making Decisions and Solving Problems**R2 000.00**

This program explores skillful problem solving, examining creative, clarifying, and critical forms of thinking.

DVD / 1995 / 30 min / HSBUS009

Safe Hiring: How You Can Avoid Bad Hires**R2 000.00**

This program follows the fictional story of a company that makes a bad hire and examines the steps its management employs to ensure that it does not happen again. The DVD covers such topics as asking questions that identify applicants with something to hide, checking references, and running background checks. *DVD / 2003 / 23 min / HSBUS010*

Sink or Swim Teamwork**R2 000.00**

This program employs a documentary-style format to teach groups how to manage tasks and achieve goals. It discusses becoming a team player, cooperating, and maximizing a team's effectiveness. *DVD / 2004 / 17 min / HSBUS011*

Team Problem-Solving Process**R2 000.00**

This program introduces an eight-step team problem-solving process that can be adapted for use with either management-level or entry-level teams. It presents the appropriate tools, teaches when and how to use them, and provides a road map for problem solving that reduces the tendency to ignore such vital steps as data collection and data analysis. The program also emphasizes the importance of employing a logical and cost effective approach to team problem solving. *DVD / 2000 / 17 min / HSBUS012*

Teamwork Stages and Styles**R2 000.00**

This DVD presents tips for contributing to and working within a team. It describes the stages of a group project: analyzing a problem, taking advantage of the strengths of each group member, creating and meeting deadlines, and resolving conflicts.

DVD / 2004 / 17 min / HSBUS013

Effective Teamwork**R2 000.00**

This program teaches the essentials of creating effective teams, covering such topics as writing a team constitution, developing ideas, conducting a team meeting, and managing conflict. *DVD / 1995 / 39 min / HSBUS014*

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Managing Risks in Team Projects**R2 000.00**

This program teaches teams how to match their experiences with the risks involved in projects and recognize unacceptably high risks associated with overly difficult projects. It shows how to select a team's first project, considers which projects to avoid, describes high-payoff projects that are low risk, and examines ways to utilize the breakthrough concept and the universal sequence steps to ensure successful project completion. *DVD / 2000 / 33 min / HSBUS016*

The Dilemmas of Team-Based Organizations**R2 000.00**

In this program, Christopher Meyer details architectural elements required for effective teams. He examines the downsides of teaming, including the tendency to form a team regardless of the situation. *DVD / 1994 / 57 min / HSBUS017*

Creating Your Dream Team**R2 000.00**

This program teaches techniques for selecting the right mix of talent, spelling out expected team behavior, communicating a team's mission, and avoiding missteps that stifle innovation and creativity. It shows how to make the best of errors and provide constructive criticism and positive feedback. *DVD / 2004 / 18 min / HABUS018*

Motivating Employees During Organizational Change**R2 000.00**

This program shows managers how to communicate change clearly while maintaining employee motivation. It covers such areas as reinforcing the positive aspects of change, teaching employees to overcome fear, and maintaining momentum once the process of change has begun. *DVD / 2002 / 22 min / HABUS019*

Change Management and Strategic Planning**R2 000.00**

Defining strategic planning as the process of creating change while gaining commitment from employees and stakeholders, this program shows how to overcome resistance and implement strategic change. It discusses the principles of effective implementation, including leadership, clear goals, comprehensive perspective, persistence, and flexibility, and offers practical examples of each component of strategic planning. *DVD / 2006 / 47 min / HSBUS020*

Dealing With Crisis and Transition:**R2 000.00****How Organizations Transform Themselves**

In this program, Charles O'Reilly of the Stanford Graduate School of Business explains the power of culture within an organization and shows how failure to understand culture leads to failure in implementing change. He presents control systems that allow organizations to respond to ever-changing demands. *DVD / 1994 / 53 min / HSBUS021*

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Built to Change: How to Achieve Sustained**R2 000.00****Organizational Effectiveness**

This DVD explains why the large majority of major change efforts fail. It presents methods for creating strategies, structures, communication processes, and human resources management practices that facilitate successful organizational change.

DVD / 2006 / 54 min / HSBUS022

Performance Appraisals: Getting Results**R2 000.00**

Presenting two performance appraisals, this program emphasizes the importance of fairness and consistency in evaluating employee performance and discusses formats and recordkeeping. It teaches how to motivate top producers and underperformers and considers the value of employee feedback. *DVD / 2003 / 18 min / HSBUS023*

Growing a Company by Retaining Top Talent**R2 000.00**

Using Oracle as a case study, this program describes the five criteria essential for maintaining growth: opportunity, a differentiated product, smart people willing to take risks, leadership, and funding. *DVD / 1998 / 56 min / HSBUS024*

Leadership, Motivation, and Communication**R2 000.00**

Exploring motivation, this program analyzes management styles and such leadership qualities as courage, discipline, intelligence, communication, decision making, listening, supervision, and goal planning. The DVD also addresses working styles and teamwork.

DVD / 1995 / 30 min / HSBUS025

Facilitative Leadership: Teamwork, Planning,**R2 000.00****and Conflict Management**

This program teaches leaders how to help employees, colleagues, and groups set goals, create plans, mobilize resources, and manage conflict. It shows how to build positive working relationships and collaboration through effective communication.

DVD / 2005 / 40 min / HSBUS026

Leadership for the New Millennium and Beyond:**R2 000.00****Becoming an Impact Player**

This program explains what is required for success in life and leadership roles. It covers such character traits as self-esteem, the ability to self-reflect, knowledge of personal values, and the ability to set goals and emphasizes the importance of a positive attitude. The program features Denny Faurote of the Faurote Group. *DVD / 2004 / 90 min / HSBUS027*

Understanding Leadership Styles**R2 000.00**

This video introduces a variety of leadership approaches. It examines different styles of working and considers their advantages and disadvantages. The program discusses the best leadership styles for a variety of situations and stages of team development.

DVD / 2005 / 51 min / HSBUS028

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Becoming a Leader**R2 000.00**

Although many people think that leaders are born, not made, this video emphasizes that anyone can become a leader by using the communication principles of leadership. It shows how to make it easy for others to communicate, give straight answers, take responsibility, speak and act in an organization's best interest, and encourage dedication among colleagues.

DVD / 2002 / 20 min / HSBUS029

Leadership and Diversity: Examining the Relationship**R2 000.00**

This program examines the relationship between leadership and diversity. It stresses the value of a transparent organization and provides strategies for achieving transparency through effective leadership. The program covers personal learning styles and the principles and foundations of empowerment. *DVD / 2004 / 30 min / HSBUS030*

Concepts of Leadership**R2 000.00**

This program examines leadership within the context of team management, decentralized decision making, and flat organizational structures. It delineates the differences between leadership and management and explains how to develop leadership potential.

DVD / 1999 / 40 min / HSBUS031

Challenges of Leadership**R2 000.00**

This program features Carly Fiorina of Hewlett-Packard and John Chambers of Cisco Systems, who discuss the challenges of leadership during times of change. Addressing questions asked by students and faculty from the Hass School of Business at the University of California, Berkeley, Fiorina and Chambers also discuss their personal successes and failures.

DVD / 2001 / 58 min / HSBUS032

Mindset, Motivation, and Leadership**R2 000.00**

Examining the differences between growth and fixed mindsets, this program shows how a leader's mindset influences his or her ability to grow on the job and develop successful teams. It explains that leaders with a growth mindset assume that talents can be developed and that leaders with a fixed mindset assume basic talents are fixed and inflexible. The DVD features Carol Dweck, who shows how fixed mindsets can be identified and changed into growth mindsets.

DVD / 2008 / 51 min / HSBUS033

LEADERSHIP AT EVERY LEVEL**R2 000.00****How to Hold Successful Meetings****R2 000.00**

Offering tips for enhancing the success of meetings, this DVD covers such topics as agendas and brainstorming, emphasizes the importance of punctuality and realistic schedules, and presents techniques for reinvigorating stalled meetings.

DVD / 1996 / 30 min / HSBUS034

Leading 20-Minute Meetings That Matter**R2 000.00**

This program shows managers how to prepare for effective meetings using a proven two-step process. It covers such topics as defusing tension among battling attendees, following up, and planning for the next meeting. *DVD / 2003 / 20 min / HSBUS035*

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Planning an Effective Business Meeting**R2 000.00**

Featuring examples of staff, information, fact-finding, problem solving, and committee meetings, this program teaches how to plan and conduct effective meetings. It also examines time-saving alternatives to meetings, including memos and conference calls.

DVD / 1995 / 20 min / HSBUS036

Manage Your Time Better**R2 000.00**

This program explores effective time management strategies and shows how one can add minutes to each day by following a logical, prioritized schedule. It emphasizes the importance of focusing on the most important tasks and learning to delegate.

DVD / 2002 / 23 min / HSBUS037

Being Positive in the Workplace**R2 000.00**

This program explains how to maintain a positive outlook in a negative work environment, cope with disappointment, keep language upbeat and professional, disagree tactfully, and demonstrate leadership. It emphasizes the importance of high personal standards.

DVD / 2003 / 20 min / HSBUS038

Thinking in Skillful Ways: Making Decisions and Solving Problems**R2 000.00**

This program explores skillful problem solving, examining creative, clarifying, and critical forms of thinking.

DVD / 1995 / 30 min / HSBUS039

Creativity and Innovation: Four Steps to Improved Thinking – 2 DVD SET**R2 000.00**

Emphasizing the importance of innovative thinking, this set shows how to be more creative. It teaches the four steps of problem solving, offers techniques for generating new ideas, and explains how group leaders can inspire creative thinking in teams.

2 DVD'S) / 1995 / 97 min total / HSBUS040

Managing With Power: Politics and Influence in Organizations**R 2 000.00**

This program discusses the operation of power and influence in organizations. It features Jeffrey Pfeffer, who emphasizes the importance of knowing the names, positions, and perspectives of key players; recognizing sources of power; and developing strategies and tactics for using influence effectively. The DVD also considers the role of influence in organizational innovation and change. *DVD / 1995 / 60 min / HSBUS041*

Nurturing Innovation**R2 000.00**

This program discusses the modern business climate and examines the ways in which it stifles innovation. The DVD presents strategies for increasing long-term profit through innovation and explains that the possibility of failure must be acknowledged before taking risks. *DVD / 2005 / 54 min / HSBUS042*

The Adaptive Organization**R2 000.00**

Featuring Richard ROI of Crawford International and Todd Pierce of Genentech, this DVD examines the values of highly adaptive and highly profitable companies. It explains how to build an adaptive organization from the bottom up and gain commitments from each employee as an individual and as a member of the organizational team. *DVD / 2006 / 55 min / HSBUS043*

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Performance Appraisals: Getting Results**R2 000.00**

Presenting two performance appraisals, this program emphasizes the importance of fairness and consistency in evaluating employee performance and discusses formats and recordkeeping. It teaches how to motivate top producers and underperformers and considers the value of employee feedback. *DVD / 2003 / 18 min / HSBUS044*

Project Management**R2 000.00**

This DVD follows the management and design of a bridge development project from the awarding of the contract through construction and project completion. It discusses scheduling, ways to handle major problems, and techniques to remedy miscalculations. *DVD / 1998 / 10 min / HSBUS045*

Extreme Project Management: How to Survive Fast-Track Projects**R2 000.00**

In this program, Howard Rubin of the META Group and Hunter College offers strategic and tactical plans for completing projects on time and within budget. He covers such topics as calculating overhead, managing risk, and performing case analysis.

DVD / 2004 / 38 min / HSBUS046

Do It Right the First Time: Paying Attention to Details**R2 000.00**

In today's competitive environment, attention to details can mean the difference between success and failure. This program teaches how to pay better attention to job details and offers a step-by-step approach that helps employees complete tasks correctly the first time. *DVD / 2005 / 20 min / HSBUS047*

MARKETING AND SALES**Introduction to Marketing****R2 000.00**

Introducing marketing strategy, this program describes the components of the marketing mix (product, pricing, promotion, and placement) and examines the role that each plays in the creation of quality marketing plans. The DVD differentiates between consumer and industrial markets; discusses target markets and equilibrium price; and covers branding, packaging, labeling, advertising, and sales promotions.

DVD / 2008 / 19 min / HSBUS048

Marketing, 3 DVD SET**R2 000.00**

This set introduces marketing. It details the creation of mission statements and marketing plans; explains marketing research, targeting strategies, and product positioning; and teaches how to use the four Ps (product, pricing, promotion, and placement) to determine whether a product is reaching its target consumers.

3 DVDs / 2002 / 26 min each / HSBUS049

Integrated Marketing Communications**R2 000.00**

This program explains that integrated marketing communication is two-way communication that begins with either the marketer or the customer. It defines personal selling, advertising, direct marketing, sales promotion, and public relations and features examples of each.

DVD / 1997 / 26 min / HSBUS050

Marketing's Four Ps: The Consumer Angle**R2 000.00**

This program explains the four Ps of marketing and considers their relationship to the focus consumer. It features examples of popular brands that illustrate how pricing strategies work; how marketers target different consumers; and how positioning, branding, and profit are connected.

DVD / 2009 / 25 min / HSBUS051

That's Marketing! Understanding Consumer Behavior**R2 000.00**

Exploring consumer behavior, this program examines market segmentation, market research, packaging, pricing, positioning, and branding. **"Excellent introduction to marketing," *School Library Journal*.**

DVD / 1999 / 23 min / HSBUS052

Brand Marketing: Why We Eat, Drink, and Wear Brand Names**R2 000.00**

This DVD explains that brands offer security and risk reduction and examines brand equity, brand extension, line extension, and co-branding. **"Eye-appealing and interesting video," *School Library Journal*.**

DVD / 2000 / 19 min / HSBUS053

The Idea of Marketing in the Total Access,**R2 000.00****Real-Time Marketplace**

This program discusses the ways in which technology has altered the marketing infrastructure in many corporations by providing a dialogue between companies and customers. It considers why older models of marketing no longer work, examines the ways in which distribution channels are vital to a brand, and explores the partnership between marketing and IT. *DVD / 2005 / 56 min / HSBUS054*

Marketing Strategy for Small Business**R2 000.00**

Filmed on location at three small businesses, this program explains that it is necessary to formulate a business plan and a marketing plan and to identify target markets prior to commencing operations. The DVD teaches how to implement marketing strategies as they relate to place, product, promotion, and price.

DVD / 2008 / 24 min / HSBUS055

How to Do a Business Plan**R2 000.00**

Featuring case studies, this DVD shows how to create a business plan. It teaches how to highlight an objective, manage marketing complexities, prepare for production, target resources, and study the financial plan.

DVD / 1997 / 30 min / HSBUS056

HSBUS057 **MARKETING IN THE NEW MILLENNIUM**

R990.00

HSBUS058 **MARKETING FOR BEGINNERS:**

R990.00**PRICES EXCLUDE VAT****AFRICAN EDUCATIONAL DISTRIBUTORS**

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Building Retail Brands to Drive Value**R2 000.00**

Successful brands grow from a base of brand-loyal return buyers who support price premiums and healthy profit margins. This program shows how a strong brand guides overall strategy and acts as an ambassador in new markets. The DVD also examines product launches that build on core brand values. *DVD / 2002 / 43 min / HSBUS059*

What Is Marketing Research?**R2 000.00**

This program examines the role of market research in advertisers' claims. It distinguishes between quantitative and qualitative research, provides examples, and explains the utility of focus groups. *DVD / 1996 / 27 min / HSBUS060*

What's Going On in Market Research?**R2 000.00**

This program explains the differences between qualitative and quantitative research and differentiates between primary and secondary research. *DVD / 2005 / 25 min / HSBUS061*

Marketing Research**R2 000.00**

Basics describes the steps of market research: identifying the problem; designing research; sampling, collecting, and analyzing data; presenting results; and following up. *DVD / 1992 / 23 min / HSBUS062*

Marketing on the Web**R2 000.00**

Explaining that companies are increasing their uses of Internet marketing, this program investigates the appeal at shopping online. It shows how a wine retailer and a bookseller are using the Web, examines the pros and cons of their respective strategies, emphasizes the importance of user-friendly websites, and shows how design affects the probability of success or failure. *DVD / 2000 / 30 min / HSBUS063*

Building the Market-Focused Culture**R2 000.00**

In this program, Hayagreeva Rao of the Stanford Graduate School of Business details the six levels of culture building that allow market-focused organizations to align their business culture with the target customers. He explains how these factors reduce employee stress and turnover and create a self-selected, productive workforce that is in touch with the demands of its potential customers. *DVD / 2005 / 36 min / HSBUS064*

Finding Untapped Growth in Existing Markets**R2 000.00**

This DVD teaches methods of segmenting customer groups that help businesses explain behaviors and locate customer bases. It shows how to segment customers based on behaviors, rather than beliefs or attitudes; considers the value of customer profiles to target marketing; and explains how to employ customer maps when closing deals in new markets.

DVD / 2007 / 53 min / HSBUS065

Pricing Strategy: Defining Value**R2 000.00**

This DVD examines the role of price in the marketing mix and addresses factors that affect pricing.

DVD / 1999 / 60 min / HSBUS066

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Psychology of Advertising**R2 000.00**

Part 1 presents examples of successful and unsuccessful advertisements and examines the psychological principles behind effective advertising campaigns. It covers print advertising, social trends, and consumer life cycles.

DVD / 2002 / 22 min / HSBUS067

Psychology of Advertising**R2 000.00**

Part 2 teaches how to design an advertisement to fit a target market. It emphasizes the importance of visual appeal and shows how to use survey results, comparisons, and testimonials in advertisements. *DVD / 2002 / 20 min / HSBUS068*

7-Up®: The Uncola Story**R2 000.00**

Featuring the individuals behind the 7-Up® Uncola campaign that ran from 1967 through 1977, this program explores the strategic underpinnings of the campaign, its breadth of execution, and its relevancy to popular culture. The DVD includes original television and radio commercials and pictures of billboards, traces the evolution of the agency/client thinking that led to the creation of the Uncola campaign, and considers the campaign's place in advertising history.

DVD / 2007 / 83 min / HSBUS069

No Logo: Brands, Globalization, and Resistance**R2 000.00**

Based on Naomi Klein's best-selling book, this program considers why some of the world's best-known brands are targets of anti-corporate campaigns. *DVD / 2003 / 40 min / HSBUS070*

Basic Communication Skills: Marketing and Customer Service**R2 000.00**

This DVD emphasizes the importance of professional communication skills to quality customer service. It explains the difference between hearing and listening and shows how to ask appropriate questions. *DVD / 2004 / 17 min / HSBUS071*

THE FUTURE OF E-BUSINESS, DVD – HSBUS072**R2 000.00****MEDIA AND PUBLIC RELATIONS****What Is Public Relations?****R2 000.00**

Introducing the public relations field, this program profiles public relations professionals working in corporate, hospital, nonprofit, and government PR departments.

DVD / 1995 / 28 min / HSBUS073

Ethics and the Media: The Problem of Bias**R2 000.00**

In this program, a panel of journalists, publishers, and scholars address the challenges of providing useful news and information for a democratic society. The program focuses on problems of real or perceived bias driven by such factors as politics, culture, ideology, gender, age, and profession.

DVD / 2007 / 55 min / HSBUS074

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Media Literacy: Ethics**R2 000.00**

This program examines ethical concerns for all media professionals. It explains that visuals often have more impact and credibility than words and includes interviews with journalists who discuss ethical standards for print and online newspapers.

DVD / 2004 / 31 min / HSBUS075

Media Literacy: The Audience**R2 000.00**

This DVD examines the concepts of demographics, psychographics, ratings, targeting, and online advertising. It explains that the media sell a guaranteed audience as a product to advertisers. *DVD / 2004 / 24 min / HSBUS076*

Mass Communication**R2 000.00**

This DVD examines the ways in which mass media manipulate truth in the service of entertaining and selling. It explores differences between mass media and other types of communication as they relate to intimacy and feedback. The program also considers the potential of the Internet to redefine these concepts and discusses audience response mechanisms.

DVD / 1997 / 30 min / HSBUS077

Research Ethics**R2 000.00**

Featuring vignettes that follow students devising a research proposal, this program examines ethical issues in reporting and conducting research. It offers examples of such reporting issues as plagiarism, credits and citations, and falsification and fabrication of data and teaches how to identify and avoid breaches in reporting research ethics. The DVD explores ethical issues, including acceptable uses of animals in scientific research, obtaining informed consent, gaining assent from subjects under the age of 18, and maintenance of confidentiality. It also discusses conflicts of interest.

DVD / 2008 / 21 min / HSBUS078

Informal Controls in the Mass Media**R2 000.00**

In addition to laws and regulations, informal controls on media may come from internal self-regulation or from such external forces as pressure groups, consumers, and advertisers. This DVD examines ethical decision making, performance codes, and internal controls in print, broadcast, and film. *DVD / 1998 / 60 min / HSBUS079*

The Development of Mass Communication**R2 000.00**

Tracing the development of mass communication, this program explores early radio broadcasting, examines the development of television, and looks at the beginnings of radio and television networks.

DVD / 1989 / 26 min / HSBUS080

EVENT MARKETING HUSBU081**R2 000.00****ADVERTISING IN THE DIGITAL AGE** HSBUS082**R2 000.00****PRICES EXCLUDE VAT****AFRICAN EDUCATIONAL DISTRIBUTORS**

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HUMAN RESOURCES / LABOUR RELATIONS

HUMAN RESOURCE COLLECTION

Legal Survival Skills for the Modern Manager

R2 000.00

Following a new manager as he takes leadership of a team, this DVD examines major employment and antidiscrimination laws. It discusses conducting legally sound performance reviews, ways to approach employee discipline, and safe termination. *DVD / 2005 / 26 min / HSBUS083*

Workplace Ethics

R2 000.00

Presenting four realistic scenarios, this DVD highlights the integral role of ethical behavior in the workplace. It teaches how to recognize problematic behaviors and details a decision making process that helps employees determine when to take action to repair an ethical breakdown. *DVD / 2012 / 17 min / HSBUS084*

Managing Ethics

R2 000.00

Featuring the same four scenarios seen in Workplace Ethics, this program addresses the ethical dilemmas presented from a manager's point of view and teaches essential leadership skills for acknowledging positive behavior and correcting ethical lapses in employees. *DVD / 2012 / 16 min / HSBUS085*

The Power of Positive Discipline

R 2000.00

This program shows how to turn problem employees into valuable contributors. It emphasizes the importance of ensuring that problem employees are given the opportunity to improve. *DVD / 2009 / 21 min / HSBUS086*

Performance Appraisals: Getting Results

R2 000.00

Presenting two performance appraisals, this program emphasizes the importance of fairness and consistency in evaluating employees and discusses formats and recordkeeping. It teaches how to motivate employees and considers the value of employee feedback. *DVD / 2003 / 18 min / HSBUS087*

OR BUY THE COMPLETE SET OF 5 DVD'S FOR R12 500.00 – HSBUS088

Human Resource Management: Featuring Allstate Insurance

R2 000.00

This DVD shows how Allstate Insurance company attracts and retains employees with a comprehensive benefits package. It explains that Allstate's generous package of benefits is a response to a changing labor market.

DVD / 2007 / 8 min / HSBUS089

RECRUITMENT AND SELECTION: ESSENTIAL GUIDE HSBUS090

R2 000.00

INTERVIEW TECHNIQUES HSBUS091

R2 000.00

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UNDERSTANDING THE NQF: THE STORY OF SIPHO HSBUS093**R2 000.00****SYNOPSIS:**

THIS VIDEO IS SET IN A FACTORY AND TELLS THE STORY OF SIPHO WHO FINDS OUT ABOUT THE NATIONAL QUALIFICATION FRAMEWORK (NQF) AND SKILLS TRAINING AND ASSESSMENT IN THE WORKPLACE. AN ANALOGY OF SOCCER IS USED TO BRING OUT THE KEY LEARNING POINTS. THIS PROGRAMME IS IDEAL FOR ORGANISATIONS THAT WANT TO INTRODUCE THESE CONCEPTS TO THEIR WORKFORCE. IT WILL MOTIVATE THE VIEWER TO THE BENEFITS AND OPPORTUNITIES THAT THE NQF PRESENTS TO EVERYONE IN SOUTH AFRICA – DURATION 18 MIN

LEARNING OUTCOMES:

- EXPLAIN HOW THE NATIONAL SKILLS DEVELOPMENT STRATEGY IMPACTS ON AN INDIVIDUALS CAREER DEVELOPMENT
- EXPLAIN WHAT LEARNERSHIP IS
- STATE THE BENEFITS TO ORGANISATIONS AND INDIVIDUALS
- EXPLAIN THE PROCESS OF ASSESSMENT

THE EMPLOYMENT EQUITY ACT HSBUS094**R2 000.00****SYNOPSIS:**

THIS VIDEO WAS PRODUCED TO PROVIDE MUCH NEEDED ASSISTANCE TO ORGANISATIONS ON THE PROVISIONS OF THE EMPLOYMENT EQUITY ACT AND ASSOCIATED LEGISLATION. IT COVERS ESSENTIAL INFORMATION ON HOW TO INTERPRET AND APPLY THE ACT IN ORGANISATIONS – DURATION 30 MIN

LEARNING OUTCOMES:

- EXPLAIN THE PROVISIONS AND PURPOSE OF THE EMPLOYMENT EQUITY ACT
- STATE THE GROUNDS FOR UNFAIR DISCRIMINATION
- EXPLAIN THE DIFFERENCE BETWEEN DIRECT AND INDIRECT DISCRIMINATION
- EXPLAIN WHEN TESTING (MEDICAL AND PSYCHOMETRIC) IS PERMITTED
- STATE WHO THE ACT APPLIES TO
- STATE THE CATEGORIES OF DESIGNATED GROUPS
- EXPLAIN HOW TO PREPARE AND SUBMIT AN EMPLOYMENT EQUITY PLAN

BETTER SAFE THAN SORRY HSBUS095**R2 000.00**

(Languages: Afrikaans / Sotho)

SYNOPSIS:

THE PROGRAMME COVERS ALL ASPECTS OF SAFETY IN THE WORKPLACE, SUCH AS SAFETY SIGNS, RULES, PROCEDURES & PERSONAL PROTECTIVE EQUIPMENT – DURATION 11 MIN

LEARNING OUTCOMES:

- WEARING PERSONAL PROTECTIVE CLOTHING
- REPORTING HAZARDS
- OBEYING SAFETY RULES
- SAFETY TRAINING RULES
- HAVING A SAFETY SYSTEM THAT WORKS

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DISCIPLINARY PROCEDURES IN THE WORKPLACE HSBUS096**R2 000.00****SYNOPSIS:**

THIS INFORMATIVE AND UP TO DATE PROGRAMME COVERS THE COMPLEX ISSUE OF DISCIPLINE IN THE WORKPLACE, IN PARTICULAR HOW TO PREPARE FOR AND CONDUCT A DISCIPLINARY HEARING. IT IS A MUST FOR MANAGERS AND SUPERVISORS AS WELL AS BUSINESS OWNERS TO ENSURE COMPLIANCE WITH LEGISLATION – DURATION 26 MIN

LEARNING OUTCOMES:

- STATE THE IMPORTANCE OF HAVING A DISCIPLINARY CODE
- EXPLAIN HOW TO COMMUNICATE THE DISCIPLINARY CODE
- STATE WHEN TO GIVE A VERBAL WARNING AND WHEN TO GIVE A WRITTEN ONE
- STATE FOR HOW LONG WARNING CAN BE HELD ON FILE
- DECIDE WHEN TO HOLD A DISCIPLINARY HEARING AND HOW TO LAY A CHARGE
- STATE WHO SHOULD BE PRESENT AT THE HEARING
- EXPLAIN HOW TO PREPARE FOR A HEARING
- FOLLOW THE CORRECT PROCEDURES DURING THE HEARING

SETA LEVIES & GRANTS: GETTING YOUR OWN BACK HSBUS097**R2 000.00****SYNOPSIS:**

THIS VIDEO WAS PRODUCED TO ASSIST ORGANISATIONS TO UNDERSTAND HOW TO RECLAIM THEIR SKILLS DEVELOPMENT LEVY AS WELL AS THE BACKGROUND ON THE NATIONAL SKILLS INITIATIVE AND THE NATIONAL QUALIFICATIONS FRAMEWORK (NQF) – DURATION 27 MIN

LEARNING OUTCOMES:

- EXPLAIN THE 6 BASIC STEPS TO FOLLOW TO GET YOUR LEVY BACK
- EXPLAIN THE ROLE AND RESPONSIBILITIES OF THE SKILLS DEVELOPMENT FACILITATOR (SDF)
- EXPLAIN THE PURPOSE AND CONSTITUTION OF A TRAINING COMMITTEE
- EXPLAIN WHAT A SKILL PLAN IS
- STATE THE IMPACT OF THE EMPLOYMENT EQUITY ACT ON THE WORKPLACE SKILLS PLAN
- EXPLAIN THE BACKGROUND TO THE NQF
- EXPLAIN WHAT A LEARNERSHIP IS
- EXPLAIN WHAT A SECTOR SKILLS PLAN IS
- EXPLAIN THE DIFFERENCES BETWEEN A MANDATORY AND DISCRETIONARY GRANT

HIV/AIDS in the Workplace and the Law HSBUS098**R1 500.00**

This very informative video addresses the stipulations in The Bill of Rights and the Labour Relations Act regarding AIDS in detail. – DURATION 19 MIN

Key Learning Points:

- Everyone is equal before the law
- Everyone has the right to fair labour practice
- Can an employer force an employee to have an HIV test?
- When does an employer request a medical examination?
- Does the employee have the right to confidentiality?
- Discrimination and the Bill of Rights in relation to HIV/AIDS

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Dismissals: Disciplinary Hearings HSBUS099**R2 000.00**

Many employers, especially small to medium sized companies, do not have the necessary expertise and experience to conduct a Hearing that meets the criteria of being fair and reasonable.

This programme, which features local well known television personalities, outlines the Disciplinary Hearing guidelines which need to be followed in terms of the Labour Relations Act in order to ensure an employee's dismissal was in accordance with a fair procedure. – DURATION 14 MIN

Key Learning Points:

- Written notice of the Hearing
- Charge to be faced
- Date, time and place of the Disciplinary Hearing
- Employee representation
- Witnesses
- Interpreter
- Failure to attend the Hearing
- Suspension on full pay
- Preparing for the Hearing
- Chairman's role
- Sequence of events
- Disruptions or delays
- Witnesses and evidence
- Burden of proof
- Appropriate penalty (sanction)
- Writing a judgement
- Conclusion

Dismissals: Retrenchments HSBUS100**R2 000.00**

The Labour Relations Act makes no mention of the word retrenchment, but instead refers to "Dismissals based on operational requirements" but retrenchment is more widely understood and used in this programme which deals with the definition of retrenchment and the procedure to be followed as laid down by the Act, including the issue of a statutory minimum severance package. The programme emphasises the importance of following the procedure in a consultative manner and commencing the procedure from the time an employer is contemplating dismissing one or more employees for operational reasons. DURATION 14 MIN

Key Learning Points: -

- The parties with whom consultations must take place
- The issues about which the parties must consult
- The information that must be provided to the parties with whom the employer is consulting
- Opportunity for employee representations
- Actual dismissal
- Severance package

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Dismissals: Misconduct HSBUS101**R2 000.00**

Dismissal is the most severe punishment that can be applied in the employment context. The Labour Relations Act protects employees from dismissal for trivial offences.

This programme deals with the issue of ensuring that a dismissal for misconduct is substantively fair. Reference is made to the Code of Good Practice (contained in Schedule 8 of the Act). The programme also deals with the issue of proving guilt and the importance of record keeping. – DURATION 22 MIN

Key Learning Points:

- Basic guidelines regarding the meaning of a substantively fair dismissal
- Proving the existence of a clear rule or standard
- Is the rule or standard lawful, reasonable and fair?
- Proving that the rule or standard is firmly entrenched in the workplace
- Proving guilt - "Balance of Probabilities"
- Determining the appropriateness of dismissal as a penalty

Dismissals: Illness and Injury HSBUS102**R2 000.00**

Ill health or injury is an incapacity that may result in dismissal. This programme, featuring local television personalities, lays down the procedure in terms of the Act, which must be followed before any dismissal can take place. The issue of temporary or permanent incapacity is also discussed and the importance of keeping accurate records of all meetings. – DURATION 17 MIN

Key Learning Points:

- Investigation/Enquiry
- Establish if the illness/injury is temporary or permanent
- If temporary, establish the likely duration of the illness/injury
- Investigate possible alternatives (temporary and permanent illness/injury)
- Adaptation of the employment environment in the case of permanent illness/injury
- Consider the cause of the incapacity
- Determine if the injury/illness is work related

Dismissals: Poor Performance – HSBUS103**R2 000.00**

This programme, featuring well known local television personalities, will help employers distinguish between the different procedures that should be followed when dealing with poor performance as opposed to misconduct. Typical performance related problems are illustrated and instruction is given on the specific procedure that the Act requires the employee to follow. – DURATION 21 MIN

Key Learning Points:

- Investigation/Enquiry
- Establish if the employee failed to meet a performance standard
- Establish the reasons for the unsatisfactory performance
- Offer the employee any appropriate assistance
- Give the employee a fair opportunity to meet the required standard
- What if there is no improvement?
- Poor performance – conclusion

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COMMUNICATION AND INTERPERSONAL SKILLS

The Art of Effective Communication

R2 000.00

Showing how a single situation can be interpreted in multiple ways, this program teaches methods for improving communication. It differentiates between hearing and listening and presents tips for improving nonverbal, listening, and written communication skills.

DVD / 2000 / 25 min / HSBUS104

Communication Skills... What Everyone Needs to Know

R2 000.00

This program presents techniques for clarifying work-related communications, including written, oral, and electronic messages and interactions with coworkers. Silver Davey Award. *DVD / 1997 / 30 min / HSBUS105*

Conflict Management: The Art of Making Peace

R2 000.00

In this video, conflict resolution specialist George Kohlrieser addresses the theory, practice, and problems of dialogue and negotiation as they relate to conflict resolution. Kohlrieser discusses the causes of conflict and teaches how to resolve conflict while maintaining interpersonal bonds. *DVD / 1999 / 55 min / HSBUS106*

Critical Listening

R2 000.00

Introducing the concept of critical listening, this program features dramatizations that illustrate visual cues in listening, considers the differences between hearing and listening, and explores listening for a purpose. It examines tone, pitch, and volume and teaches effective listening skills. *DVD / 1999 / 20 min / HSBUS107*

Group Dynamics and Communications

R2 000.00

This humorous program examines group dynamics in the workplace. It offers positive communication strategies that discourage negative dynamics, which can lead to such problems as disorganization and tension. *DVD / 2000 / 21 min / HSBUS108*

Communication or Frustration: Men and Women in Dialogue

R2 000.00

This program examines conflicts between genders and explores techniques that can be used to resolve them. It discusses the ways in which communication is affected by differing the rationales of men and women and a variety of gender characteristics. *DVD / 2005 / 25 min / HSBUS109*

Conflict Resolution and Peer Mediation

R2 000.00

This DVD defines conflict, discusses emotional and physical conflict, considers the physical effects of conflict, and examines the ways in which people manage disputes. It explores peer mediation as a form of conflict resolution.

DVD / 2003 / 25 min / HSBUS110

Conflict Resolution in the Office

R2 000.00

This program discusses techniques and strategies that limit the damage and disruption caused by workplace conflict. It covers such topics as the causes and consequences of conflict, the responsibilities of all employees in resolving conflict, diffusion of disagreements before they escalate, the damage that escalating conflict and violence inflict on an organization, and the role of collaboration in resolving conflicts. *DVD / 2006 / 17 min / HSBUS111*

Developing Listening Skills

R2 000.00

This program offers tips for improving one's listening skills. It covers such topics as the causes of poor listening and examines types of listening. *DVD / 2003 / 35 min / HSBUS112*

Managing Conflict at Work: The Art of Communication **R2 000.00**

This program shows how to transform conflict into a positive experience. It discusses the utilization of conflict to solve problems and provide opportunities for personal growth and improvement. *DVD / 2000 / 20 min / HSBUS113*

Negotiating Business Results **R2 000.00**

This program trains viewers to become successful negotiators. It discusses the fundamental elements of negotiations, teaches how to prepare for negotiations by outlining goals and anticipating what the opposing side will do, and presents effective negotiation techniques. *DVD / 2004 / 39 min / HSBUS114*

Persuasive Speaking **R2 000.00**

This DVD teaches how to create speeches that influence an audience's perspective and behavior. It shows how to incorporate extrinsic and intrinsic proofs and how to appeal to feelings, attitudes, beliefs, and values. *DVD / 1997 / 30 min / HSBUS115*

Conquering Communication Anxiety **R2 000.00**

This program presents a how-to approach for overcoming stage fright. It covers the causes and physical symptoms of anxiety and teaches behavioral steps and cognitive approaches to overcoming communication anxiety. *DVD / 2005 / 24 min / HSBUS116*

Writing for Business Results **R2 000.00**

Presenting a clear-cut method for powerful, interesting, and relevant writing, this program teaches the essentials of effective business writing. It shows how to grab attention with a strong opening line, keep messages short and simple, and provide important supporting information. The program covers such forms of business writing as letters, memos, and e-mails.

DVD / 1999 / 25 min / HSBUS117

Killer Presentation Skills: Everything You Need to Know **R2 000.00**

In this entertaining DVD, Doug Jefferys teaches presentation skills that enhance audience retention. Exploring factors that inhibit presenters, Jefferys covers such topics as making eye contact with audience members, using gestures, and inflection. The program also teaches how to establish rapport with an audience and overcome stage fright. *DVD / 2006 / 90 min / HSBUS118*

Basic Communication Skills: Marketing and Customer Service **R2 000.00**

This DVD emphasizes the importance of professional communication skills to quality customer service. It explains the difference between hearing and listening and shows how to ask appropriate questions. *DVD / 2004 / 17 min / HSBUS119*

Using Language Skillfully **R2 000.00**

Exploring habits and skills that impede communication, this program shows how to effectively use language. It teaches how to empower listeners, increase confidence, improve one's personal image, and enhance the quality of presentations.

DVD / 2000 / 31 min / HSBUS120

Nonverbal Communication in a Global Marketplace **R2 000.00**

This DVD examines nonverbal communication and describes the range of interpretations that people from different cultures apply to similar movements. *DVD / 2004 / 24 min / HSBUS121*

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Developing Positive Listening Skills**R2 000.00**

This program explores the characteristics of active listening, suggests ways listeners can best give feedback to speakers, evaluates the importance of nonverbal communication, and examines empathic and neutral forms of listening.

DVD / 2004 / 27 min / HSBUS122

Speaking With Confidence, Clarity, and Charisma**R2 000.00**

This DVD teaches how to present ideas effectively, establish rapport, build credibility, and convey enthusiasm over the phone. It also explains how to orient oneself for maximum influence during a meeting and how to project confidence when speaking.

DVD / 2002 / 23 min / HSBUS123

Succeed by Listening**R2 000.00**

This program teaches how to become an active listener and better communicator in one's personal and professional lives. It shows how to overcome common listening and language barriers. *DVD / 2004 / 35 min / HSBUS124*

Body Language: Beyond Words**R2 000.00**

This DVD shows how gestures and posture mirror inner feelings and send messages. It examines unwritten rules of eye contact and concepts of personal and public space, considers when people smile and show their tongues, and discusses cross-cultural differences in nonverbal communication. *DVD / 2008 / 25 min / HSBUS125*

Communicating With Tact, Candor, and Credibility**R2 000.00**

This program teaches practical techniques for successful workplace communication. It explains how to communicate on the level with coworkers, team members, and supervisors; present a specific point-of-view; rephrase talking points; turn criticisms into feedback; maintain composure with confrontational coworkers; and develop strong workplace relationships. The DVD also discusses lightweight speech patterns, corporate jargon, and artful scripting. *DVD / 2008 / 19 min / HSBUS126*

Effective E-Mail**R2 000.00**

This program teaches how to write effective e-mails. It discusses appropriate e-mail recipients, attention-grabbing subject lines, netiquette, e-mail structures and formats, and the importance of concise messages. *DVD / 2007 / 49 min / HSBUS127*

Communication Strategies to Enhance Professionalism**R2 000.00**

This program offers communication strategies that individuals can employ to enhance his or her level of professionalism. It defines professionalism and discusses meetings, presentations, follow up activities, and common barriers to communication.

DVD / 2005 / 32 min / HSBUS128

The Basics of How to Plan, Write, and Give a Winning Presentation**R2 000.00**

This program teaches how to plan, write, and deliver effective presentations and covers such topics as understanding the audience and avoiding stagefright. **Gold Davey Award.** *DVD / 2005 / 30 min / HSBUS129*

Nonverbal Communication**R2 000.00**

This video teaches how to interpret nonverbal messages and how to use them to become a better communicator. It focuses on personal space, touch, body motion, artifacts, environment, tone of voice, and physical characteristics.

DVD / 1996 / 45 min / HSBUS130

Make the Connection: How to Be Effective and Productive **R2 000.00**

on the Phone

This program shows how to become a master telephone communicator. It teaches how to establish instant rapport, calm irate callers, skillfully manage interruptions and background noise, keep calls short, and end calls gracefully.

DVD / 2003 / 22 min / HSBUS131

Public Speaking in a Second Language — Fear Not! **R2 000.00**

This program for nonnative English speakers introduces public speaking and covers pitch, tone, intonation, voice projection, syllable stress, and pronunciation. It also offers tips for overcoming stage fright. *DVD / 2005 / 38 min / HSBUS132*

Persuasive Language **R2 000.00**

This informative and entertaining program presents dramatizations that illustrate the nature and techniques of persuasion. It introduces a variety of persuasive techniques and presents role plays that illustrate each. The program examines such techniques as suggestive selling; emotive language; card-stacking; and the use of connotations, analogies, generalizations, and exaggerations.

DVD / 1999 / 20 min / HSBUS133

Persuasive Speaking Made Easy **R2 000.00**

Offering practical advice for students who need to improve their speechmaking skills, this program teaches how to be persuasive and convincing when speaking in front of an audience. *DVD / 2000 / 19 min / HSBUS134*

Professional Conduct 101: Vital Skills for New Employees **R2 000.00**

This program teaches how to develop a professional image. It outlines productive behaviors and shows how to avoid inappropriate behaviors that undermine credibility. The DVD covers such topics as personal distractions and career boosting alliances.

DVD / 2005 / 16 min / HSBUS135

Communicating Between Cultures **R2 000.00**

This DVD presents cross-cultural situations that show how such cultural givens as getting right to the point, saving face, and taking turns in conversation can complicate intercultural communication. It provides practical guidelines for communicating respectfully. *DVD / 2004 / 23 min / HSBUS136*

Cross-Cultural Communication: How Culture Affects Communication **R2 000.00**

This program examines issues in cross-cultural communication. It discusses public behavior, taboos, power, stereotyping, prejudice, miscommunication, time conceptualization, socialization, direct and indirect communication, and context. The program features vignettes and offers practical applications for cross-cultural communication. *DVD / 2005 / 20 min / HSBUS137*

I'm Normal, You're Weird: Understanding Other Cultures **R2 000.00**

In this humorous DVD, a group of aliens prepares to take on human form. While rehearsing their new roles, they learn the complexities of diverse cultures and discover that much of human behavior is culturally based.

DVD / 1997 / 23 min / HSBUS138

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Resolving Conflict Creatively in the Multicultural Community: R2 000.00

Intercultural Mediation

Shot in Ontario, Canada, during the Commonwealth Youth Conference in Conflict Resolution, this program shows how cultural misunderstandings can become the underlying causes of conflict. The DVD offers methods for managing conflict, avoiding violence, and building stronger relationships between individuals and groups. *DVD / 2000 / 24 min / HSBUS139*

Them and Us: Cultural Awareness R2 000.00

Explaining that prejudice is rooted in a need to distinguish between "us" and "them," this program explores the mental processes that people use to evaluate other cultures. It shows how common thinking habits can lead to assumptions, biases, and prejudices.

DVD / 2007 / 25 min / HSBUS140

Communication Skills in a Multicultural World R2 000.00

This video demonstrates cross-cultural communication skills. It discusses keeping an open mind, thinking before speaking, and avoiding stereotypes. *DVD / 1994 / 20 min / HABUS141*

Cross-Cultural Communication: How Culture Affects Communication R2 000.00

This program examines issues in cross-cultural communication. It discusses public behavior, taboos, power, stereotyping, prejudice, miscommunication, time conceptualization, socialization, direct and indirect communication, and context. The program features vignettes and offers practical applications for cross-cultural communication. *DVD / 2005 / 20 min / HSBUS142*

Overcoming Barriers to Intercultural Communication R2 000.00

This DVD focuses on ways to break down such barriers to communication as ethnocentrism, anxiety, and prejudices and increase positive cross-cultural communication in the global community. *DVD / 2005 / 25 min / HSBUS143*

The Cultural Environment of International Business R2 000.00

This program discusses international business customs. It features Roger E. Axtell, who examines cultural differences in communication styles, body language, and etiquette. The DVD emphasizes the importance of understanding local business practices when conducting international business.

DVD / 1992 / 37 min / HSBUS144

BRILLIANT PUBLIC SPEAKING HSBUS145 R2 000.00

EXECUTIVE INTERVIEW SKILLS HSBUS146 R2 000.00

COMMUNICATION AND INTERPERSONAL SKILLS HSBUS147 R2 000.00

PROFESSIONAL E-MAIL ETIQUETTE HSBUS148 R2 000.00

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HSBUS150 **Business Communication: Writing** **R2 000.00**

On his first day on the job, Mark already has a writing assignment. How should he begin? In this dramatization, Mark quickly learns the four steps to good writing-plan, write, revise and edit- as well as the differences between a memo, a letter and a report. Revisions are displayed on his computer screen as he actually makes them, providing concrete examples of the writing process in action. A supplement is included. Duration: 20

HSBUS151 **Business Communication: Reading** **R2 000.00**

If Mark and his colleagues are to meet a tight research deadline, they will have to read faster-and smarter than ever. This dramatization illustrates the value of taking a time-saving approach to reading, which includes using skimming and active reading techniques, taking advantage of reader-friendly devices designed to help pinpoint information and diligently concentrating on the content target zone. A supplement is included. Duration: 18 minutes

CUSTOMER SERVICE

Basic Communication Skills: Marketing and Customer Service **R2 000.00**

This DVD emphasizes the importance of professional communication skills to quality customer service. It explains the difference between hearing and listening and shows how to ask appropriate questions.

DVD / 2004 / 17 min / HSBUS152

Serving Customers, Helping People **R2 000.00**

This program emphasizes the importance of making customers feel welcome, asking questions, listening, giving undivided attention, going the extra mile, and showing appreciation for customer business.

DVD / 2003 / 16 min / HSBUS153

The A to Z of Customer Service: Tales From the Sharp End **R2 000.00**

Featuring case studies, this program examines the essential components of quality customer service. It covers first impressions, complaint issues, internal customers, and teamwork.

DVD / 2008 / 29 min / HSBUS154

HSBUS155 **WHO CARES? I DO! USING EMOTIONAL INTELLIGENCE** **R2 000.00**

FOR SERVICE EXCELLENCE – DVD

Research shows that 70% of the reasons for losing customers are related to poor emotional intelligence skills. This entertaining, effective video can help you address that issue.

Key Learning Points:

The word CARES is used as a memory anchor for these important EI (emotional intelligence) concepts:

- Collaboration – embracing the “you and me against the problem” mentality.
- Awareness are you how of aware being
- Regulation – regulating your reactions to other people or circumstances.
- Empathy - the ability to put yourself in the shoes of another.
- Self-Motivation - the ability to focus on what you CAN do, not what you can't

HSBUS156 STRIVING FOR FIVE STAR SERVICE - DVD**R2 000.00**

In this entertaining video, the Customer Service Players demonstrate, through a series of vignettes, how to (and how not to) deliver five star service.

Learn how to:

- Maintain a positive attitude while responding to a guest complaint, in: But That's Not in the Brochure!
- Be an effective service provider to internal customers, in: Xtra, Xtra, Hear All About It!
- Avoid overusing your behavioural strengths, in: Throwing in the Towel!
- Implement five key behaviours essential to every guest contact (P.S. Kids are guests too), in: You Gotta Be Kidding Me!
- Convey the positive ("Here's what we can do"), in: Barking Up the Wrong Policy!
- Successfully deal with unhappy guests, in: Here Comes the Gloom!

HSBUS157 CUSTOMER SERVICE – DREAM COME TRUE OR**R2 000.00****NIGHTMARE - DVD***21 minutes*

This entertaining and educational program follows two families on vacation. They are staying at different hotels... and receiving very different levels of service. Viewers will explore the following ways to create dream come true memories for their customers and guests. English and Spanish versions included on this DVD.

Key Learning Points

- Delighting & Dazzling
- Respecting & Relating
- Exceeding Expectations
- Appreciating & Accommodating
- Maximizing Memories

HSBUS158 DEMANDING CUSTOMERS - DVD**R2 000.00**

Not all customers are perfect - but an organisation's customer service should be. One in ten customer's are demanding, difficult, rude or infuriatingly oblivious to the needs of sales staff and fellow customers.

This video shows four vexing characters - the angry MR SNAPPY, the super egotist MS FLASH, the talkative MR YAPPY and the infuriating MRS PICKY. We see them in a number of case studies in a supermarket, bank, travel agent, hotel, airport, garage and home appliances retail outlet.

Key Learning Points:**Dealing with customers, frontline staff need to be:**

- Polite
- Efficient
- Respectful
- Friendly
- Enthusiastic
- Cheerful
- Tactful

HSBUS159 SERVICE SAVVY – PROVIDING OUTSTANDING SERVICE**R2 000.00****IN A DIVERSE WORLD – DVD**

The Service Savvy game show leads participants through 15 scenarios that focus on serving diverse guests. Ten of the scenarios or vignettes challenge participants to identify the service provided as savvy, satisfactory, or shabby. For the last scenario in each of the five categories, participants choose the correct service scenario from 3 to 4 options.

Using this enlightening training programme, participants will learn important service concepts for each of these five categories:

- Demonstrating Respect
- Avoiding Assumptions
- Recognizing Cultural Taboos
- Lowering Language Barriers
- Adapting Products & Services

ENTREPRENEURSHIP**How to Do a Business Plan****R2 000.00**

Featuring case studies, this DVD shows how to create a business plan. It teaches how to highlight an objective, manage marketing complexities, prepare for production, target resources, and study the financial plan.

DVD / 1997 / 30 min / HSBUS160

DEVELOPING A BUSINESS PLAN HSBUS161**R2 000.00****BUSINESS PLAN ACTION: 3 CASE STUDIES HSBUS162****R2 000.00****INTRODUCTION TO STRATEGIC PLANNING HSBUS163****R2 000.00****Managing Your Business: Prices, Finances, and Staffing****R2 000.00**

This program explores the challenges associated with running a business and highlights specific management issues. It covers such topics as determining prices; selecting the proper record-keeping systems for sales, billing, expenses, and taxes; and ensuring that bureaucratic requirements are fulfilled. The DVD also discusses such issues as hiring employees.

DVD / 2011 / 25 min / HSBUS164

Think like an Entrepreneur – DVD HSBUS165**R2 000.00**

This DVD showcases three successful young Australian entrepreneurs. They discuss how they started their business and the qualities needed to think, and act outside the box, flexibly, positively and open-mindedly.

Key Learning Points:

- The willingness to take risks
- Passion
- Tenacity
- Persuasive communication skills

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GENERAL

Common Mistakes People Make in Interviews

R2 000.00

This DVD features illustrative vignettes that teach how to avoid common interview mistakes. It examines the qualities that interviewers look for and shows how to anticipate questions, manage stress, answer difficult questions, and research a business.

Recommended, Video Librarian. DVD / 2003 / 27 min / HSBUS166

Do It Right the First Time: Paying Attention to Details

R2 000.00

In today's competitive environment, attention to details can mean the difference between success and failure. This program teaches how to pay better attention to job details and offers a step-by-step approach that helps employees complete tasks correctly the first time. DVD / 2005 / 20 min / HSBUS167

BUSINESS ETHICS AND SOCIAL RESPONSIBILITY HSBUS168

R2 000.00

ETHICS IN BUSINESS HSBUS169

R2 000.00

Workplace Ethics

R2 000.00

Presenting four realistic scenarios, this DVD highlights the integral role of ethical behavior in the workplace. It teaches how to recognize problematic behaviors and details a decision making process that helps employees determine when to take action to repair an ethical breakdown. DVD / 2012 / 17 min / HSBUS170

Managing Ethics

R2 000.00

Featuring the same four scenarios seen in Workplace Ethics, this program addresses the ethical dilemmas presented from a manager's point of view and teaches essential leadership skills for acknowledging positive behavior and correcting ethical lapses in employees. DVD / 2012 / 16 min / HSBUS171

FINANCE, ECONOMICS AND ACCOUNTING

Statistics – 9 DVD SET

R10 000.00

This set covers a variety of topics in statistics, including data representation, variability, standard deviation, discrete and continuous random variables, the binomial formula, probability, normal and uniform distributions, sampling, estimation, confidence, and hypothesis tests. 9 DVDs / 2002 / 26 min each / HSBUS172

MEANING FROM DATA: STATS MADE CLEAR , 4 DVD SET HSBUS173

R4 000.00

Data Collecting Techniques

R2 000.00

Explaining that the key to successful problem solving is knowing how to gather the right data, this program shows how to use sampling methods to save time and effort. It also explains why data collected through sampling is accurate.

DVD / 2000 / 12 min / HSBUS174

The ABCs of Accounting: Definitions and Other Stuff

R2 000.00

This program reviews the basics of accounting, including the purpose of accounting, the AICPA and FASB, the concept of GAAP, and the differences between CPAs and CMAs. Detailing the processes of recording and tracking transactions, it describes types of business transactions, charts of accounts, the rules of debits and credits, the purposes of trial balances, types of financial statements, and the accounting equation. DVD / 2002 / 20 min / HSBUS175

Accounting – 8 DVD SET**R8 000.00**

This set introduces the basic principles of accounting and covers a variety of accounting concepts, including accounts, financial statements, ledgers, trial balances, depreciation, and income statements. It also discusses business expenses, inventory, outstanding checks, and accounts receivable. *8 DVDs / 2002 / 26 min each / HSBUS176*

Accounting Equations**R2 000.00**

This program teaches how to use accounting equations, including balance sheets, general ledgers, assets, liabilities, and equities. *DVD / 2001 / 21 min / HSBUS177*

Finance - 10 DVD SET**R8 000.00**

This set introduces finance and covers basic finance, important financial concepts, assets and liabilities, money management, investing, diversification, bonds, cost, corporate finance, and capital. *10 DVDs / 2002 / 26 min each / HSBUS178*

Finance in Business 1: Finance for Starting a Business**R2 000.00**

This program considers the value of finance for business start-ups, discusses primary sources of business funding, and highlights the benefits and drawbacks of each option. It includes case studies that illustrate the practical problems associated with raising funds. *DVD / 2005 / 23 min / HSBUS179*

Finance in Business 2: The Established Business/The PLC**R2 000.00**

In this program, Dave Nellist teaches techniques that help established businesses obtain financing. He emphasizes the importance of sales revenue, discusses retained profits, explores such cash flow problems as overdrafts, considers issues associated with easing cash flow crises, and shows how to maximize working capital. The program also examines public limited companies (PLCs), explains that going public allows companies to generate large amounts of financing, and weighs the pros and cons of PLCs. *DVD / 2005 / 25 min / HSBUS180*

Cost-Benefit Analysis**R2 000.00**

Cost-benefit analyses compare potential solutions and ranks priorities. This program explains the monetary impacts of costs and benefits and teaches how to use this information to improve decision making. *DVD / 2000 / 14 min / HSBUS181*

Profit and Loss Statement**R2 000.00**

This program looks at profit and loss statements. It covers such topics as revenues, costs of goods sold, gross profits, expenses, and net profits. *DVD / 2001 / 20 min / HSBUS182*

Managing the Money**R 2 000.00**

Examining the experiences of small-business owners Linda and Brian, this program looks at the ways in which a business plans and monitors its financial performance. It covers such topics as forecasting profit, loss, and cash flow; sales and purchase ledgers; net profits; balance sheets; and financial control. *DVD / 1996 / 32 min / HSBUS183*

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What Is a Price?**R2 000.00**

This program defines a price as information disguised as a number. It considers the ways in which prices influence consumer behavior, send messages from producers, allow consumers to talk back, and play a vital role in market economies. *DVD / 2006 / 22 min / HSBUS184*

Pricing Strategy: Defining Value**R2 000.00**

This DVD examines the role of pricing in the marketing mix and addresses the factors that affect pricing. It shows how to determine a product's true cost, discusses perceived value, and analyzes pricing strategies that are used in the global marketplace. *DVD / 1999 / 60 min / HSBUS185*

The Balance Sheet Explained**R2 000.00**

Featuring an illustrative case study, this program examines balance sheets and considers their role in ensuring the financial stability of a business. It defines and explores such key terms as fixed assets, current assets, current and long-term liabilities, creditors, and debtors. The DVD also teaches how to extract basic financial information from balance sheets, emphasizes the importance of solvency, and considers working capital. *DVD / 2001 / 23 min / HSBUS186*

Checks and Balances: The Basics of Banking**R2 000.00**

This program demonstrates such fundamental personal banking skills as filling out checks, maintaining a checkbook register, and reconciling a bank statement. It describes banking techniques, ATM transactions, debit cards, and telephone and online banking. The DVD also teaches how to choose a bank. *DVD / 2003 / 20 min / HSBUS187*

Stock Market Basics: Learning Without Losing**R2 000.00**

This DVD introduces the stock market. It differentiates between stocks and bonds, explains where share holders' money goes after the purchase of a stock, defines dividends, discusses risks and volatility, and examines the processes of buying stocks and bonds. The program also explores the efficient market theory. *DVD / 2004 / 24 min / HSBUS188*

Introduction to Economics**R2 000.00**

This program discusses opportunity cost; the price mechanism; micro- and macroeconomics; economic rationalism; primary, secondary, and tertiary industry; and the sovereignty of the consumer. It profiles such economic theorists as Adam Smith, Karl Marx, John Maynard Keynes, and Milton Friedman. *DVD / 1993 / 23 min / HSBUS189*

Quick Tips to Learning Basic Economics:**R6 000.00**

This set examines topics in economics, including how markets work, basic economic indicators, international trade, the stock market, monetary fiscal policy, and the role of government in economics. *DVD / 2002 HSBUS190, 8 DVD set*

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The Invisible Hand: Economics in Daily Life**R2 000.00**

This entertaining program explores basic economic principles, including cost, supply and demand, prices, profits and losses, and trade. It applies the concepts using such everyday examples as buying an ice cream cone and sharing housework.

DVD / 2004 / 22 min / HSBUS191

Free to Choose 1980:**R2 000.00**

In this set, Nobel Prize-winning economist Milton Friedman examines the relationship between the ideas of human freedom and economic freedom. Filmed on location around the world, the set covers such topics as the power of markets and voluntary exchange, government control, the Great Depression, welfare, equality and equal opportunity, education, consumer and worker protections, inflation, and the relationship between democracy and economics. *DVD / 1980 / HSBUS192*

E-COMMERCE: BUSINESS TO BUSINESS HSBUS193**R2 000.00****FOREIGN EXCHANGE** HSBUS194**R2 000.00****PRICES EXCLUDE VAT****AFRICAN EDUCATIONAL DISTRIBUTORS**

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