

Assessments



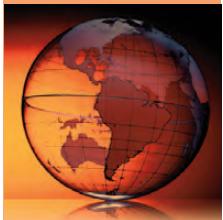
Activities



Books



College Textbooks



Course Materials

Games

Simulations

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Workshops



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HUMAN RESOURCE DEVELOPMENT PRESS

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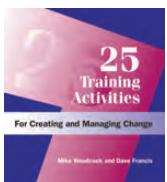
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Activities / Change – Communication



25 Training Activities for Creating & Managing Change

Mike Woodcock

25 experiential activities for teaching managers and employees how to effectively deal with workplace change. Activities are organized into 4 change stages: preparing for change, articulating choices, visioning the future, and implementing change programs.

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350 pp / 3-ring binder / Code...25IS / \$95.00



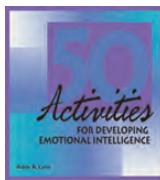
50 Activities for Achieving Change

Barry Fletcher

A complete selection of training activities for teaching others the process of accepting change, demonstrating the need for change, reducing conflict, improving communication skills, and more.

ISBN: 978-0-87425-211-8

420 pp / 3-ring binder / Code...50AC / \$149.95



50 Activities for Developing Emotional Intelligence

Adele Lynn

A collection of reproducible activities perfect for skill-building on self-awareness, emotional control, empathy, social expertise, personal influence, mastery of vision and more. *Emotional Intelligence* explains why, despite equal intellectual capacity, training, or experience, some people excel while others of the same caliber do not do as well.

ISBN: 978-0-87425-601-7

300 pp / 3-ring binder / Code...50DEI / \$149.95



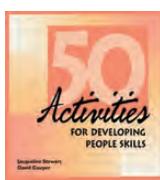
50 Activities for Coaching/Mentoring

Donna Berry

A selection of activities covering mentoring concepts and peer guidance techniques, skills to express performance improvement goals clearly, create open, trusting relationships, and refine a manager's skills in providing constructive feedback. Activities are fully reproducible and customizable with detailed trainer's notes and clear objectives.

ISBN: 978-0-87425-218-7

306 pages / 3-ring binder / Code...50CM / \$149.95



50 Activities for Developing People Skills

Jacqueline Stewart

Each of these fun and easy-to-use employee activities focuses on a different aspect of employee engagement and can be completed in 30-45 minutes. Each activity includes the purpose, description, time guidelines, resources, presentation instructions, debriefing guidelines, and handouts.

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250 pp / 3-ring binder / Code...50DP / \$149.95



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Roy Bailey

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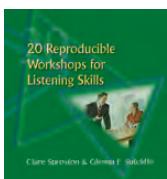
50 Activities for Interpersonal Skills Training

Sue Bishop

These active learning sessions cover vital people skills such as assertiveness, listening, decision making, motivation, presentation skills, leadership, and teamwork. Each activity is fully reproducible and takes from 1 to 3 hours to complete.

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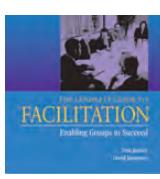
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Train your staff to listen with skill and sensitivity. This volume contains 20 ready-to-use workshops including detailed notes for the trainer, handouts, and reproducible participant materials. Each workshop takes 1-3 hours to complete.

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Enabling groups to succeed

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This guide includes a wealth of practical information for inexperienced group leaders as well as new tools for seasoned facilitators—more than 100 reproducible forms, checklists, planning aids, and guides. Selected contents are reproduced in CD-ROM format so that you can customize tools to meet your specific needs.

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New!

Activities / Conflict – Employee Development



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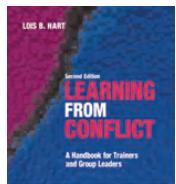
50 Activities for Achieving Excellent Customer Service

Darryl Doane & Rose Sloat

Increase the creativity and skill level of customer service representatives, demonstrate what excellent customer service is, provide insights and practice to improve customer service, develop your own organization's bank of customer service learning situations.

ISBN: 978-0-87425-737-3

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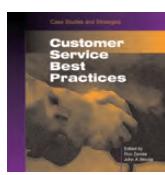
Learning from Conflict

Lois Hart

Learning from Conflict is written for trainers, facilitators, team leaders, and educators. The fully reproducible sample training designs, case studies, and activities can be applied in a variety of training situations, including communication, supervision, and interpersonal relationships.

ISBN: 978-0-87425-159-3

234 pp / 3-ring binder / Code...LC / \$59.95



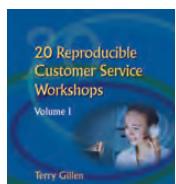
Best Practices for Customer Service

Ron Zemke

This resource includes 38 training tools, case studies, job aids, and articles that will give you solutions to improving virtually any customer service process. The tools in this book emphasize the "how to" making this a practical resource to reference when you spot a problem.

ISBN: 978-0-87425-443-3

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New!

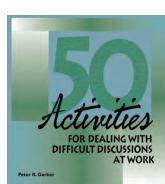
20 Reproducible Workshops for Customer Service V.1

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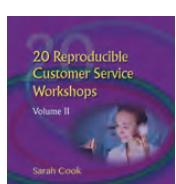
50 Activities for Dealing with Difficult Discussions at Work

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Each fully reproducible activity offers practice in a key skill related to handling difficult conversations including how to broach a touchy subject, stay on topic, handle one-sided and circular discussions, and much more.

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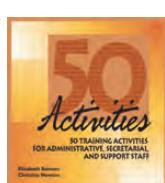
20 Reproducible Workshops for Customer Service V.2

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20 fully reproducible, HR training workshops in this volume are ideal for customer service managers, supervisors, coaches and self-directed customer service teams that must set service policies, measure effectiveness and identify where service improvement is needed.

ISBN: 978-1-61014-296-0

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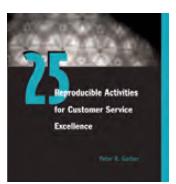
50 Activities for Administrative, Secretarial, and Support Staff

Elizabeth Sanson & Christine Newton

This manual of activities is written for support staff, the unsung heroes and heroines of organizations who often are the ones for whom there is no training budget or who can not be spared from their work to spend time in training.

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50 Activities for Employee Engagement

A roadmap for a difficult transition with huge payoffs

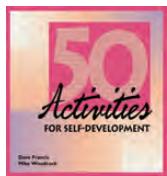
Peter Garber

Learn to improve interpersonal skills, enhance management performance, create effective teams, and improve communication within your organization. This 200+ page collection of competence-building development activities will help you understand what employee engagement really means, how it can help your organization, and how to create and maintain an engaged workforce.

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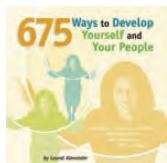
50 Activities for Self Development

Dick Francis

These fully reproducible activities can be used as self study exercises or facilitated by a trainer. There are skill development and awareness training in the following competencies: problem solving, motivation, influence, values, exploring feelings, relieving pressure, coaching, setting objectives, management style, brainstorming, creativity, and more.

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675 Ways to Develop Yourself and Your People

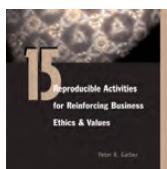
Strategies, ideas and activities for development & learning

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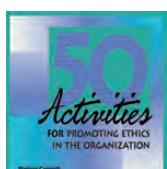
15 Reproducible Assessments for Business Ethics & Values

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In today's business climate, simply having an ethics policy in place isn't enough. You must continually keep ethics up front and center to avoid the ethical violations and erosion of confidence seen in corporate America today.

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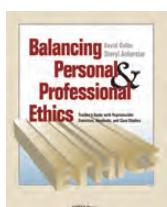
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Marlene Caroselli

This collection of activities employs a variety of training methods, including case studies, quizzes, hand-outs, buzz groups, role-plays, panels, assessments, and more to make it easy to address the sometimes intimidating topic of ethics in the workplace.

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Trainer's guide with reproducible exercises, handouts, and case studies

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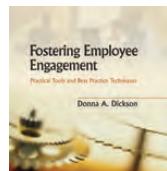
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A great way to provide opportunities for individuals to try out new skills without risk. Provides training in areas that can only be developed by practice with feedback from observers. Role-plays cover skills in each of the five main interview types. Each role play is designed for 90 to 120 minutes.

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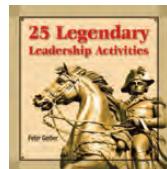
A step-by-step interviewing guide for the small business

Jeffrey Krud

Improper, incomplete or inefficient interviewing is a major reason why costly hiring mistakes are made. That's why the step-by-step system for making hiring decisions presented in *The Hiring Blueprint* is so useful. Use it to start building your team quickly and cost-efficiently.

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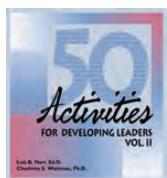
Lois Hart

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Activities / Leadership – Problem Solving



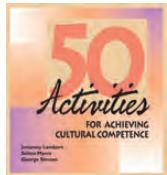
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For years, the popular *50 Activities for Developing Leaders, Volume I*, has helped trainers effectively introduce and reinforce key skills in leadership training. Now the second volume reflects the best and latest thinking on leadership theory making it the best tool available for building leadership skills, attitudes, and competencies.

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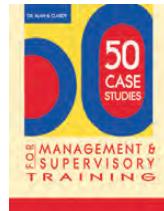
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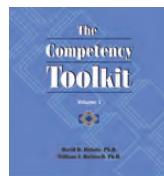
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Michael Greer

This guide can be used as a stand alone or as the participants booklet with the title *Project Management for Workgroups*. It is organized around 20 key project manager actions and results with the majority devoted to providing new project managers with the tools to get quality results.

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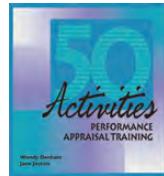
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David Dubois

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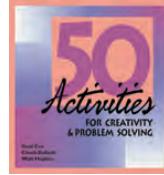
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Activities / Problem Solving – Team Building



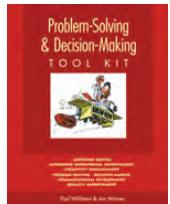
50 Activities for Developing Critical Thinking Skills

Marlene Caroselli

This title contains 50 fully reproducible training activities to develop quick thinking, creative thinking and analytical thinking skills. It will add real value to your training by taking critical thinking skills out of the box and into the workplace. Learners will sharpen their critical thinking skills and develop a thought process that is creative, accurate, and assumption-free.

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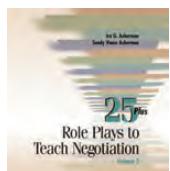
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Paul Wildman & Jon Warner

These ready-to-use tools are applicable to problem solving, decision making, creativity and innovation, quality, operations and service. Tools include: force field analysis, process mapping, decision trees, cost benefit analysis, SWOT charts, evaluation matrix, and many more.

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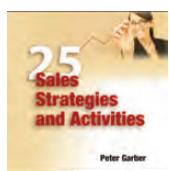
Includes CD

Ira Asherman & Sandy Asherman

25 Role Plays to Teach Negotiation contains exercises that will inspire you to think and act like a negotiation expert. Select role plays by industry or by training objectives. Build an entire workshop or supplement related training with a negotiation exercise.

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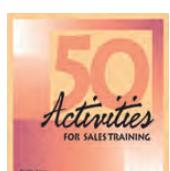
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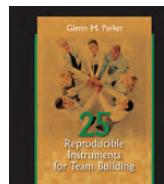
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Ira Asherman & Sandy Asherman

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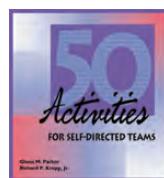
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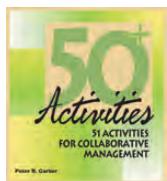
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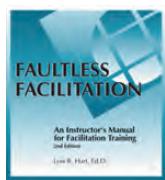
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Faultless Facilitation Instructor's Manual

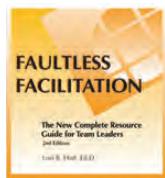
Lois Hart

This instructors manual for the *Faultless Facilitation* program offers 48 in-class learning activities and optional training designs to go with the best-selling *Faultless Facilitation Resource Guide*. The Instructor's Manual lays out exactly how to plan, run, and evaluate skill-based training for inexperienced facilitators.

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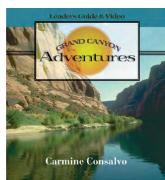
Lois Hart

The *Resource Guide for the Faultless Facilitation Workshop* includes how to's on leading groups and problem solving for facilitators. Use it as a participant coursebook with the program, or as a self-study option. The Instructor's Manual offers in-class activities and training designs (1-, 2-, 3-, or 5-day) to go with the Resource Guide.

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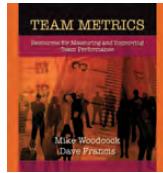
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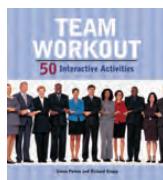
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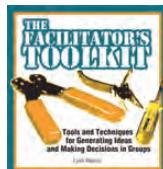
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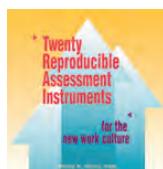
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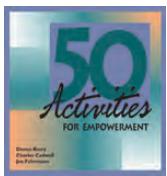
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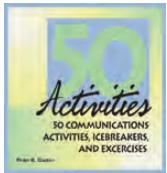
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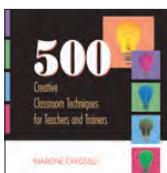
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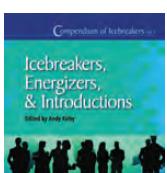
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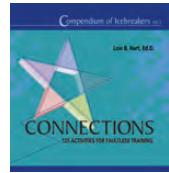
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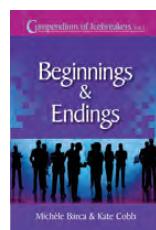
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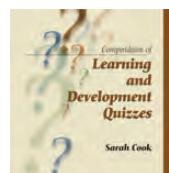
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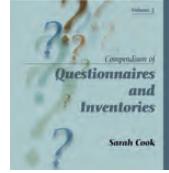
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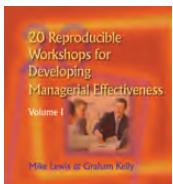
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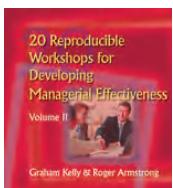
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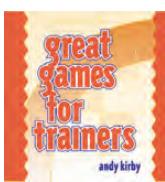
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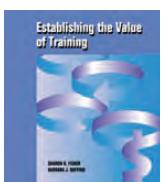
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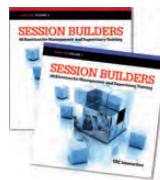
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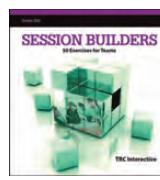
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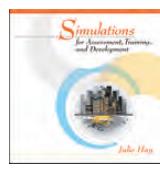
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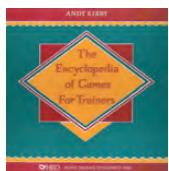
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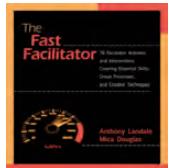
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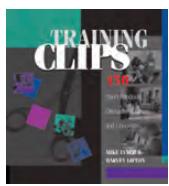
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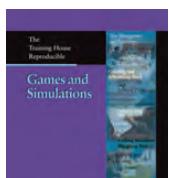
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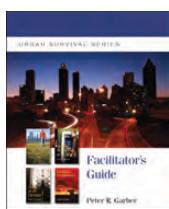
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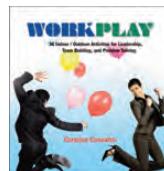
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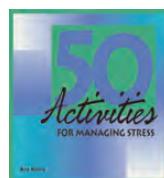
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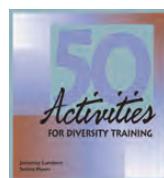
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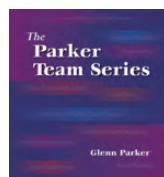
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50 Activities to Teach Negotiation

300 pp / 3-ring binder / Code...50TN / \$149.95

50 Communications Activities, Icebreakers, and Exercises

248 pp / 3-ring binder / Code...50COMM / \$149.95

50 Training Activities for Administrative, Secretarial, and Support Staff

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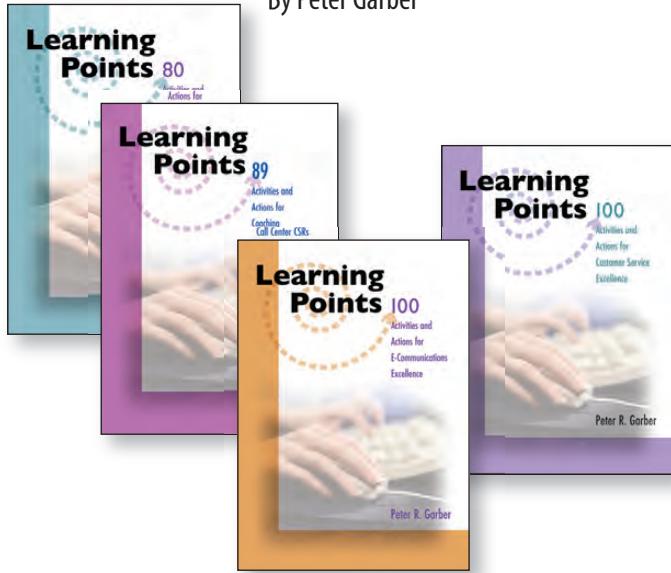
50 Activities Series Full Set

Electronic download / Code...50ACTALL / \$995.00

Activities / Learning Points Series –Session Builders Series

The Learning Points Series for Customer Service and Communication

By Peter Garber



This collection of titles is the perfect resource for any organization looking to maintain great customer loyalty. You can be sure your employees know exactly what they need to do in any situation to provide the quality of service your company expects and your customers deserve. The titles contain time tested solutions and prepare anyone to communicate professionally and productively. Together there are over 350 specific learning activities and teaching points specifically designed to immediately improve results.

Learning Points: 89 Activities for Coaching Call Center CSRs

90 pp / Paperback w/CD / Code...LPCALL / \$34.95

Learning Points: 80 Activities and Actions for Call Center Service Excellence

112 pp / Paperback w/CD / Code...LPCC / \$34.95

Learning Points: 100 Activities and Actions for Customer Service Excellence

144 pp / Paperback w/CD / Code...LPCS / \$34.95

Learning Points: 100 Activities and Actions E-communications Excellence

136 pp / Paperback w/CD / Code...LPECE / \$34.95

Order the Complete Set of All 4 — Code...LPCPK / \$99.95

The Session Builders Series

By TRC Interactive

The Session Builders Series covers over all of the most important management and supervisory skills, from active listening to time management. With more than 500 exercise options and variations you will always have a choice of realistic, easy-to-use designs that will add "something extra" to your training programs.

Each Session Builder exercise is short, simple to run and debrief. The exercises are provided in a completely detailed manner, so that there are no surprises for the end-user at any point in the training process.

You can use Session Builders to:

- Build skills • Illustrate concepts
- Stimulate discussion • Promote on-the-job application
- Reinforce learning • Create a supportive learning climate

Session Builders exercises are flexible, as well: you can use them to help design your own management/supervisory training or as a supplement to your existing program.

Session Builders Series 100

60 Exercises for Management and Supervisory Training

850 pp / Two 3-ring binders plus CDs / Code...SB101 / \$199.95

Session Builders Series 200

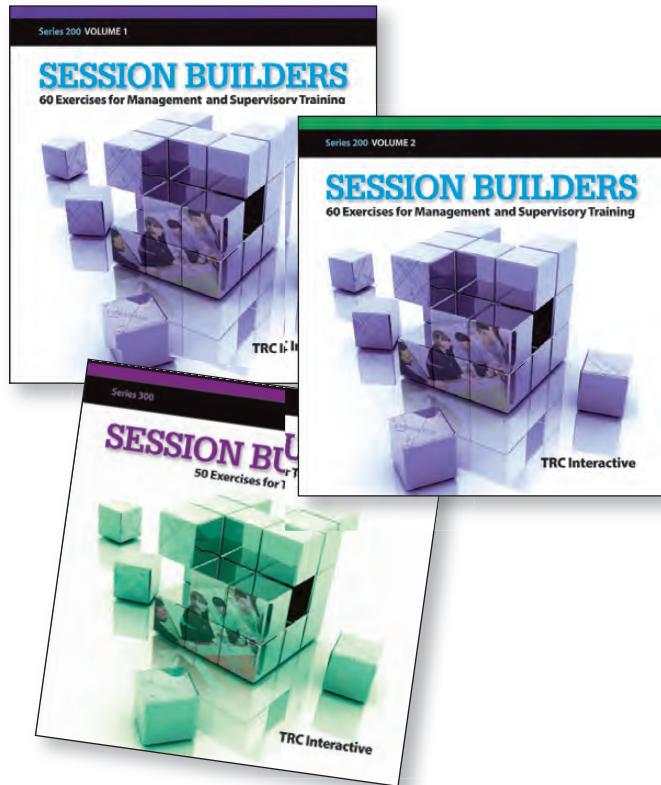
60 More Exercises for Management and Supervisory Training

550 pp / Two 3-ring binders plus CDs / Code...SB201 / \$199.95

Session Builders Series 300

50 Exercises for Teams

462 pp / 3-ring binder plus CD / Code...SB301 / \$149.95



Order the Complete Series — Code...SBPACK / \$399.95

Activities / New! Fully Reproducible Simulations

New! Fully Reproducible

Crisis in Mantique

- Develops team problem solving skills
- Improves intergroup communication
- Teaches win-win negotiation strategies
- Builds conflict resolution skills

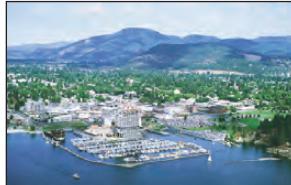
This is a challenging exercise that dramatizes how teamwork, open communication, active listening and a win-win negotiating approach can overcome conflict and bring people together to constructively solve mutual problems. Makes learning fun and exciting!

Participants take roles as members of a Joint Commission representing both environmental and commercial interests on the Caribbean island nation of Mantique. Unless a way can be found to stimulate its economy, the beauty and tranquility of Mantique may be shattered by foreign commercial and industrial exploitation. But, differing viewpoints on the commission have produced conflict and time is running out as negotiations enter a crucial phase! About 1½ to 3½ hours depending on options selected by facilitator.

Fully reproducible masters of all participant and facilitator materials plus PowerPoint® slides. Code: G-808R / \$149.95

Hurricane Disaster Exercise

- Develops planning and organizing skills
- Builds teamwork
- Sharpens ability to solve problems under pressure
- Assesses leadership behavior



A resort community emergency preparedness team meets to evaluate the danger of an impending hurricane and to determine whether the island community should be evacuated. The decision team must quickly update its emergency preparedness action plan by obtaining critical additional information, assessing available resources and by analyzing the overall situation. If the team does not order evacuation it must decide how the island population can best be protected from the fury of Hurricane Judy. Based on information provided by the National Hurricane Center and governmental emergency preparedness agencies. Suitable for all organizational levels. Requires 2 to 2½ hours.

Fully reproducible masters of all participant and facilitator materials plus PowerPoint® slides. Code: G-802R / \$149.95

Survive Nature's Fury

Breaks down communication barriers



Survive Nature's Fury is a motivating training activity that commands participant interest as it develops key communication skills attributes. Following a PowerPoint slide introduction with fascinating photos of severe storm scenes, the activity presents participants with a four-section storm survival test that is completed first by participants individually and then as a team. The focus is on consensus decision making in which the teams that are most effective in information sharing and collaborative problem solving will

most likely achieve a synergistic result. At the conclusion of the activity participants are guided through a self-critique process designed to help them develop strategies for personal and team skill improvement.

Suitable for employees at all organizational levels. Requires about 1 to 1½ hours.

Fully reproducible masters of all participant and facilitator materials with PowerPoint® slides. Code: G-813PP / \$149.95

Escape the Wildland Inferno

A challenging team building exercise

- Improves team interaction
- Teaches consensus decision making
- Develops interpersonal communication skills



The scenario focuses on a group of hikers who are camping deep in Sasquatch National Forest. During a violent thunderstorm lightning ignites a forest fire that spreads rapidly due to high winds and dry woodland conditions. The campers awaken the next morning to find surface fire blocking the trail ahead of them. But, when they try to backtrack out of the forest, they encounter a series of life threatening situations posed by the advancing fire that they must navigate correctly in order to *Escape the Wildland Inferno!*

Designed to interest, challenge, and educate employees at all levels of the organization. Great as an energizer and icebreaker. Requires 1½ to 2 hours including debriefing.

Fully reproducible masters of all participant and facilitator material plus PowerPoint® slides. Code: G-812R / \$149.95

Alien Encounter Exercise

An Exciting Training Simulation

- Explains how communication works
- Develops effective decision making skills
- Builds understanding and strengthens team interaction
- Increases intercultural awareness and sensitivity

The scenario centers on a space shuttle mission to repair the malfunctioning Hubble Space Telescope. After making the repairs the tired and fatigued shuttle crew is engaged in deorbit preparations when they have an unexpected visitor. They must clearly describe what they see to Mission Control and determine how to communicate with "visitors" who likely share a different cultural and values system. Meanwhile, Mission Control must decide whether the shuttle crew should risk remaining in orbit or proceed with the scheduled deorbit burn. Based on space shuttle mission information provided by the National Aeronautics and Space Administration (NASA). Suitable for all organizational levels. Requires 1½ to 2 hours.

Fully reproducible masters of all participant and facilitator materials plus PowerPoint® slides. Code: G-801R / \$149.95

Project Space Colony

Builds cooperation and teamwork

Project Space Colony is a training activity in which task teams make decisions about issues that must be considered in the overall design of a future space station. The activity focuses primarily on the human and social aspects of the project and has been designed to appeal to employees at a wide range of organizational levels. Learning content is structured to improve employees' ability to solve problems, make decisions, resolve conflict and achieve team consensus.



Based on an actual research project by NASA. Easily self-administered. Fun and challenging to employees. Requires about 1 to 1½ hours.

Fully reproducible masters of all participant and facilitator materials plus PowerPoint® slides. Code: G-811R / \$149.95

Activities / New! Fully Reproducible Simulations

Hunt for T-Rex Exercise

A fast-moving simulation exercise

- Builds leadership skills
- Demonstrates the value of consensus decision making
- Increases team effectiveness
- Captures the imagination and attention of all employees

Focuses on behaviors and practices that are characteristic and required of truly successful leaders. Based on contingency and situational theories. The exercise scenario begins 70 million years ago in the age of dinosaurs and continues through modern times centering on an expedition to find the fossils of Tyrannosaurus (T-Rex). The expedition leader is confronted with a series of leadership challenges that she must successfully meet in order to ensure the success of the project. Exercise participants first make independent decisions for each of the situations the expedition leader faces. They then form teams and try to achieve consensus about the same issues. Helps participants develop leadership diagnostic skills and learn how to determine which approach is most effective for a particular situation. Suitable for all organizational levels. Requires about 1 to 1½ hours.



Fully reproducible masters of all participant and facilitator materials plus PowerPoint® slides. Code: G-809R / \$149.95

Lost in Alligator Swamp

Improves listening, information sharing, and problem solving skills

Lost in Alligator Swamp is an action packed training exercise that will help quickly develop essential team interaction skills like effective listening, information sharing, planning, problem solving and much more. The scenario is a search and rescue mission to find a group of boaters who are reported missing after a sudden tropical storm swept over a remote section of Manatee National Park where they had been fishing. When the storm hit, the boaters used a cell phone to call the park ranger station and report that they had beached themselves on a small area of relatively dry land. But, they said that they were completely disoriented and had no idea of their exact location and their boat with provisions and camping gear has just drifted away. The mission of exercise participants is to listen carefully to a tape recording made of the boaters, call for clues as to their possible location, identify the general area where they may be and work out a search and rescue action plan. Meanwhile, the boaters must use their wits and limited material resources to survive the dangers of Alligator Swamp! Suitable for any audience. About 1½ hours including debriefing time.

Fully reproducible masters of all participant and facilitator materials with PowerPoint® slides. Code: G-817PP / \$149.95

The Net Spy

An intriguing team problem solving exercise

As exercise participants weave through an increasingly tense plot they learn how to hone their analytical and problem solving skills, separate fact from perception and how to deal with others who may have a hidden agenda or who may be withholding crucial decision making information.

The exercise scenario is a special internal task team appointed by senior management to find the person who is breaking into the organization's top secret data files, copying plans crucial to the organization's ability to survive in the market place and apparently selling them to government controlled businesses in foreign countries. The suspicion is that the hacker, known only by the code name "Pastorius," is an insider and may even be one of the members of the special task team! Pastorius must be found and stopped now! Requires 1½ to 2 hrs.

Fully reproducible masters of all participant and facilitator materials plus PowerPoint® slides. ORDER: G-818R / \$149.95

Tuscan Shadows

Develops key communication and team skills

Tuscan Shadows is a unique training activity that captivates participants with its colorful, exciting audio/visual format. The activity is in the form of a PowerPoint slide show that tests the ability of employees to observe and memorize pictorial detail and then share their observations with members of their team in an effort to reach team consensus. The scenario for the activity is a visual tour along the many roads that lead to the picturesque region of Tuscany in Italy. Each scene is presented to employees for a limited time and is then followed by a multiple choice test that measures how well employees recall details of the scene. In a subsequent team discussion employees try to reconcile any differences among their observations and agree on a team decision. A comparison of their individual and team scores shows whether they were successful in achieving a synergistic decision.

Excellent for all levels of the organization. Can be conducted in about 1½ to 2 hours including debriefing. Includes slide show file and separate files for fully reproducible activity test answer forms and activity administration manual with facilitator guidelines and scoring information. Use it again and again as often as you want!

Fully reproducible masters of all participant and facilitator materials with PowerPoint® slides. Code: G-821PP / \$149.95

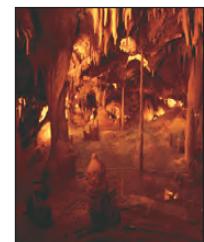
Hostage Rescue Exercise

Improves team building and decision making skills

An exciting team building and decision making simulation that is suitable for employees at all organizational levels. The scenario centers on a hostage taking situation by terrorists in a small third world country. Exercise participants take the role of a U.S. Department of State, Office of Security task team that has been assigned to help obtain the release of the hostages. A series of realistic situations confront the task team as it develops strategies aimed at freeing the hostages. In order for the participants to arrive at the correct "life and death" answers, they must not only sharpen their decision making skills but also work together as an effective team!

Detailed administration manual contains background information, administration and scoring instructions, theory and validated rationale for the correct answers. Requires only about 1 to 1½ hours.

Fully reproducible masters of all participant and facilitator materials plus PowerPoint® slides. Code: G-803R / \$149.95



Trapped Underground Exercise

A terrific active listening training activity

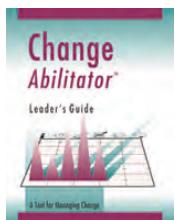
- Evaluates and develops listening ability
- Improves interpersonal communication
- Sharpens decision making skills
- Improves teamwork

The exercise focuses on a group of tourists who together with their guide are trapped in Cherokee Caverns when an earthquake knocks out the caverns' electrical system. The group's guide was seriously injured in the tremor and is now unconscious. But the group has a flashlight and can communicate with rescue workers on the surface via the guide's walkie talkie. Participants take the role of a team of rescue workers who must pinpoint exactly where the trapped tourists are within the caverns' miles of marked passages and chambers by listening effectively to the transmitted description of the tourists surroundings. The rescuers must then decide in which of several possible sections of the caverns the tourists are located. Requires approximately 45 minutes to 1 hour.

Code: G-805PP / \$149.95 Fully reproducible masters of all participant and facilitator materials with PowerPoint® slides.

Adventure Simulations Full Collection / Electronic Download / Code... ASEC / \$995.00

Assessments / Change – Communication



Change Abilitator

LHE INC

The *Change Abilitator* identifies six types of concerns people often experience when a change is introduced into their team or organization. The results will give both employees and managers a clear picture of the obstacles they need to overcome to successfully implement change in their organization. The leader's guide enables a trainer to deliver a one day workshop using, scoring, and interpreting the *Change Abilitator* questionnaire.

Leader Guide & Questionnaire / Code...CALG / \$59.95

Additional Questionnaires / Pack of 5 / Code...CAQ / \$49.75



Change Management Effectiveness Profile

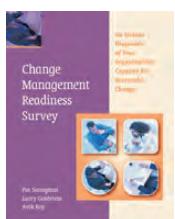
Jon Warner

This 84-item, self-scoring assessment determines the degree of competence in 7 primary dimensions of change management. Interpretation of scores and coaching tips are provided in the assessment booklet.

Facilitator Guide & Assessment / Code...CMEPF / \$99.95

Additional Assessments / Pack of 5 / Code...CMEP / \$59.95

Online Assessment / Code...CMEPOL / \$24.95

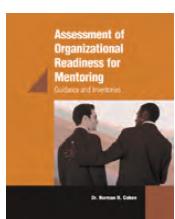


Change Management Readiness Survey

Patrick Sanaghan, Larry Goldstein, Avik Roy

The user-friendly survey is designed for change leaders, organizational leaders and managers, and consultants who are not simply tinkering, but changing organizations in powerful ways. Often these change leaders only see part of the picture. This tool will give you a valuable snapshot of how a cross-section of your managers view the change process.

Survey / Includes 8 Assessments / Code...CMRS / \$39.95

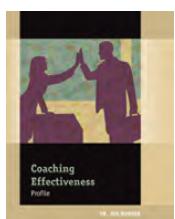


Assessment of Organizational Readiness for Mentoring

Dr. Norman H. Cohen

The *Assessment of Organizational Readiness for Mentoring* contains twelve inventories designed to assist coordinators in determining the overall status of preparation and receptivity before launching a mentoring program. Collectively, the inventories highlight and record the essential decisions that must be made in the formative stages of planning a mentoring program.

40 pp / Paperback with CD / Code...AORM / \$59.95



Coaching Effectiveness Profile

Jon Warner

This 84-item, self-scoring assessment provides a summary rating of coaching competencies including: empowerment, empathy, confrontational levels, and more. The assessment booklet includes coaching tips and development planning.

Facilitator Guide & Assessment / Code...COAEPF / \$99.95

Additional Assessments / Pack of 5 / Code...COAEP / \$59.95

Online Assessment / Code...COAEPO / \$24.95



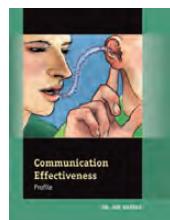
Principles of Adult Mentoring

Dr. Norman H. Cohen

This 55-item, self-scoring assessment provides mentors with an objective means of assessing their mentoring skills, especially those behavioral competencies that are essential for productive interaction with a diverse group of mentees. The scale measures six distinct and important components of the adult mentoring relationship, which together constitute the complete mentor role.

Facilitator Guide & Assessment / Code...PAMLG / \$59.95

Additional Assessments / Pack of 5 / Code...PAMA / \$59.95



Communication Effectiveness Profile

Jon Warner

This 84-item, self-scoring assessment simplifies the large and complex subject of communicating with others by assessing discrete behaviors that group into 7 categories of communication competence.

Facilitator Guide & Assessment / Code...COMEFP / \$99.95

Additional Assessments / Pack of 5 / Code...COMEP / \$59.95

Online Assessment / Code...COMEPOL / \$24.95

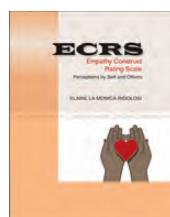


Communication Response Style Assessment

Training House

This assessment identifies a person's relative strength in each of four response modes — critical, advising, empathetic, and searching. A series of statements that someone at work might make are presented; beside each are four responses. For each statement you have 3 points to assign, giving them to one or more of the responses, based upon the response(s) that you would be most likely to make.

Assessment / Pack of 5 / Code...RTHCR / \$59.95



Empathy Construct Ratings Scale

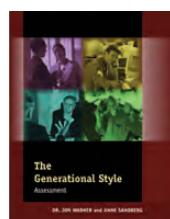
Develop key skills in caregivers and counselors

Elaine LaMonica Rigozoli

This 84-item, self-scoring instrument is designed to measure empathy in one's self or another person. Participants read each statement and use graduated responses (extremely unlike to extremely like) to describe how they perceive themselves or another person to be like the statement. Includes help with interpreting the results.

Facilitator Guide & Assessment / Code...ECRSLG / \$34.95

Additional Assessments / Pack of 5 / Code...ECRS / \$39.95



Generational Styles Assessment

Jon Warner & Anne Sandberg

This 48-item, self-scoring assessment helps participants understand the differences between generations and identify ways to flex their own behavior to work more effectively with or manage people of all ages.

Facilitator Guide & Assessment / Code...GSAF / \$59.95

Assessment / Pack of 5 / Code...GSA / \$59.95

Assessments / Communication – Conflict

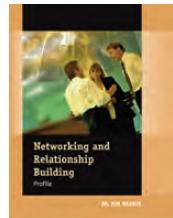


How Would You Respond?

Training House

This self-assessment is designed to give you insight into the ways in which you respond to people in your interpersonal communications. Using a case method, this assessment will help you identify how you are likely to respond when someone speaks to you, what you typically say, and what you can learn about the way you view others and relate to them.

Assessment / Pack of 5 / Code...HWYR / \$59.75



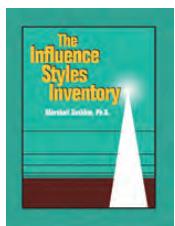
Network and Relationship Building Profile

Jon Warner

This 84-item, self-scoring assessment provides a detailed process for assessing an individual's existing capacity to network with others and highlights areas where improvements might be possible.

Facilitator Guide & Assessment / Code...NRBPF / \$99.95

Additional Assessment / Pack of 5 / Code...NRBP / \$59.95



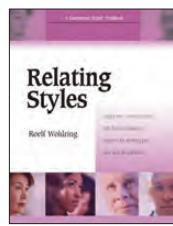
Influence Styles Inventory

Marshall Sashkin

This 10-minute, self-scoring assessment determines the participant's level of preference for passive, aggressive, or assertive influencing styles. Interpretative and skill building support materials direct the learner to a more productive assertive style. This assessment will give managers an opportunity to analyze their influence styles.

Trainer Guide & Questionnaire / Code...ISITG / \$59.95

Additional Questionnaires / Pack of 5 / Code...ISI / \$59.95

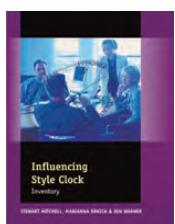


Relating Styles

Roelf Woldring

The 'Relating Styles' profile is a self-assessment and workbook that explores the communication and decision-making patterns you bring into a relationship. It could be a business relationship or a life partnership between you and someone of the same or opposite gender.

Assessment & Workbook / Code...RSP / \$15.00



Influencing Style Clock

The insight every manager and supervisor needs

Jon Warner

This 32-item, self-scoring assessment helps employees identify and improve the ways they influence others at work. It is a powerful tool for leadership training, team building, career counseling, personal development and sales training.

Facilitator Guide & Assessment / Code...ISKIF / \$59.95

Additional Assessments / Pack of 5 / Code...ISKI / \$59.95

Online Assessment / Code...ISKIOL / \$24.95

Interacting with Others

Roelf Woldring

'Interacting with Others' profile is a 25-item, self-scoring assessment and workbook that explores how you interact with people in the workplace. For example, do you initiate interactions with others—or let others connect to you?

Assessment & Workbook / Code...IWOP / \$15.00

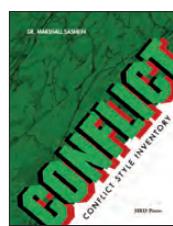


What Do You Say?

Training House

This self-assessment helps identify your communication style. By selecting the responses that indicate how you are most likely to reply in 12 different situations, you will gain insight into your style of influencing others.

Assessment / Pack of 5 / Code...RWDYS / \$59.95



Conflict Style Inventory

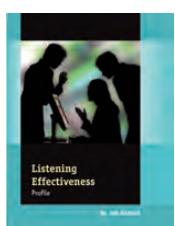
Marshall Sashkin

This self-scoring assessment uses responses to 10 mini cases to provide participants with a conflict profile that displays their use of 5 styles: problem solving, smoothing, bargaining, forcing, and avoiding. It simplifies training by orienting most resolution toward the problem solving/collaborative style, which research shows is consistently the most successful strategy.

Trainer Guide / Code...CSITG / \$59.95

Inventory / Pack of 5 / Code...CSI / \$59.95

Managing Conflict Booklet / Pack of 5 / Code...MCC / \$44.75



Listening Effectiveness Profile

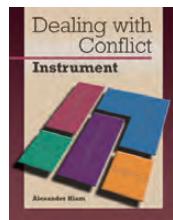
Jon Warner

This 84-item, self-scoring assessment provides a highly structured process through which to assess an individual's current capacity to listen attentively and move towards improving key listening skills.

Facilitator Guide & Assessment / Code...LISEPF / \$99.95

Additional Assessments / Code...ISEP / Pack of 5 / \$59.95

Online Assessment / Code...LISEPOL / \$24.95



Dealing with Conflict Instrument

Turn Conflict into Opportunity!

Alexander Hiam

This instrument presents five conflict-handling styles that are effective ways of dealing with conflict: accommodate, avoid, compromise, compete, and collaborate. Participants will learn the positive uses of each style and when to deploy them.

Leader's Guide & Assessment / Code...DCLG / \$59.95

Additional Assessments / Pack of 5 / Code...DCI / \$59.95

360° Feedback (6 others) / Pack of 5 / Code...DC360 / \$74.75

Online Assessment / Code...DCIOL / \$24.95

Assessments / Customer Service – Leadership



Customer Service Commitment Profile

Jon Warner

This 48-item, self-scoring assessment helps individuals understand how much of a commitment to service excellence is offered to the customer by the organization and by the individual.

Facilitator Guide & Assessment / Code...CSCP / \$99.95

Additional Assessments / Pack of 5 / Code...CSCP / \$59.95

Online Assessment / Code...CSCPOL / \$24.95



Organizational Recognition Assessment for Managers

Recognizing employees — great managers do it every day

Bob Nelson

This 54-item, self-scoring assessment asks managers to rate their beliefs about the value of providing recognition and the organization's climate for doing so. Managers can compare their own recognition beliefs to norms. The organization can determine if enough recognition is being used to create a highly motivated climate.

Assessment / Pack of 5 / Code...ORAM / \$59.95



Customer Service Skills Profile

Make great service an everyday occurrence

Jon Warner

This easy-to-use assessment solves one of your biggest headaches in customer service—ensuring consistency in your staff's performance. How? By giving employees a clear picture of their unique strengths and areas they need to work on - and the motivation to acquire all the skills of an all-around good customer service giver.

Facilitator Guide & Assessment / Code...SSPRF / \$99.95

Additional Assessments / Pack of 5 / Code...SSPR / \$59.95

Online Assessment / Code...SSPROL / \$24.95



Mechanical Understanding Test

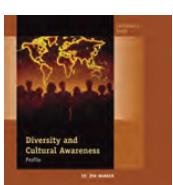
Erich Prien

The *Mechanical Understanding Test* is a 65-item, 30-minute test of the comprehension of mechanical principles. It is a gender-unbiased measure of mechanical comprehension, i.e., there are no differences between the average scores of men and women. Also, the standardization of the MUT has revealed no systematic racial or ethnic differences.

Administrator Manual / Code...MUTTM / \$39.95

Answer Sheets / Pack of 25 / Code...MUT / \$75.00

Test Booklets / Pack of 10 / Code...MUTQB / \$59.95



Cultural Diversity and Awareness Profile

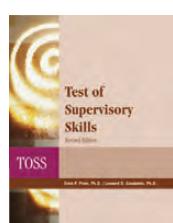
Jon Warner

This 48-item, self-scoring assessment helps individuals understand the levels of their awareness and commitment toward the diversity of individuals with different backgrounds in their organization

Facilitator Guide & Assessment / Code...CDCAPF / \$99.95

Additional Assessments / Pack of 5 / Code...CDCAP / \$59.95

Online Assessment / Code...CDCAPO / \$24.95



Test of Supervisory Skills

Erich Prien

The *Test of Supervisory Skills* (TOSS), formerly *Elements of Supervision*, is a 70-item, multiple-choice, untimed test that taps the knowledge required for successful supervision. TOSS is a valid instrument for evaluating both applicants for supervisory positions and those being considered for promotion to such positions.

Administrator Manual / Code...TOSSTM / \$39.95

Answer Sheets / Pack of 25 / Code...TOSS / \$75.00

Test Booklets / Pack of 10 / Code...TOSSQB / \$59.95



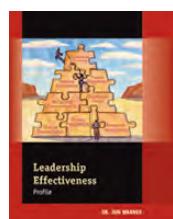
Development Styles

Get valuable feedback on how to get the most out of professional development

Roelf Woldring

The *Development Styles* Profile is a self-assessment and workbook that explores the kinds of professional development activities that best match your learning style.

Assessment & Workbook / Code...DSP / \$15.00



Leadership Effectiveness Profile

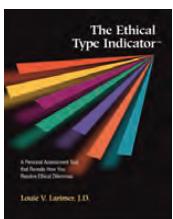
Jon Warner

This is a 96-item, self-scoring assessment of 8 critical leadership competencies: emotional intelligence, contextual thinking, directional clarity, creative assimilation/people enablement, reciprocal communications, change orchestration, drive/persistence.

Facilitator Guide & Assessment / Code...LEPF / \$99.95

Additional Assessments / Pack of 5 / Code...LEP / \$59.95

Online Assessment / Code...LEPOL / \$24.95



Ethical Type Indicator

Recognize, analyze and resolve ethical dilemmas

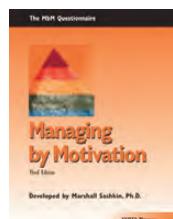
Louie V. Larimer

This self-scoring personal assessment instrument measures the extent to which you prefer and use six ethical philosophies when confronted with an ethical dilemma. The instrument consists of 42 statements reflective of one of six ethical theories. The tool is easy to complete and self-scoring takes only a few minutes.

Facilitator Guide & Assessment / Code...ETHTIL / \$99.95

Additional Assessments / Pack of 5 / Code...ETHTI / \$75.00

**Best
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Managing by Motivation, 3rd Edition

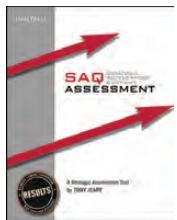
Marshall Sashkin

This 20-item, 15-minute, self-scoring assessment from leadership authority Marshall Sashkin uncovers your motivations, teaching you to use natural instead of external motivators with direct reports.

Trainer Guide & Questionnaire / Code...MBMLG / \$59.95

Additional Questionnaires / Pack of 5 / Code...MBM / \$59.95

Assessments / Leadership – Management



New!

The Strategic Acceleration Quotient Assessment (SAQ)

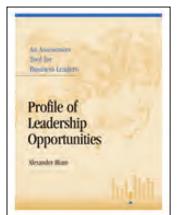
Tony Jeary

For the last decade, Tony Jeary has been coaching and advising the world's top CEOs on how to master Strategic Acceleration—namely, aiding top achievers to get results faster by helping them get clear on what they're doing, focus relentlessly on High Leverage Activities that make the biggest difference, and drive execution at peak levels.

Online Assessment / Code...SAQ / \$17.00

SAQ Toolchest / Code...SAQTC / \$149.00

SAQ Book / 304 pages / Code...SAQB / \$15.95



Profile of Leadership Opportunities

An assessment tool for business leaders

Alexander Hiam

Where can you focus your leadership to improve employee attitudes and make the greatest difference in their performance? This 60-item questionnaire provides the answer for busy leaders—quickly and easily. The leader's guide enables a trainer to deliver up to one day of training covering administration, scoring, interpretation, and action planning with the assessment.

Leader Guide & Assessment / Code...POLOG / \$59.95

Assessment / Guide / Pack of 5 / Code...POLO / \$59.95



Recognition Practices Inventory

Bob Nelson

This 53-item, self-scoring assessment asks employees to rate the frequency and types of recognition they receive from their managers. Strategies are provided to enable employees to improve the recognition they get from their managers. The organization can learn whether employees are receiving enough recognition to create a motivative climate.

Assessment / Pack of 5 / Code...RPIE / \$59.95



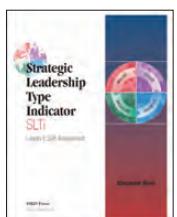
Recognition Practices Inventory for Managers

Bob Nelson

The RPIM collects information from managers about the importance they place on providing recognition and the frequency they provide recognition. Results tell the organization or manager the types of recognition practices to use to nourish a more motivative work environment.

Assessment / Pack of 5 / Code...RPIM / \$59.95

Self/Other Assessment / Pack of 5 / Code...RPIMA / \$49.95



Best
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Strategic Leadership Type Indicator

Alexander Hiam

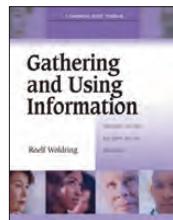
It is fast becoming the new standard for a 4-quadrant type supervisory leadership assessment. Trainers appreciate its simplicity and ample support materials—without burdensome certification requirements. Supervisors and managers like the emphasis on teaching the appropriate use of four different management styles.

Facilitator Guide & Assessment / Code...SLTI / \$79.95

Additional Assessments / Pack of 5 / Code...SLTI / \$74.75

360° Feedback Set / Pack of 5 / Code...SLTIFS / \$74.75

Online Assessment / Code...SLTIOL / \$49.95

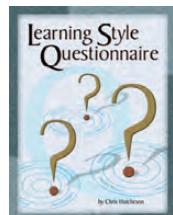


Gathering and Using Information

Roelf Woldring

The *Gathering and Using Information* profile is a self-assessment and workbook that explores how you behave as you process information at work. For example, do you follow established models for doing things or create new ones that are meaningful to you?

Assessment & Workbook / Code...GUIP / \$15.00



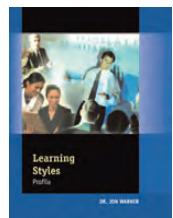
Learning Style Questionnaire

Chris Hutcheson

This easy-to-use self-scoring assessment measures a participant's preferred method of learning in four different learning styles: participating, reflecting, structuring, and experimenting.

Leader's Guide & Questionnaire / Code...LSILG / \$59.95

Additional Questionnaire / Pack of 5 / Code...LSI / \$59.95



Learning Styles Profile

Create learning situations where employees will succeed

Jon Warner

This 40-item, self-scoring assessment is an ideal activity to review the concepts of adult learning. By making participants aware of the strengths and weaknesses in their own learning styles, learning in all formats can be facilitated.

Facilitator Guide & Assessment / Code...LSQF / \$59.95

Additional Assessments / Pack of 5 / Code...LSQ / \$59.95



Competent Supervisor Questionnaire

Empower supervisors to focus on what is really important

Jon Warner

This self-scoring questionnaire can be completed in just a few minutes. Participants review 25 typical workplace scenarios and choose the actions they would take in these situations. The booklet includes rich interpretation and planning notes to help participants transform what they've learned into a plan for developing their own effective supervisory style.

Trainer's Guide & Assessment / Code...CSQF / \$59.95

Additional Assessments / Pack of 5 / Code...CSQ / \$59.95



Complete Management Skills Assessment Kit

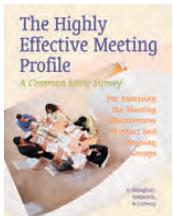
12 Reproducible Instruments for Trainers

Mike Woodcock

This great resource contains 12 fully reproducible assessments with facilitator notes, scoring instructions, theory, and overhead masters. Assessments are included for change agent style, change leader audit, consultant skills, senior manager skills, influencing, motivation audit, stress audit, trainers skills and more.

400 pp / 3-ring binder / Code...CMAK / \$149.50

Assessments / Management – Personality

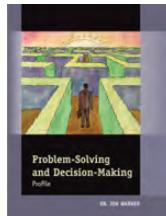


Highly Effective Meeting Profile

Patrick Sanaghan, Larry Goldstein, Claire Conway

This 50-item survey and skill booklet helps diagnose group meeting effectiveness. Are you a harmonizer, regulator, orchestrator? Provides guidance on how to improve meeting decision-making, protocols, participation and results.

Profile / Includes 8 Assessments / Code...HEMP / \$39.95



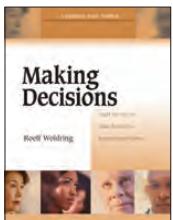
Problem-Solving & Decision-Making Profile

Jon Warner

This 84-item, self-scoring assessment determines an individual's self-reported level of competence in 7 problem-solving competencies including risk assessment, data gathering, weighing alternatives and more.

Facilitator Guide & Assessment / Code...PSDPF / \$99.95

Additional Assessments / Pack of 5 / Code...PSDP / \$59.95



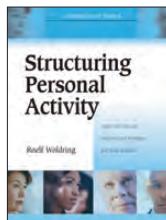
Making Decisions

Assess and sharpen your ability to make consistently good decisions

Roelf Woldring

The *Making Decisions* profile is a self-assessment and workbook that explores how you behave when you make decisions by yourself and with others.

Assessment & Workbook / Code...MDP / \$15.00



Structuring Personal Activity

Assess and sharpen your ability to organize your environment and meet deadlines

Roelf Woldring

The *Structuring Personal Activity* profile is a self-assessment and workbook that explores the way you structure your own work activity and the activities you do with others. For example, do you dig in and deal with problems right away or do you take time to stop and plan your approach? Do you respond to the demands of tasks as you do them or is there a system to the way you do your work?

Assessment & Workbook / Code...SPAP / \$15.00



Management Development Questionnaire

Alan Cameron

The MDQ is a valid, 160-item, self-scoring management assessment measures the degree of competence in 20 management competencies grouped in 5 clusters: leadership, managing change, planning and organizing, interpersonal skills, and results orientation. The Question booklet provides the implications of high and low scores and development suggestions.

User's Manual & Questionnaire / Code...MDAM / \$59.95

Additional Questionnaires / Pack of 5 / Code...MDQI / \$59.95



Time Management Effectiveness Profile

Jon Warner

This 84-item, self-scoring assessment measures proficiency in 7 time management competencies. The questionnaire booklet provides time management best practices and development planning worksheets.

Facilitator Guide & Assessment / Code...TMEPF / \$99.95

Additional Assessments / Pack of 5 / Code...TMEP / \$59.95

Online Assessment / Code...TMEPOL / \$24.95



Management Effectiveness Profile

Jon Warner

This 144-item, self-scoring assessment of 6 people management and 6 task management competencies gives managers a snapshot of their strengths and weaknesses, and explores areas to improve efforts and manage more successfully in the future.

Facilitator Guide & Assessment / Code...MEPF / \$99.95

Additional Assessments / Code...MEP / Pack of 5 / \$59.95

Online Assessment / Code...MEPO / \$24.95



Survey of Organizational Climate

Training House

This assessment measures employee attitude on factors such as clarity of goals, advancement, working relationships, and management credibility. The resulting bar graph identifies areas of strength and weakness and thus helps managers to generate a focused action plan with measurable results.

Survey / Pack of 5 / Code...RSOC / \$59.95



Management Styles Questionnaire

Unleash a powerful and time tested motivation model

Jon Warner

This 30-item, self-scoring assessment sheds new light on your management style using Douglas McGregor's two highly influential ways of viewing people's motivation in the workplace. The question booklet provides the impact of style on the use of 12 fundamental management competencies.

Facilitator Guide & Assessment / Code...MSQF / \$59.95

Additional Assessments / Pack of 5 / Code...MSQ / \$59.95

Online Assessment / Code...MSQO / \$24.95



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Assertiveness Style Profile

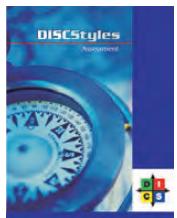
Jon Warner

This 32-item, self-scoring assessment reveals an individual's use of four distinct assertiveness styles: aggressively controlling, firmly asserting, passively observing, and warmly proposing. Full interpretation and explanatory notes are also included for personal action planning and improvement.

Facilitator Guide & Assessment / Code...APROF / \$59.95

Additional Assessments / Pack of 5 / Code...APRO / \$59.95

Assessments / Personality – Problem Solving



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DISCStyles Assessment

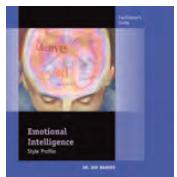
Understanding Behavioral Styles for Improved Communications!

Russell Watson

The HRD Press *DISCStyles* assessment has been crafted specifically to assist organizations in understanding how behaviors impact the success of their employees—and how it all links to the bottom line.

Assessment / Pack of 5 / Code...DISC / \$75.00

Online Assessment / Code...DISCO / \$75.00



**Best
SELLER**

Emotional Intelligence Profile

Tune in More Effectively with Emotional Intelligence

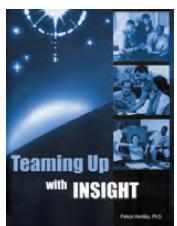
Jon Warner

This 32-item, self-scoring assessment will identify your most pronounced natural tendency to be reflective, conceptual, organized, or empathetic. After you understand your own predisposition you are better able to learn the behaviors needed to appropriately use all four styles. Includes coaching suggestions and many tips.

Facilitator Guide & Assessment / Code...EINTAF / \$59.95

Additional Assessments / Pack of 5 / Code...EINT / \$59.95

Online Assessment / Code...EINTOL / \$24.95



**Best
SELLER**

INSIGHT Inventory

Understanding yourself and others

Patrick Handley

In less than 30 minutes the *INSIGHT Inventory* teaches participants self awareness of their primary behavioral styles enabling them to communicate with less conflict and with greater appreciation of differences. Provides both work style and personal style profiles.

Manual / 45-minute DVD / PowerPoint / Code...IIT / \$295.00

Assessments / 16-pp guide / Pack of 5 / Code...IIFA / \$89.75

Form B / 6-page guide / Pack of 5 / Code...IIFB / \$74.75

INSIGHT Other (360-degree) / Pack of 5 / Code...IISF / \$79.75



**Best
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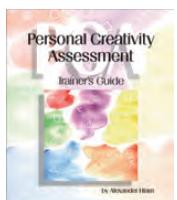
La Monica Empathy Profile

Elaine LaMonica Rigolosi

This 30-item self-scoring instrument is used to rate another person's level of empathy on five key modes: nonverbal behavior; perceiving feelings and listening; responding verbally; respect of self and others; openness, honesty and flexibility. It quickly generates insights that deliver results. The person rated considers how well they: listen; behave in a crisis; use body language; communicate; and more.

Profile / Pack of 5 / Code...LAMEP / \$59.95

Profile / Others / Pack of 5 / Code...LAMEPO / \$59.95



Personal Creativity Assessment

Alexander Hiam

The 62-item, self-scoring assessment reports the respondents positive or negative posture on 31 creativity barriers and enablers. The resulting creativity profile outlines how to lower barriers and improve enablers in order to facilitate more productive, directed creativity.

Facilitator Guide & Assessment / Code...PCALG / \$59.95

Additional Assessments / Pack of 5 / Code...PCA / \$59.95



Personal Style Assessment, Jung-Parry Form

Training House

This assessment is based on four behavior patterns or psychological types identified by Carl Jung. Using these four behavior patterns—Sensor, Intuit, Thinker, and Feeler—you will learn the relative strength of each. The *Personal Style Assessment* measures the style of communication and personality, and describes the implications and consequences of each.

Assessment / Pack of 5 / Code...RSITF / \$59.95

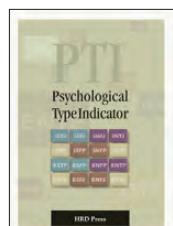


Personal Style Assessment, Short Version

Training House

This is a powerful and easy to complete personality assessment based on Jung psychological types of Sensor, Intuit, Thinker, and Feeler. The assessment teaches participants to work together more effectively by understanding different behavioral styles.

Assessment / Pack of 5 / Code...RSV / \$59.95



**Best
SELLER**

Psychological Type Indicator

The Test Agency

The *Psychological Type Indicator* is a carefully crafted personality measure that is designed to give individuals guidance about their Jungian psychological type using the sixteen types INTJ, ENTP, etc. first presented by Carl Jung. The focus of the PTI is on providing individuals and their managers with an understanding of personality and its effect on performance.

Facilitator Guide & Assessment / Code...PTITM / \$59.95

Additional Assessments / Pack of 5 / Code...PTI / \$75.00

Online Assessment / Code...PTIOL / \$49.95



Creativity & Innovation Effectiveness Profile

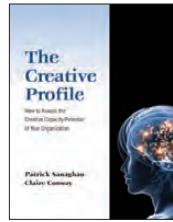
Help employees discover their creative potential

Jon Warner

This 84-item, self-scoring assessment provides a structured process for assessing individual creativity to help improve business skills like pattern breaking, developing novel solutions or methods, creative perseverance, willingness to experiment, and nourishing new ideas. All critical skills in a competitive marketplace.

Facilitator Guide & Assessment / Code...CIEPF / \$99.95

Additional Assessments / Pack of 5 / Code...CIEP / \$59.95



The Creative Profile

Assess your organization's creative potential and capacity

Patrick Sanaghan & Claire Conway

This 36-statement profile acts like an X-ray to provide an in-depth snapshot of the creative capacity of your organization. It will produce data that will reveal your creative strengths and weaknesses and pinpoint where to focus your attention and resources. There is no better way to add discipline to your efforts so you know what to do, how to do it, and most importantly why.

Profile / Includes 8 Assessments / Code...TCP / \$39.95

Assessments / Sales – Wellness



Negotiation Styles Profile

Unlock your natural power to persuade others

Jon Warner

This 32-item, self-scoring instrument identifies the benefits of using a particular style and helps clarify the link between behavior and its consequences. The Facilitators Guide enables a trainer to deliver a half day workshop interpreting results and leading skill building exercises on the best use of each style.

Facilitator Guide & Assessment / Code...NSIF / \$59.95

Additional Assessments / Pack of 5 / Code...NSI / \$59.95

Online Assessment / Code...NSIOL / \$24.95



Sales Effectiveness Profile

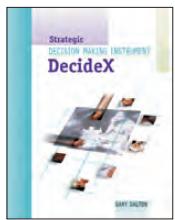
Jon Warner

This 84-item, self-scoring assessment provides an objective process for sales people to identify their weaknesses and hone the skills and competencies they need in order to be successful.

Facilitator Guide & Assessment / Code...SEFPF / \$99.95

Additional Assessments / Pack of 5 / Code...SEFP / \$59.95

Online Assessment / Code...SEFPO / \$24.95



DecideX Instrument

Strategic Decision Making Instrument

Gary Salton

DecideX is a 24-item, self-scoring assessment designed to engineer optimal work groups, developed from the work of Dr. Gary J. Salton. Designed for work groups to use assessment results to engineer more effective working teams and recognize the value of each team members unique perspective.

Instrument / Pack of 5 / Code...DX / \$59.95



Teambuilding Effectiveness Profile

Jon Warner

This 84-item, self-scoring assessment can be used to facilitate team building using the forming, storming, norming, and performing model. The questionnaire booklet covers all stages of team formation.

Facilitator Guide & Assessment / Code...TEPF / \$59.95

Additional Assessments / Pack of 5 / Code..TEP / \$59.95

Online Assessment / Code...TEPOL / \$24.95



The Exceptional Team Survey

Patrick Sanaghan, Larry Goldstein, Andi Trump

The survey is designed to be completed by the team leader and all members of the team. Participants will be asked to respond to a 60-statement questionnaire. The results will clearly reveal your team's strengths and weaknesses in six critical characteristics of exceptional team performance.

Survey / Includes 8 Assessments / Code...ETS / Price \$29.95

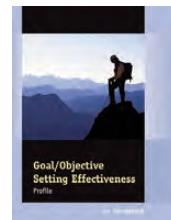


Assessment of Competencies for Instructor Development

Training House

Gain insight into your ability to arrange learning experiences and deliver instructions effectively. The competencies focus on factors that make for a good instructor—the ability to analyze a learner's needs, set the learning contract, instruct both inductively and deductively, and the ability to stay learner-centered rather than becoming information-centered.

Assessment / Pack of 5 / Code...RACID / \$49.75



Goal Setting and Effectiveness Profile

Jon Warner

This 84-item, self-scoring assessment helps individuals gain awareness of their ability in measurement, focus, planning, target setting, and more. The assessment booklet includes an individual development planning template

Facilitator Guide & Assessment / Code...GOSPF / \$99.95

Additional Assessments / Set of 5 / Code...GOSP / \$59.95



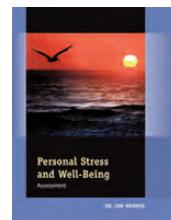
Training House Assessment Kit

25 reproducible assessment exercises, self-inventories, tests, and surveys

Training House

This collection of self-assessment exercises was created to provide every manager and supervisor with professional-development materials designed for high performance. Each self-assessment is accompanied by information explaining how the scores should be interpreted.

200 pp / 3-ring binder / Code...RTHRA / \$195.00



Personal Stress & Well-being Assessment

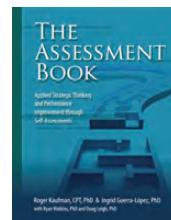
Jon Warner

This 84-item, self-scoring assessment enables an individual to learn to manage stress effectively through a detailed understanding of 7 stress handling competencies.

Facilitator Guide & Assessment / Code...PSWAF / \$99.95

Additional Assessments / Pack of 5 / Code...PSWA / \$59.95

Online Assessment / Code...PSWAOL / \$24.95



The Assessment Book

Roger Kaufman, Ph.D.

This book contains seven self-assessments designed to help you define the issue of what to accomplish before deciding how to accomplish it. With these seven assessments, you can collect, analyze and interpret the data necessary to confirm your suspicions before making recommendations. Each assessment uses a unique dual response what is and what should be format with performance-related questions.

130pp / Paperback / Code...THAB / \$39.95

Assessment Series / Learning Profiles

Learning Profiles Assessments

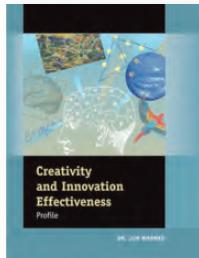
Competencies

A unique collection of self-assessments measuring effectiveness in different competencies. People at all organizational levels can objectively assess their professional and personal effectiveness, and create a game plan for improvement using Learning Profiles Competency Profiles.

These Profiles are ideal for those who want to confidentially and quickly evaluate their performance in a variety of key areas. Each Profile is self-scoring and includes interpretation instructions and an action plan to help employees improve in the areas and issues identified.

Style Profiles

Style Profiles measure an individual's behavior in a particular set of circumstances or situation. Individuals answer a series of paired statements, and then plot their output scores onto a four-quadrant grid. This grid will display a dominant and a secondary preferred style, giving individuals an indication of their likely behavior when faced with a specific set of circumstances. Paper-based assessments include interpretive material.



Assertiveness Style

Paper Assessment / Pack of 5 / Code...APRO / \$59.95
Facilitator's Guide / Code...APROF / \$59.95

Change Management Effectiveness

Paper Assessment / Pack of 5 / Code...CMEP / \$59.95
Online Assessment / Code...CMEPOL / \$24.95
Facilitator's Guide / Code...CMEPF / \$99.95

Coaching Effectiveness

Paper Assessment / Pack of 5 / Code...COAEP / \$59.95
Online Assessment / Code...COAEPO / \$24.95
Facilitator's Guide / Code...COAEFP / \$99.95

Communication Effectiveness

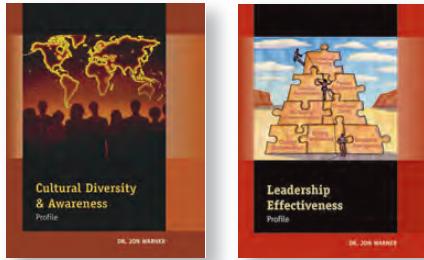
Paper Assessment / Pack of 5 / Code...COMEPEP / \$59.95
Online Assessment / Code...COMEPOL / \$24.95
Facilitator's Guide / Code...COMEPF / \$99.95

Competent Supervisor Questionnaire

Paper Assessment / Pack of 5 / Code...CSQ / \$59.95
Facilitator's Guide / Code...CSQF / \$59.95

Creativity/Innovation Effectiveness

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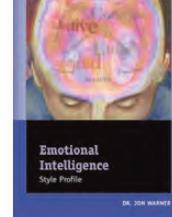
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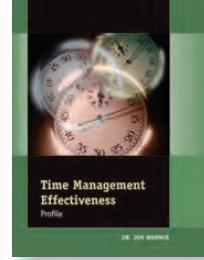
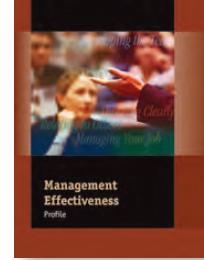
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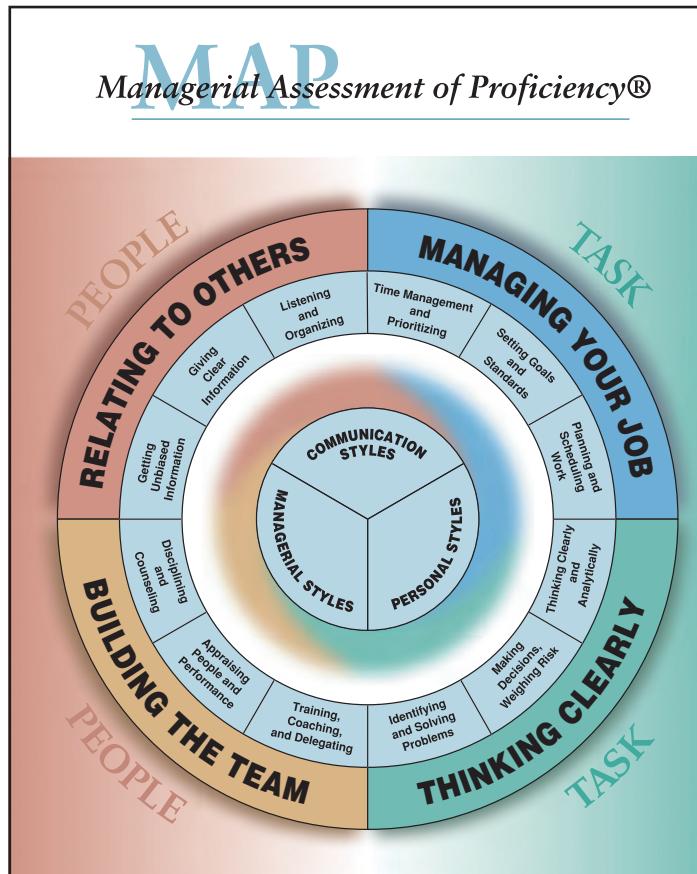
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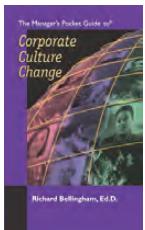
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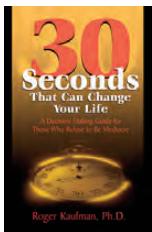
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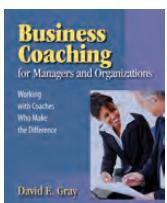
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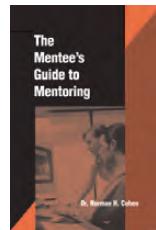
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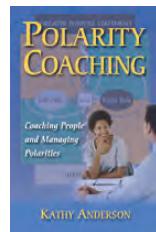
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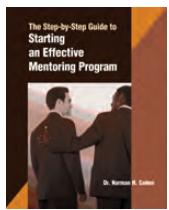
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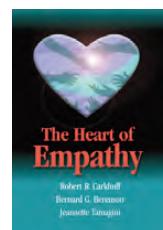
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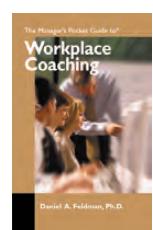
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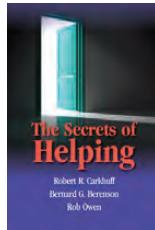
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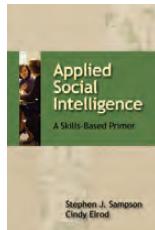
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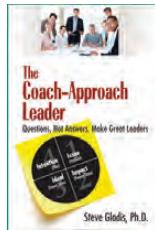
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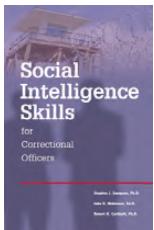
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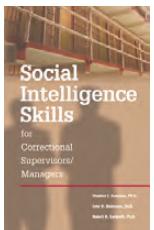
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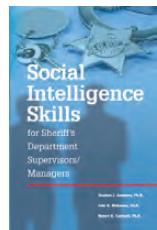
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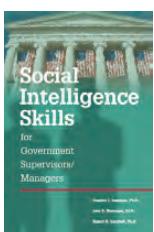
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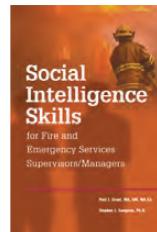
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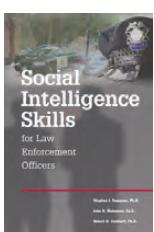
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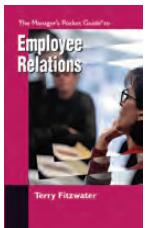
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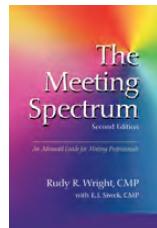
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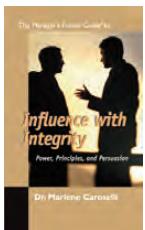
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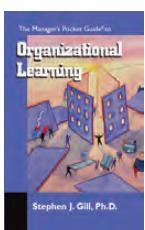
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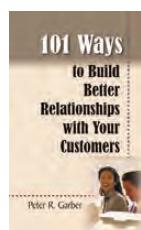
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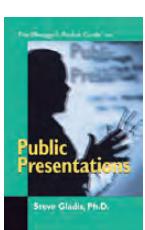
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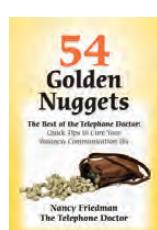
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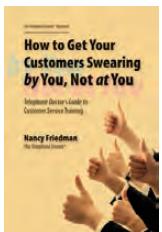
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Excuses, Excuses, Excuses is an insightful and funny handbook that identifies everyday excuses for why customers don't receive first class service and suggests what reps should do or say instead. The authors highlight 117 excuses commonly heard and used. The easy-to-reference format puts alternative responses within fingertip reach, making this a highly practical guide you'll use over and over.

ISBN: 978-0-87425-614-7

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How to Get Your Customers Swearing by You, Not at You

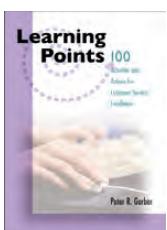
Advice from the country's customer service expert

Nancy Friedman

Faced with the challenge of developing effective customer service training? Not sure where to start? Whether you are a novice at the customer service game or an experienced facilitator, this book will make the development process fun and a whole lot easier.

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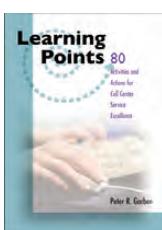
Learning Points: 100 Activities and Actions for Customer Service Excellence

Peter Garber

With *Learning Points: 100 Activities and Actions for Customer Service Excellence*, you can be sure your employees know exactly what they need to do in any situation to provide the quality of service your company expects, and your customers deserve.

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Learning Points: 80 Activities and Actions for Call Center Service Excellence

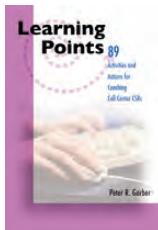
80 fun and effective activities — All on CD!

Peter Garber

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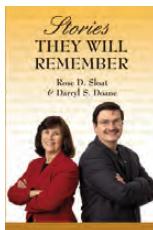
Learning Points: 89 Activities for Coaching Call Center CSRs

Peter Garber

The traditional role of the call center supervisor is a thing of the past. Being an effective coach is fast becoming the most valuable asset you can offer your employees, call center and organization. These lessons remind leaders that a tradition of winning alone won't make them successful. You have to continue a tradition of winning every day, whether you are a professional football team or any other type of organization.

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Stories They Will Remember

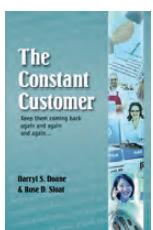
40 powerful stories that will ensure your message is remembered

Darryl Doane & Rose Sloat

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Keep them coming back again and again and again

Darryl Doane & Rose Sloat

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The Customer Service Intervention

Bottom-line tactics for front-line managers

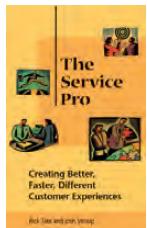
Carolyn Martin, Ph.D. & Bruce Tulgan

The Customer Service Intervention offers a practical, step-by-step program that will teach you how to quickly assess the effectiveness of your staff; launch an intervention to keep your staff service savvy; and seize opportunities every day to improve the quality of every customer interaction.

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Books / Customer Service – E-Learning



The Service Pro

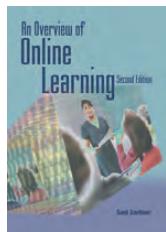
Reinforce employee and leader training or provide a great self-study tool

Rick Tate

This book provides a fundamental understanding of the competencies and tactics that increase customer retention and referrals. Ideal for both employees who serve customers directly or indirectly and those who manage them, this book offers lessons that will build professional competencies in the business of service.

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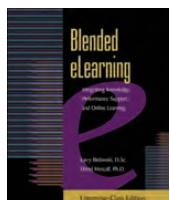
An Overview of Online Learning, 2nd Edition

Saul Carliner

If you're thinking about using online learning in your organization, *Online Learning* will become one of your greatest planning resources. The author explains online learning in simple language, defines basic terms and concepts, and addresses three key considerations when planning an online learning program.

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Blended eLearning, 2nd Edition

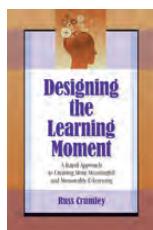
Methods that work to blend traditional training with online learning

Larry Bielawski & David Metcalf

The second edition of the groundbreaking book *Blended eLearning* brings readers up-to-date on how far the exciting evolution of enterprise learning solution has come. The book provides a thorough and readable examination of the state of technology market segments that have become the backbone of many of today's blended elearning solutions.

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A rapid approach to creating more meaningful and memorable e-learning

Russ Crumley

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Effective Screen Reading

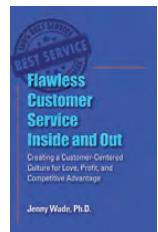
Manage e-mail and the internet more efficiently

Tarmo Toikka

Effective Screen Reading provides tried-and-tested principles for increasing your on-screen productivity and effectiveness. The easy-to-handle and quick-reference guide is the first book to address fast and effective reading and learning via the computer screen. The book is organized into five chapters which include a preview of the goals of the chapter and topics to be covered and a summary of the highlights

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Flawless Customer Service Inside and Out

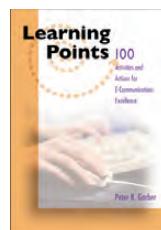
Creating a Customer-centered Culture for Love, Profit, and Competitive Advantage

Jenny Wade

Build a client-centered culture in your organization from the inside out. No matter what your business is — whether you're a start-up or an institution in your field — you can apply these principles immediately to create service relationships that spell success on every bottom-line measure.

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Learning Points: 100 Activities and Actions E-communications Excellence

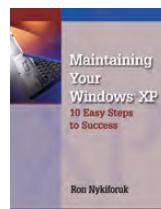
100 fun and effective activities — All on CD!

Peter Garber

Learning Points: 100 Actions and Activities for E-Communications Excellence will prepare anyone to communicate professionally and productively when using voice mail, virtual meetings, electronic calendars, e-mail, and cellular phones to get things done. The book even covers cubicles and how to minimize the communication challenges when sharing limited space with others.

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10 easy steps to success

Ronald Nykiforuk

Here's an easy-to-follow program for maintaining your operating system for Windows XP. Don't wait until a virus sneaks in or slowness in startup, accessing files, and starting programs occurs. It may be much more expensive and time consuming to fix the problem. If you take the time to follow these steps every month, you will save time and money and increase efficiency and effectiveness over the long run.

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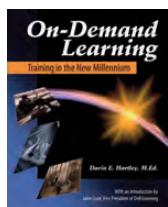
The Manager's Pocket Guide to Virtual Teams

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This book is full of new ways to overcome the barriers created when people work in different locations: How to create a forum for idea-sharing, solve problems among people from multiple functions, keep everyone in the virtual loop, prevent things from slipping through the cracks, keep members up-to-date on changes and decisions, and much more

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Training in the New millennium

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The prevalent on-demand services that are available in other walks of life must be adapted to the education and learning field if training departments are to be successful in the new millennium. The book includes a comprehensive profile of the on-demand learner and a checklist for action for purveyors of learning and identifies strategies to maximize the effectiveness of on-demand learning solutions and provides ways to match learners with solutions that work.

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Laurie K. Benson

E-mail, voice mail, conference calls, and video conferences have revolutionized communication. Learn to maximize this technology to link personnel across cities, states, and countries. Every manager needs to know the "best uses" of these new basic technologies.

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The Power of e-Communication

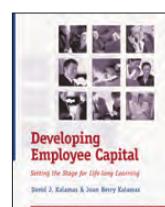
A comprehensive guide for effective communication via email, voice mail, and web

Laurie K. Benson

Electronic communication is here to stay and using the right tools effectively is essential to your success, yet few companies provide training in this changing area. This cutting-edge book is full of guidelines and things to consider to get what you want when communicating through e-mail, instant message, voice mail, conference calls, web conferences and video conferences.

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Developing Employee Capital

Setting the stage for life-long learning

David Kalamas & Joan Kalamas

Developing Employee Capital offers information about both organization development and individual developmental strategies. Designed to help you and your employees create developmental plans together, it covers everything from online learning and diversity management to job rotation and mentoring.

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New!

The Manager's Pocket Guide to Social Media

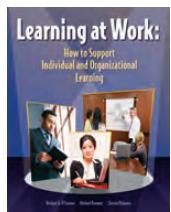
Richard Bryteson, Jason DeBoer-Moran and Carol Zacher Rinkhoff

The Manager's Pocket Guide to Social Media offers managers a solid look at the world of social media, spelled out in clear and simple English. If you want to get started with social media and look at ways it can be used to improve internal and external communication, sell products and services and boost your productivity and effectiveness as a manager, this pocket guide is for you.

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186 pp / Paperback / Code...MPGSM / \$14.95

Books / Employee Development – Esteem K-12



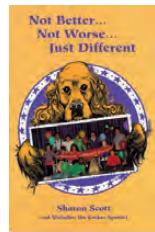
Learning at Work

Bridget OConnor, Michael Bronner, Chester Delaney

As a workplace learning professional, what do you need to be able to do to keep up with a fast-changing industry and move ahead? You'll find all the answers in a single source — *Learning at Work*, the third edition of *Training for Organizations*, first published in 1996.

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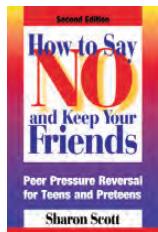
Not Better...Not Worse...Just Different

Sharon Scott

Sharon Scott with 30 years counseling experience has written this book to teach children in grades K to 5, to be kind to one another. Nicholas, her Cocker Spaniel co-author, uses his animal friends, Shawn, Many, Cedric, and Katy to teach children how to accept and respect all types of differences as well as what to do if they become the target of a bully.

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118 pp / Paperback / Code...NBNWD / \$12.95



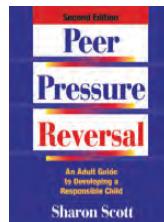
How To Say No and Keep Your Friends

Sharon Scott

This practical book for teens and preteens is filled with helpful suggestions, true stories, lively cartoons, and proven effective skills for dealing with all kinds of negative peer pressure. All kids face difficult decisions at some point about things like cheating, fighting, skipping school, stealing, drugs, lying to parents, etc. Sometimes it's hard to just say "no" when their friends are saying "Everybody does it. We won't get caught."

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161 pp / Paperback / Code...HSNK2 / \$14.95



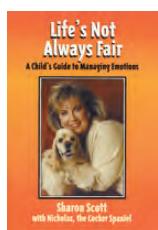
Peer Pressure Reversal, 2nd Edition

Sharon Scott

A comprehensive lesson plan for teaching *Peer Pressure Reversal* to youth from ages 5-18 in a one-on-one situation by a parent or a counselor as well as a complete section on teaching it in the classroom.

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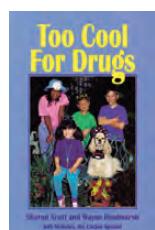
Life's Not Always Fair

Sharon Scott

At last, a way to teach elementary-age children how to manage their emotions without losing their attention (or your mind)! In his latest book, Nicholas the Cocker Spaniel makes it fun for kids to learn what to do when they feel sad, mad, scared, or confused, as well as how to handle happy emotions without bragging.

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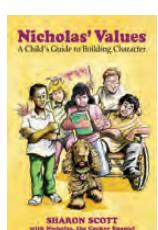
Too Cool for Drugs

Sharon Scott

Children today are growing up more quickly than any previous generation of children. Unfortunately, most of them will be exposed to some form of drug use before they even reach their teenage years. If we expect children to know what to do when offered drugs and encouraged to try them, then we must begin drug education early.

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Nicholas' Values

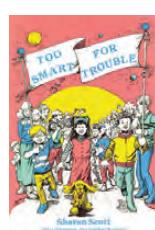
A child's guide to building character

Sharon Scott

In *Nicholas' Values*, family counselor Sharon Scott and her savvy Cocker Spaniel Nicholas use true stories of animals from around the country to illustrate important life values that will help teach children in grades 2-5 how to be good and nice and kind. To help children live ethical lives, the authors have selected eight important values based on the letters of Nicholas' name. These are values that any parent would want children to develop and use in their daily lives.

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Too Smart for Trouble

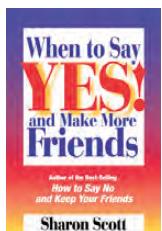
Sharon Scott

Nicholas the Cocker Spaniel and his animal friends teach children in grades K-5 how to say no to all kinds of trouble invitations, including cheating, cliques, fighting, lying, going too far from home, gossiping, talking to strangers, and much more! *Too Smart for Trouble* shows kids how to recognize peer pressure and avoid it. An award-winning book that includes delightful illustrations, thought provoking true stories, and an entire chapter devoted to practice.

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Books / Esteem K-12 – Hiring and Selection



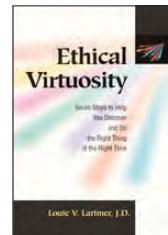
When to Say Yes and Make More Friends

Sharon Scott

When to Say Yes! and Make More Friends was written as a follow-up guide for teens teaching how to select quality friends, communicate effectively, join groups, and, in general, feel good about doing and being good! Too often kids feel like a nerd for being a good kid. This book presents skills for approaching new people, building self-esteem, and bringing out the best in themselves and their friends. Can even be used as a text for peer helpers.

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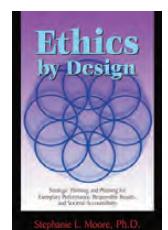
Ethical Virtuosity

Louie V. Larimer, J.D.

Ethical Virtuosity challenges you to identify, articulate, defend and live the personal values and ethical principles that define who you are and how you lead others. Renowned author Dr. Louie Larimer presents seven simple steps that lead to ethical virtuosity. You'll discover the meaning of ethics, integrity, character, personal accountability and moral courage and how they are relevant within today's business environment.

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Ethics by Design

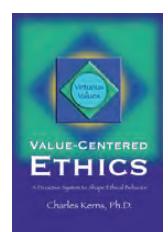
Ethics is not about foregoing profits, but about ensuring long-term viability

Stephanie Moore

Ethics by Design delivers essential guidance for those who would follow Peter Drucker's sage advice: It is more important to do what is right than it is to do things right. The focus of this book is not on internal processes or individual performance, but rather on system ethics. You will learn how to begin at the top level and, with stakeholders, design ethics into everything you do while linking that through your organization and its members.

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Value-Centered Ethics

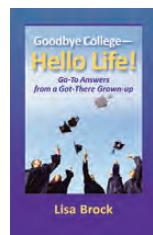
A proactive system to shape behavior

Charles Kerns

What's all the fuss about ethics? Don't all of the really bad unethical managers go to jail? Why is this relevant to me? Why should I be ethical when everyone else cheats? How can I get ahead if I am always being honest? Drawing from examples, checklists and tools, the book presents clear, accessible, and practical guidelines that leaders in organizations of all types and sizes can easily put to use.

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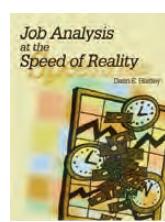
Goodbye College — Hello Life

Lisa Brock

Do you know a high school or university student on the edge of adulthood? The author, a businesswoman, coach, and religious teacher, is a cheerleader for young people dedicated to helping them find their voice, courage, vision and way. She encourages readers to present their physical and mental self professionally, dress and behave appropriately, be respectful of others when it comes to technology, and to listen to others and themselves.

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Job Analysis at the Speed of Reality

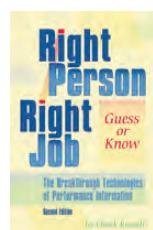
Job analysis is not torture

Darin Hartley, M.Ed.

The benefits of this highly streamlined job analysis process include: gathering job data quickly (normally 2-3 hours), making job-based training recommendations rapidly, saving money on costly consultants for job analysis, using a consistent process across the organization and creating validated task lists that can be used for job redesign and workforce deployment.

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Right Person Right Job — Guess or Know

The breakthrough technologies of performance information, 2nd Edition

Chuck Russell

In this groundbreaking book, Chuck Russell shows you the only way to hire and retain employees in today's competitive environment — by using testing and assessments to ensure you hire the person that fits the job.

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Seven Rules for Hiring Extraordinary Talent

Ignore these rules at your peril

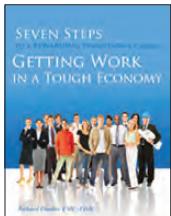
Richard Pinsker

In *Seven Rules for Hiring Extraordinary Talent*, the author brings to life his thirty years of experience working with companies to find, select and hire key employees. *The Seven Rules* outlines the most common mistakes in hiring he has observed and noted, and will show how to avoid these mistakes. Told as a business story for effective and enjoyable reading, *Seven Rules* will serve as a guide for anyone involved in the hiring process.

ISBN: 978-1-5996-175-0

60 pp / Paperback / Code...7RULES / \$19.95

Books / Hiring and Selection – Human Resources



Seven Steps to a Rewarding Transitional Career

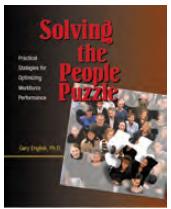
Getting work in a tough economy

Richard Pinsker

This tough job market has evolved from the current global financial sector melt down and the resulting economic restructuring, and is likely to continue for a number of years. *Seven Steps to a Rewarding Transitional Career* outlines exactly what one needs to do in order to succeed in this difficult climate. A must read for anyone seeking to make a transition.

ISBN: 978-1-59996-178-1

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Solving the People Puzzle

Practical strategies for optimizing workforce performance

Gary English, Ph.D.

Solving the People Puzzle is about management control of an organization and its people: How to get it, how to use it, and how to keep it. Real performance management systems may not be easy, but they are absolutely essential.

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The Manager's Pocket Guide to Interviewing and Hiring Top Performers

Sarah J. Ennis

This practical guide provides the concepts and tools any manager needs to recruit and hire the best person for the job. Covers legal requirements in hiring, the importance of structure in recruiting, the costs of a bad hire, and the value of a good hire.

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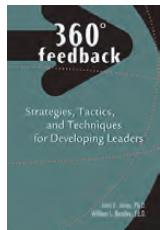
The Manager's Pocket Guide to Recruiting the Workforce of the Future

Bruce Tulgan

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Cases in Government Succession Planning

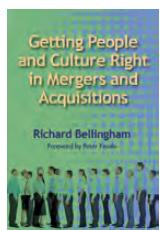
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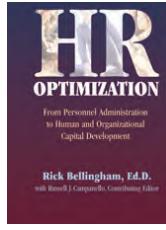
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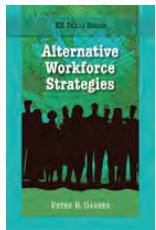
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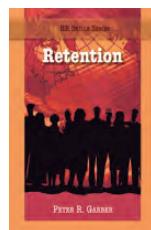
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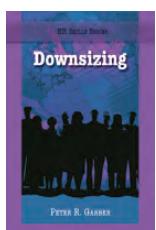
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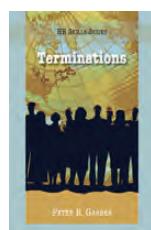
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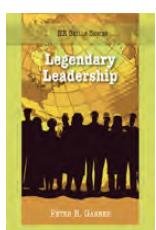
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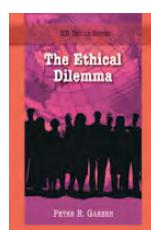
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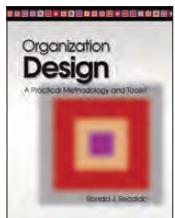
Peter Garber

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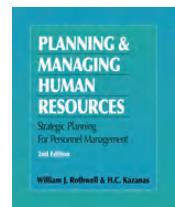
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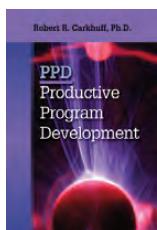
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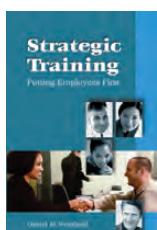
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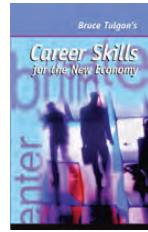
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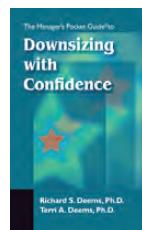
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The Manager's Pocket Guide to Downsizing with Confidence

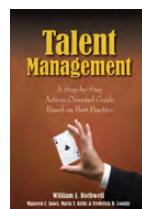
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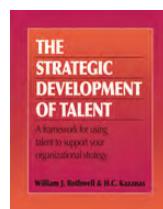
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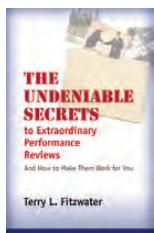
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The Strategic Development of Talent moves beyond HRD to apply the principles of strategic business planning to talent management, knowledge management and workplace learning, and it has been retitled to underscore this emphasis. Anyone who wishes to use talent to support organizational strategy including CEOs, operating managers, and HR, HRD and WLP practitioners will find this text both informative and practical.

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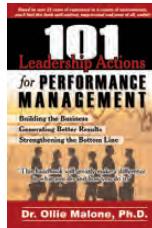
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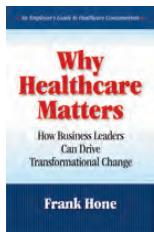
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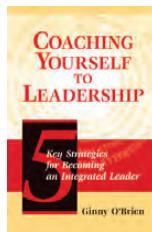
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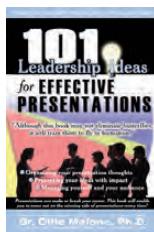
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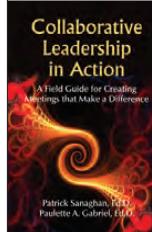
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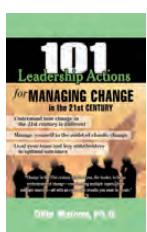
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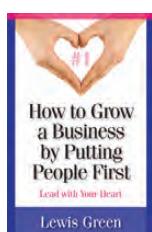
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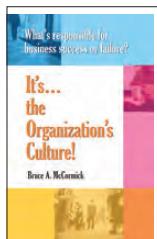
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Books / Leadership



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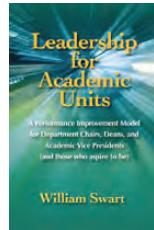
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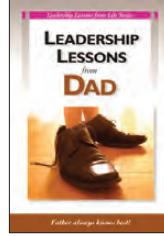
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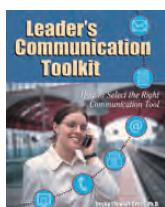
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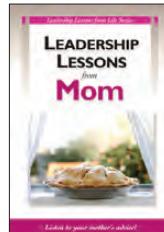
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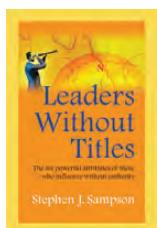
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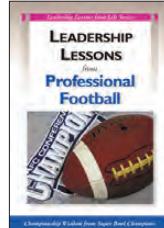
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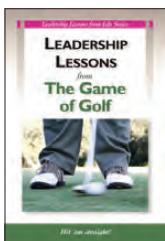
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This book was written to help leaders use some of the valuable lessons learned from winning teams to help your team become more successful. These 30 lessons remind leaders that a tradition of winning alone won't make them successful. You have to continue a tradition of winning every day, whether you are a professional football team or any other type of organization.

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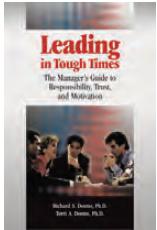
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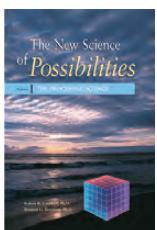
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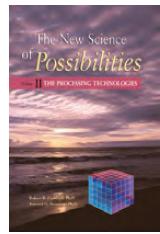
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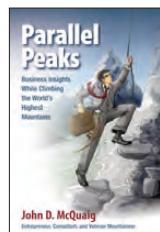
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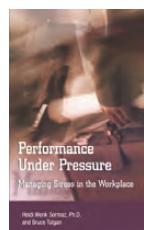
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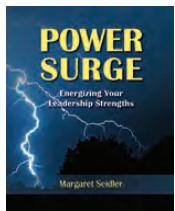
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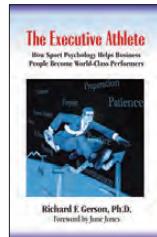
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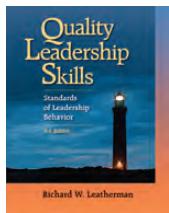
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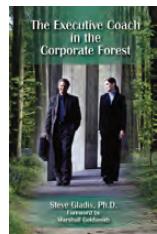
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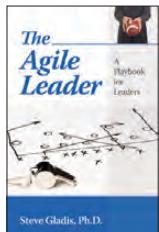
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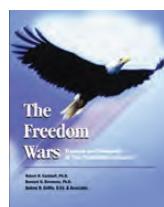
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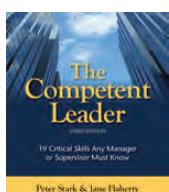
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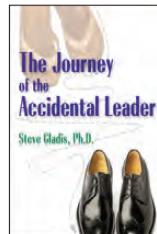
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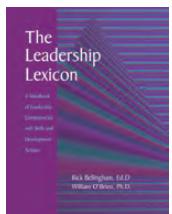
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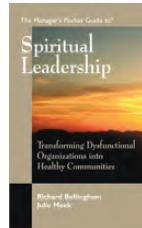
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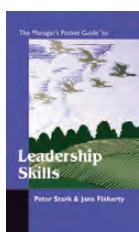
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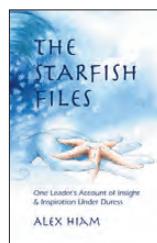
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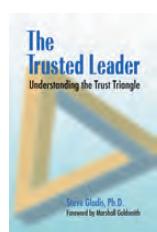
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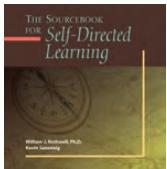
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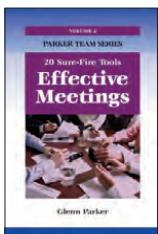
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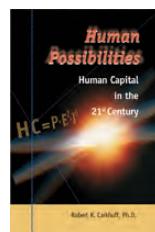
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Human capital in the 21st century

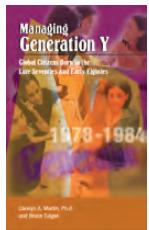
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Human Possibilities is the guidebook for human performance in the 21st century. A power resource for educators and business leaders, counselors and managers, parents and supervisors, and anyone who seeks to better themselves. Dr. Carkhuff gives us a roadmap to betterment and the achievement of potential. This book applies The New Science of Possibilities to 21st century human capital development.

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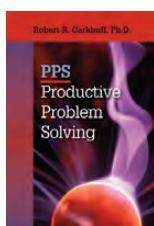
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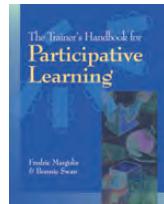
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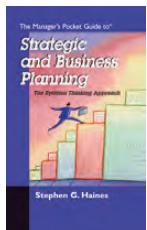
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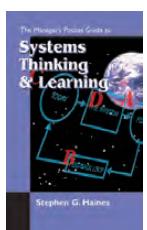
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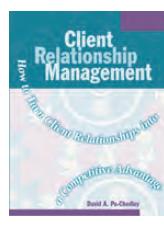
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A strategy for organizational change

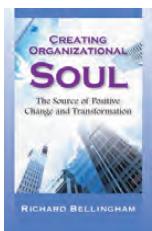
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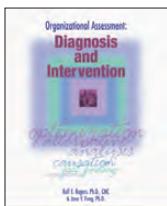
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Jeffrey W. Grenzer

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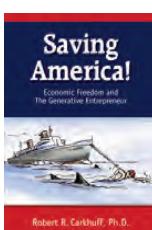
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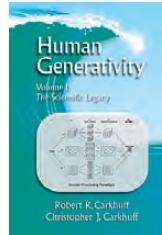
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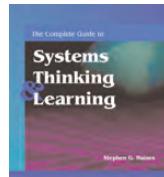
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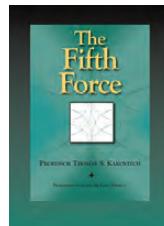
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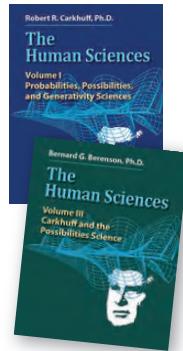
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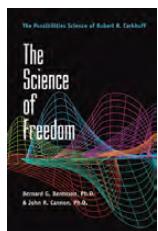
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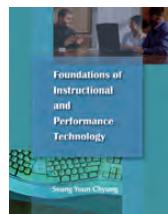
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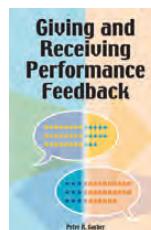
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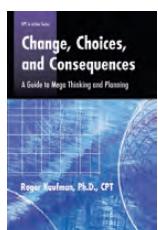
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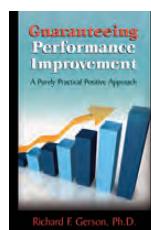
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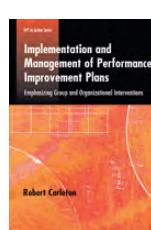
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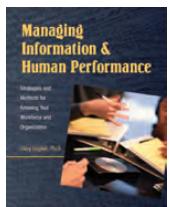
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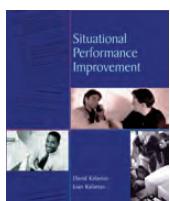
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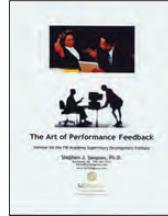
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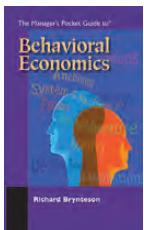
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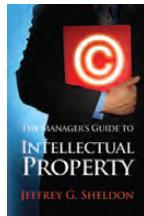
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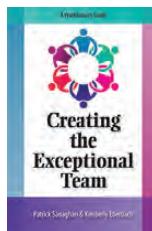
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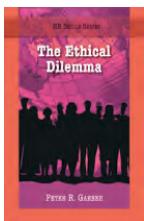
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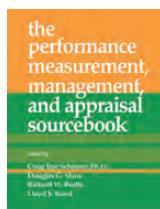


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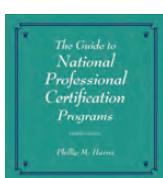
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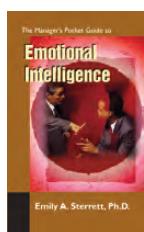
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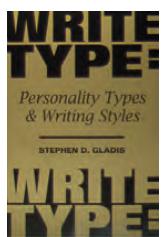
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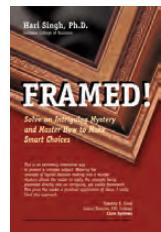
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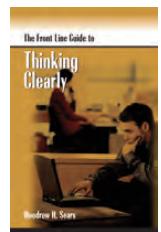
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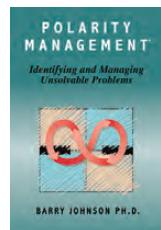
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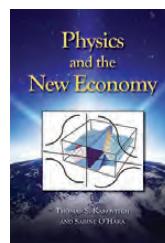
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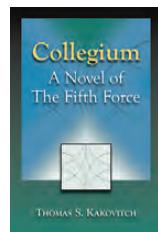
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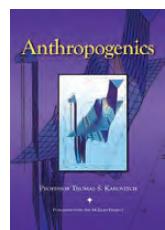
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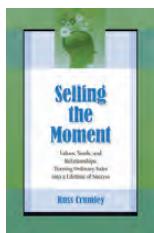
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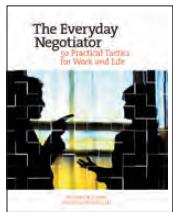
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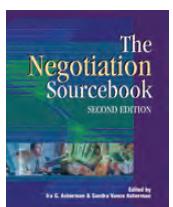
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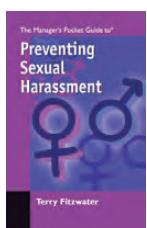
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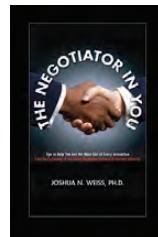
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Successful Team Building

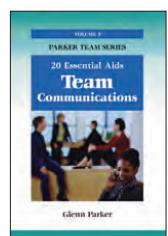
20 tips, tools, and exercises

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Books / Teams



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20 ways to get there

Glenn Parker

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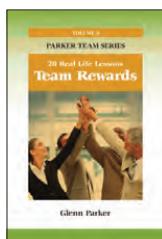
The Manager's Pocket Guide to Team Sponsorship

Sara Pope

Ideal for team leaders or managers who must form and manage teams, this guide provides helpful guidelines for turning the principles of team management into day-to-day actions. Covers steps in forming and managing natural, ad-hoc, and standing teams.

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Team Rewards

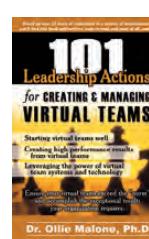
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Glenn Parker

You may know how to form, train, develop and facilitate teams. But do you know how to reward them? Experts in developing rewards and recognition programs agree: One size does not fit all. The key is knowing which type of plan or combination of plans will work in your situation. And this book, from The Parker Team Series, will help you make that determination.

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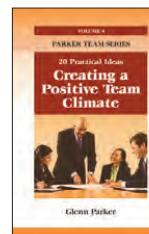
20 trustworthy tips

Glenn Parker

When there is not a high level of trust among team members, communication is guarded, the climate is tense, meetings are stiff and formal, and the team goes nowhere. But when trust increases, so do performance and results. This concise book, from The Parker Team Series, tackles this often-ignored subject and is exactly what leaders need to build a team of employees who trust each other and their leader.

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Creating a Positive Team Climate

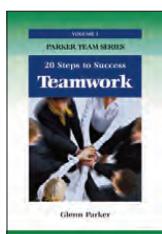
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Glenn Parker

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Teamwork

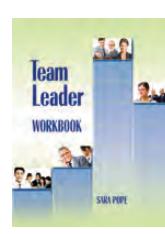
20 steps to success

Glenn Parker

This quick, easy-to-read title is full of the information required to conduct teams in a more effective manner, including job aids and assessments. *Teamwork: 20 Steps to Success* is the perfect primer for any type of team, from on-site, existing teams to brand-new, cross-functional teams.

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Team Leader Workbook

Work your way through this book and grow in every way as a team leader

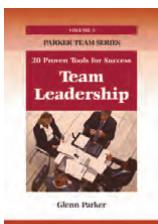
Sara Pope

This book walks you step-by-step through the exciting and challenging world of team leadership. Designed for new and veteran team leaders, the Team Leader Workbook is chock-full of skill-building exercises to help you determine team training needs, write agendas, get input through brainstorming, bring conflict to the surface, agree on solutions and more. Also covered are the types of meetings, teams, and team roles.

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Books / Teams – Tools for Training



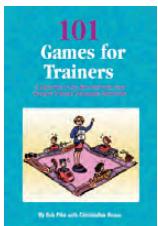
Team Leadership

20 proven tools for success

Glenn Parker

In Volume III of The Parker Team Series we learn what effective leadership is. Some universal truths cut across all types of teams; Effective leaders have a clear vision and are able to communicate that vision; They develop a sense of urgency about the team's work, involve team members in goal-setting and decision-making, and foster a climate of openness and honesty. People want to work with them.

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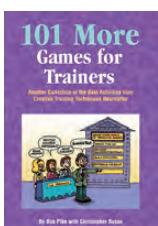
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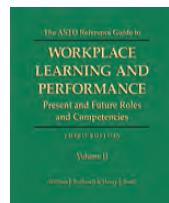
Front Line Guide to High Performance Teams

A wealth of topics appropriate for anyone beginning the process of team building

Dr. Woodrow Sears

In *Front Line Guide to Building High Performance Teams*, you will learn there is a time and place for team building and there are times when money spent on team building is wasted. This guide points out the differences and suggests strategies to improve the collective performance. This book is based on extensive research into competencies associated with successful team building and will empower you to make a positive difference.

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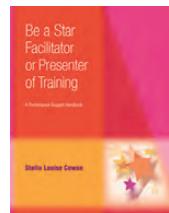
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Present and future roles and competencies

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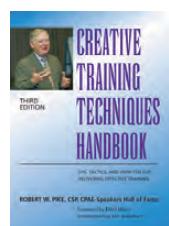
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A performance supported handbook

Stella Cowan

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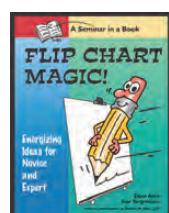
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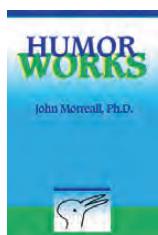
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Books / Tools for Training



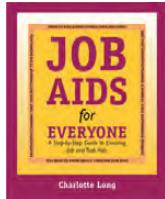
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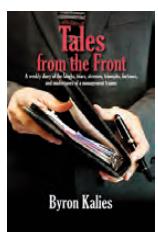
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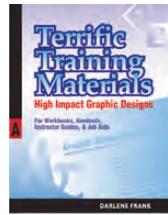
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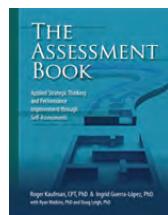
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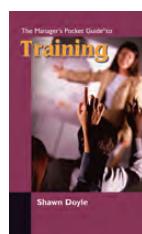
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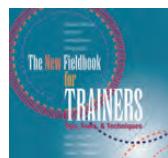
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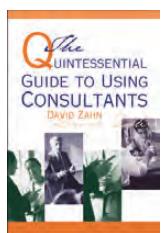
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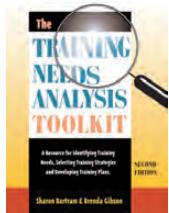
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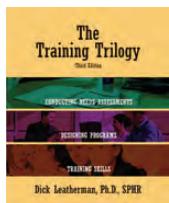
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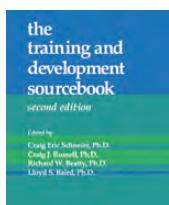
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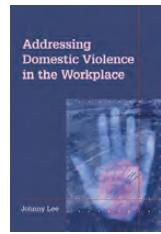
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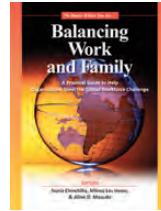
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Johnny Lee

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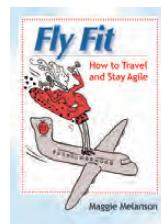
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Aline Masuda, Nuria Chinchilla, Mireia Las Heras

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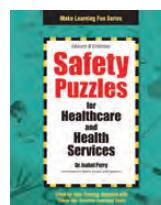
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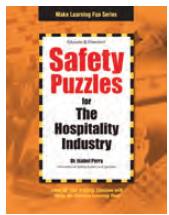
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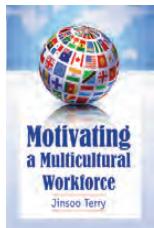
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Isabel Perry

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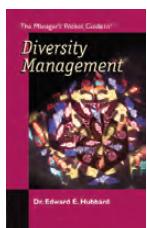
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Jinsoo Terry

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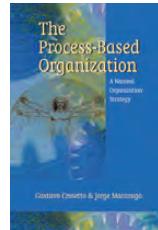
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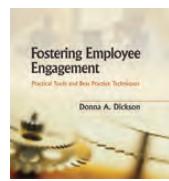
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Gustavo Crosetto

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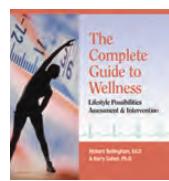
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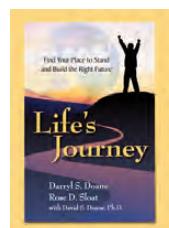


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Richard Bellingham, Ed.D.

The Complete Guide to Wellness is the culmination of over 20 years of applied research in over 100 companies. The materials in this book were first tested in hospital settings under physician supervision and were later implemented in companies with leading behavioral psychologists and organizational change experts. *The Complete Guide to Wellness* includes all the reproducible materials you need to run either a self-study or group program on any of the topics covered.

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Darryl Doane, Rose Sloat, David Doane

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By Glenn Parker

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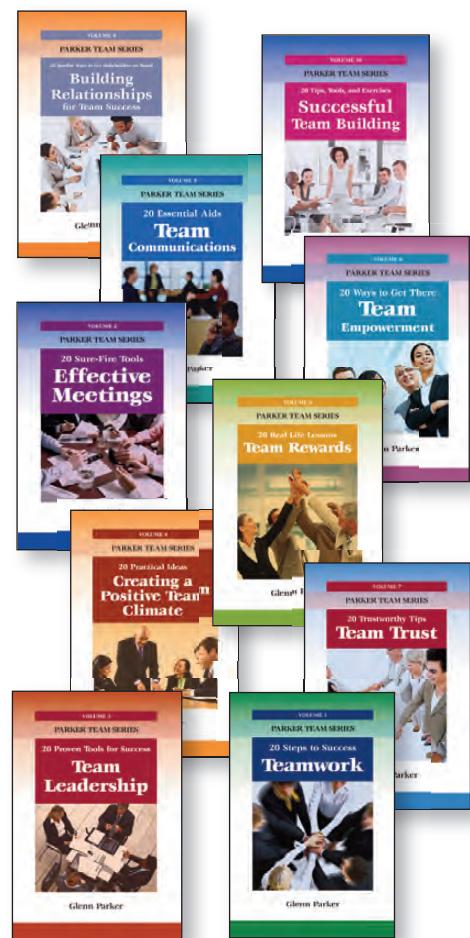
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By Peter Garber

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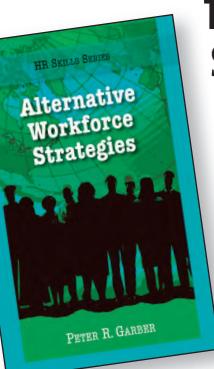
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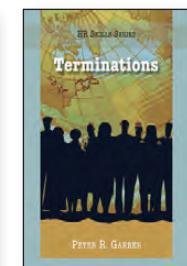
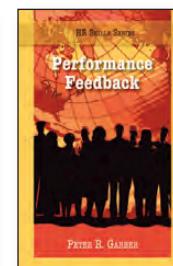
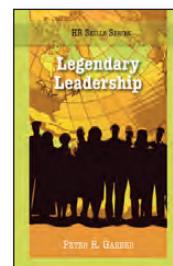
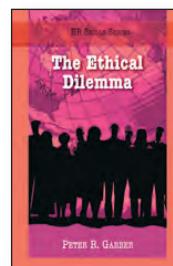
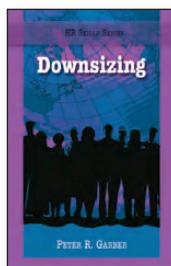
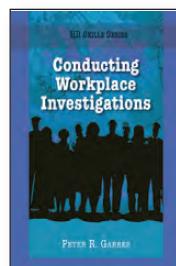
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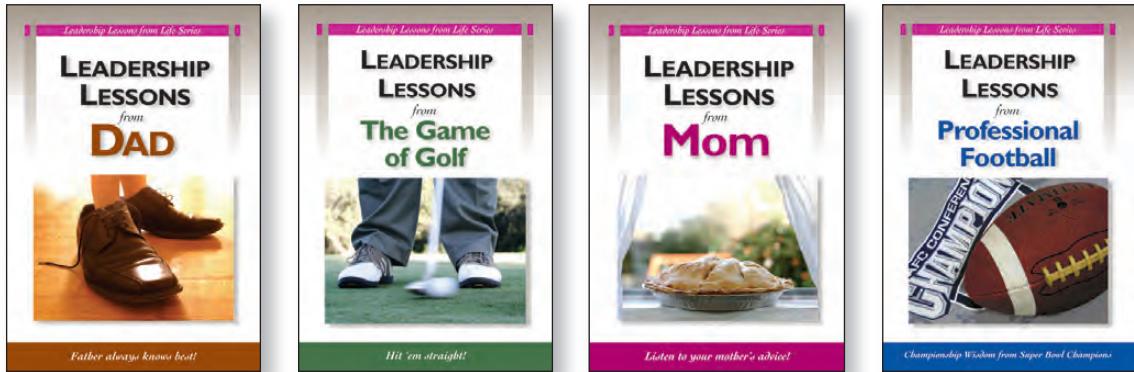
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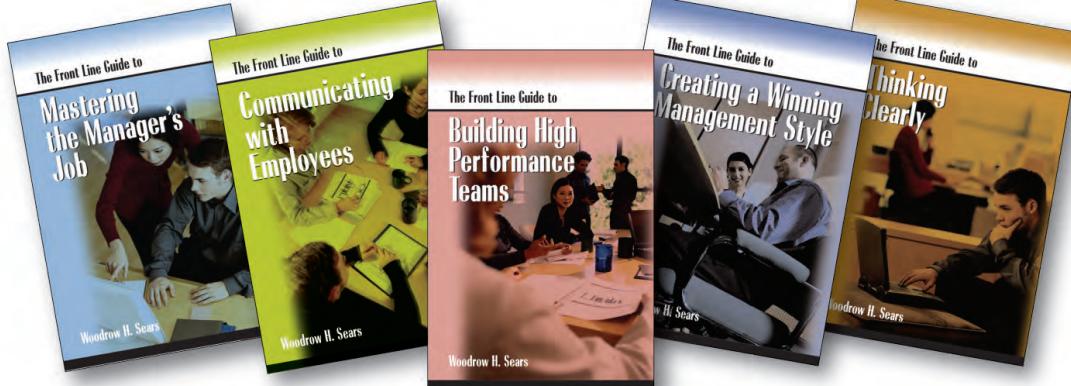
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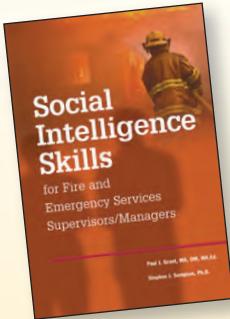
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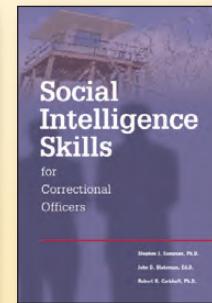
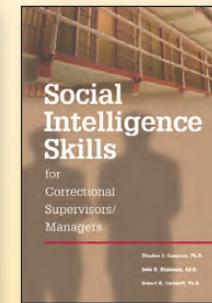
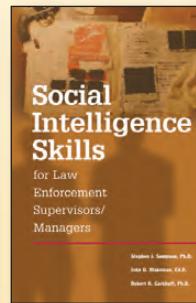
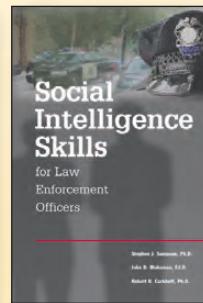
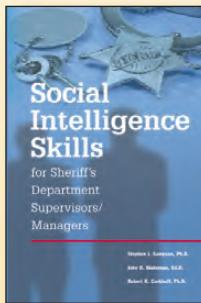
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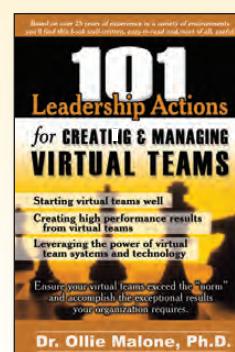
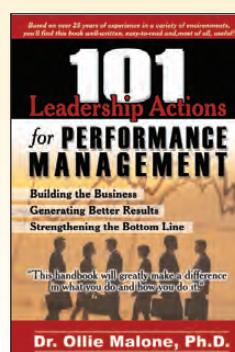
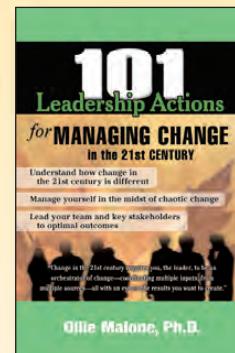
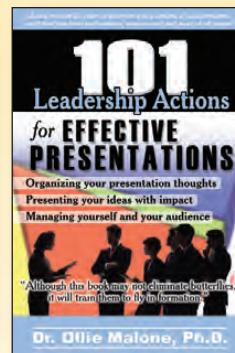
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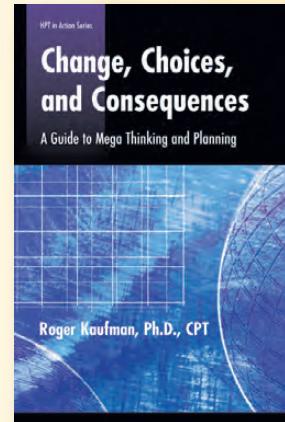
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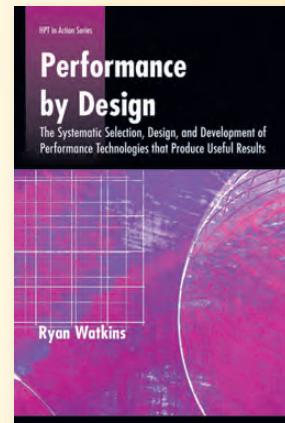
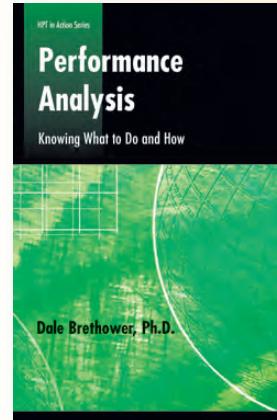


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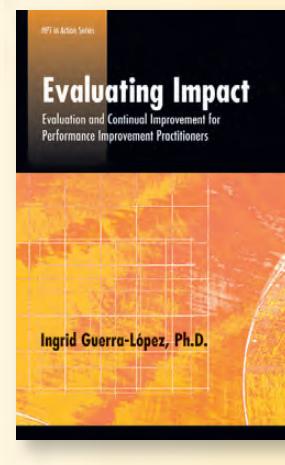
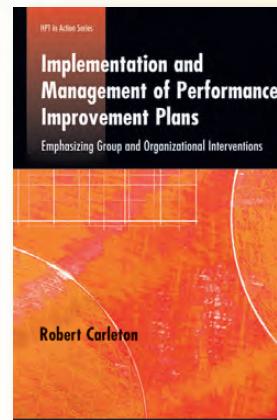


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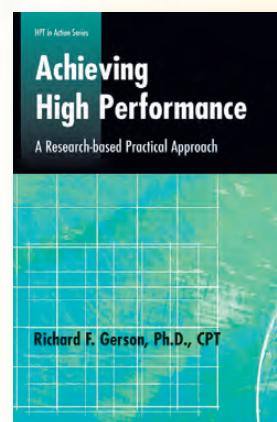


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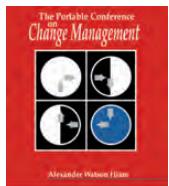
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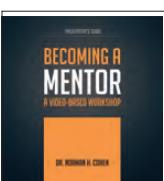


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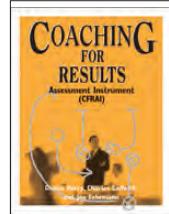
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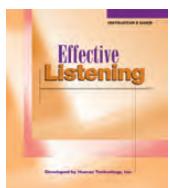
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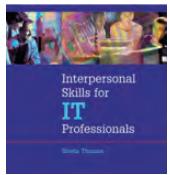


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Instructor & Participant Guide / Code...IPSITF / \$99.95

Participant Guide / Code...IPSTP / \$19.95



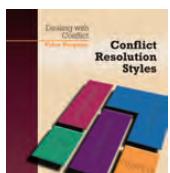
Customer Service Action Plan

Sharon Wulf

This easy-to-administer activity is ideal for training customer service associates, call center managers, group leaders, internal staff, project teams, and supervisors. The result will be renewed awareness, better communication, improved focus, and practical action plans to improve your internal and external customer service. Use this 2 to 3 hour activity in workshops on: Customer Service; Team Building; Change Management; Planning and Goal Setting.

Complete Package / Code...CSAP / \$99.95

Participant Books / Pack of 5 / Code...CSAPP / \$49.95



Dealing with Conflict: Conflict Resolution Styles DVD

Turn conflict into opportunity!

Alexander Hiam

Most employees would agree they spend too much time dealing with disagreements, differences, and other conflicts that arise in the workplace. *Conflict Resolution Styles* drives home the message that we usually can't avoid or ignore these conflicts, but we can learn how to deal with them.

22 Minute DVD, Leader Guide, Slideshow / Code...DCD / \$195

Leader Guide & Instrument / Code...DCLG / \$59.95

360 Degree Feedback / Pack of 5 / Code...DC360 / \$74.75



Customer Service Training

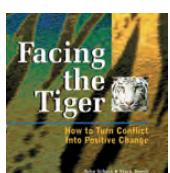
How to create your own program

Nancy Friedman

Whether you're a training professional or beginner, you will appreciate the useful diagrams, articles, examples, key points, sample lesson plans, flip charts, and evaluation forms that are part of this Instructor's Guide for improving customer service.

Workshop / 139 pp / 3-ring binder / Code...CST / \$99.95

DVD / 18 minutes / Code...CSTD / \$395.00



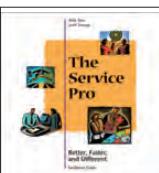
Facing the Tiger Workshop DVD

John Schere & Mark Yeoell

This interactive DVD training workshop can make a noticeable difference in the way people see and respond to conflicts. It has helped thousands of people, and it can help you and your organization experience the power and value of conflict utilization and how to release the untapped potential present in every conflict!

2 DVDs / 5 Workbooks / Code...FTIG / \$349.00

Additional Workbooks / Pack of 5 / Code...FTPW / \$29.75



Service Pro: Better Faster Different Package w/DVD

Rick Tate

A comprehensive program targeting customer service INs and OUTs, ideal for today's competitive market. Program includes DVDs, stories, exercises, overheads, role-plays, and more for both managers and service personnel. This hard-hitting one-day workshop for service personnel provides both the why and the how of training on key competencies. *The Service Pro* program consists of five basic training modules and one supplementary module, along with a step-by-step Facilitator's Guide with instructions for running each module.

Code...SPBFPD / \$495.00

Additional Workbooks / Pack of 5 / Code...SPBFPW / \$74.75

Workshops / Customer Service – Human Resources



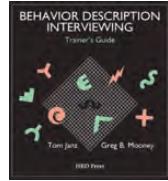
Superior Client Service for Financial Institutions

David Driskill

This complete training program makes it easy to teach any number of employees the interpersonal communication skills needed to create superior interactions with financial clients. While the materials focus on providing service by phone, many of the concepts translate readily into face-to-face interactions.

Trainers Package / Code...SCSC / \$399.95

Participant Book / Pack of 5 / Code...SCSPW / \$49.95



Behavior Description Interviewing

Use past behavior to hire for future performance!

Tom Janz & Greg Mooney

This guide enables the trainer to break a class of participants into groups of 5 persons to optimally facilitate behavioral interview practice and role play exercises. This 4-pack will facilitate a participant group of 20.

Trainer's Package / Code...BDITP / \$295.00

Additional Participant Package / Code...BDIPP / \$49.95

Additional Interview Patterns / Pack of 10 / Code...BDIIP / \$39.50



Developing Employees Courseware

Human Technology Corporation

A customizable, interactive, experiential, soft skills training program that comes complete as Microsoft Word files, but can also be edited to match your specific situation. Comes complete with Instructor Guide; Participant Coursebook; Pre- and Post-Tests; Evaluations; Trainer's Quick-Start; PowerPoint® presentation; Pre-course assignment; Workshop outline; Lesson plans; Customization rights. Use this comprehensive 2-day workshop to develop coaching skills in managers and supervisors enabling them to build teams of autonomous, accountable and motivated employees who take responsibility for their self development.

Code...DECWD / \$295



Service Pro: Service Leadership Package w/DVD

Create an organization of Service Pros and build a competitive advantage!

Rick Tate

A comprehensive program targeting customer service INs and OUTs, ideal for today's competitive market. Program includes DVDs, stories, exercises, overheads, role-plays, and more for both managers and service personnel. This one-day workshop for leaders is absolutely essential for managers who must understand the big picture and be able to align systems, support, and recognition to make superior service a competitive strategy.

Code...SPSLPD / \$495.00

Additional Workbooks / Pack of 5 / Code...SPSLPW / \$74.75



The Employee Development DVD Series

Richard Leatherman

10 separate DVDs with reproducible participant materials covering 10 essential employee competencies! This series of complete multimedia workshops will prepare your employees to meet the demands of today's workplace with skill and confidence. Each DVD video module can be delivered in a freestanding, half-day workshop or as a self-study course.

Complete Set of all DVDs / Code...EDDVD / \$500

**Best
SELLER**

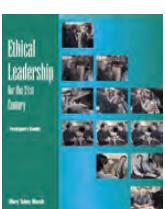


Documenting Employee Performance Workshop

Terry L. Fitzwater

The workshop is packed with tips and strategies for giving feedback, using impact words, coaching for change, writing performance objectives, identifying and dealing with personality types, identifying performance gaps, using the correct language and formats for documentation, documenting expectations of employees, employee development, and much more.

116 pp / Includes Pocket Guide / Code...DEPW / \$139.95



Ethical Leadership for the 21st Century Workshop DVD

Mary Marsh

This video-based training program dramatically demonstrates to all leaders, managers, and supervisors the benefits of ethical behavior and how to apply ethical principles in their roles. It is full of concrete strategies participants can apply. Includes the video Ethics: Wrong or Right, reproducible handouts, and self-study instructions.

Code...EL21D / \$495.00

Additional Participant Books / Pack of 5 / Code ..EL21PB / \$49.75



Orientation Express Manager's Guide

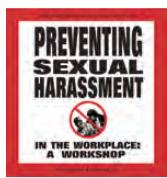
A self-study course for onboarding new employees

Susan Robinson and Gayle Hopkins

Here's a self-study program your managers, team leaders and mentors to new employees can use to get new hires off to a great start, reduce anxiety, and create job satisfaction from day one. Unlike most orientations, the manager takes an active role in this process. Use the program in a group or one-on-one for the most efficient and effective way to engage new employees and ensure their success.

Fully reproducible files on CD / Code...OEMGL / \$149.95

Workshops / Human Resources – Leadership

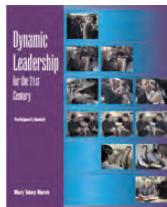


Preventing Sexual Harassment in the Workplace

Bette George

This workshop addresses a wide range of issues such as personal responsibility and proactive strategies. It explores the causes and consequences of harassment. It provides the legal definition of harassment and gives advice on how to personally deal with an incident. Using case studies, group discussion, and participant audits, it provides an atmosphere of trust and safety for open communication.

300 pp / 3-ring binder / Code...PSHW / \$125.00



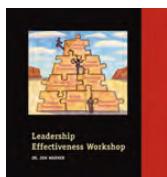
Dynamic Leadership for the 21st Century DVD

Leadership training to open minds to think out-of-the-box

Mary Marsh

A 22-minute DVD video anchors this leadership training that draws on wisdom from Colin Powell, Theodore Roosevelt, and Peter Drucker. The focus is on leading change. Participant materials, handouts, and action plan are included.

22-minute DVD / Leader & Participant / Code...DL21 / \$79.50
Participant Booklets / Pack of 5 / Code...DL21PB / \$49.75



Leadership Effectiveness Workshop

Teach the eight qualities the world's finest leaders possess

Jon Warner

This 2-day, interactive workshop is designed to help an organization develop the leadership skills of its workforce. It includes the 8 core competencies assessed by the *Leadership Effectiveness Profile*: Contextual Thinking, Creative Assimilation, People Enablement, Reciprocal Communication, Directional Clarity, Change Orchestration, Driving Persistence and Emotional Intelligence.

Facilitator & Participant Guide / Code...LEPIG / \$149.95
Additional Participant Guides / Code...LEPPW / \$19.95



Motivating Employees DVD

Mary Marsh

In order for leaders to motivate their employees, they need to know the underlying principles of motivation. This DVD-based workshop focuses on application and skill development. The 22-minute DVD is supplemented by a participant course booklet, handouts, self-study instructions, and an action worksheet. Teaches powerful motivational principles from experts including Peter Drucker and John Kotter.

Facilitator & Participant Guides, DVD / Code..MEMD / \$495.00
Participant Guides / Pack of 5 / Code...MEMPB / \$49.75

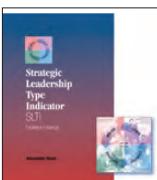


Preparing the Future Leader Courseware

Human Technology Corporation

A customizable, interactive, experiential, soft skills training program that comes complete as Microsoft Word files, but can also be edited to match your specific situation. Comes complete with Instructor Guide; Participant Coursebook; Pre- and Post-Tests; Evaluations; Trainer's Quick-Start; PowerPoint® presentation; Pre-course assignment; Workshop outline; Lesson plans; Customization rights. *Preparing the Future Leader* is a comprehensive 2-day training course exhibiting the highest standards of instructional design and available only as a licensed curriculum.

Code...LQCWD / \$295



Strategic Leadership Workshop: One-day Version

Alexander Hiam

The *SLTi Assessment Facilitator's Manual* outlines flexible, streamlined training on SLTi concepts that begin with administering and scoring the assessment and can include up to 7 hours of training using up to 10 experiential exercises outlined and ready to deliver in the Participant Coursebook.

Code...SLTIF / Leader Guide & Coursebook / Slides / \$79.95
Additional Participant Coursebooks / Code...SLTICB / \$10.00
18 minute DVD / Code...SLTD / \$195.00

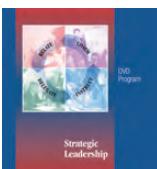


Strategic Leadership Workshop: Three-day Version

Alexander Hiam

A comprehensive three-day curriculum designed to provide leaders the experiential learning practice necessary to fully master the appropriate use of four leadership strategies: Relate, Coach, Delegate, Instruct.

Code...SLWIG / Leader Guide & Coursebook / Slides / \$250
Additional Participant Guide / Code...SLWPC / \$100.00
18 minute DVD / Code...SLTD / \$195.00



Strategic Type Leadership Indicator Workshop DVD

Alexander Hiam

Add to your Strategic Leadership training program with this great new 18-minute DVD program. The DVD Leaders Guide enables an instructor to administer and score the SLTi with a minimum of explanation while still covering summary concepts and instructions on scoring the self assessment. The video also summarizes key SLTi concepts and assists participants in scoring. The DVD Leader's Guide comes with a short PowerPoint Slide presentation and prompts the instructor (or) participant when to play the DVD with either the 1-day or 3-day SLTi workshops.

Leader Guide, 18 Minute DVD & Slides / Code...SLTD / \$195

Workshops / Leadership – Management



Using Adult Learning Principles Courseware

Sharon Fisher

A customizable, interactive, experiential, soft skills training program that comes complete as Microsoft Word files, but can also be edited to match your specific situation. Comes complete with Instructor Guide; Participant Coursebook; Pre- and Post-Tests; Evaluations; Trainer's Quick-Start; PowerPoint® presentation; Pre-course assignment; Workshop outline; Lesson plans; Customization rights. A must for ensuring trainers are skilled in accommodating learning styles and using the latest research on adult learning to make all training more effective.

Code...UALCWD / \$295



Decision Making and Planning Tools Courseware

Human Technology Corporation

A customizable, interactive, experiential, soft skills training program that comes complete as Microsoft Word files, but can also be edited to match your specific situation. Comes complete with Instructor Guide; Participant Coursebook; Pre- and Post-Tests; Evaluations; Trainer's Quick-Start; PowerPoint® presentation; Pre-course assignment; Workshop outline; Lesson plans; Customization rights. This is a comprehensive one-day workshop that enhances organization decisiveness while improving the quality of decisions. It teaches a variety of processes to assist with part or all of virtually any planning or decision challenge.

Code...ADMPCWD / \$295



Managing to Excel: Appraising People Performance w/DVD

Training House

This ½ day, instructor led, interactive workshop includes a leaders guide, participant booklet, DVD video footage, and PowerPoint® slides. Managers will learn how to use performance appraisal actively and positively including; using feedback as a daily tool, eliciting self evaluations from subordinates, using descriptive rather than judgmental comments, planning the development of subordinates.

**Instructor Guide, DVD & PowerPoint® / Code...EAP2 / \$500
Additional Participant Workbook / Code...EAPPW2 / \$20.00**

**Best
SELLER**



Managing to Excel: Counseling & Disciplining w/DVD

Training House

This ½ day, instructor lead workshop includes a leaders guide, participant booklet, DVD video footage, and PowerPoint® slides. Managers will learn several important techniques to improve disciplining and counseling employees including: Documenting sub-standard behavior in performance terms; identifying causes; counseling for improvement; applying a 6-step disciplinary process for restoring performance and establishing monitoring systems.

**Instructor Guide, DVD & PowerPoint® / Code..EDCD2 / \$500
Additional Participant Workbook / Code...EDCW2 / \$20.00**



Managing to Excel: Getting Unbiased Information w/DVD

Training House

This ½ day, trainer led workshop includes a leader's guide, participant materials, DVD video footage, and PowerPoint® slides. Managers will learn several important communication skills including: Applying the funnel technique to elicit information; interviewing skills; fact-finding skills; and using non-directive techniques to elicit hard-to-get information.

**Instructor Guide, DVD & Power Point / Code..EGUID2 / \$500
Additional Participant Workbook / Code...EGUIW2 / \$20.00**



Managing to Excel: Giving Clear Information w/DVD

Training House

This ½ day, instructor led workshop includes a leaders guide, participant booklet, DVD video footage, and PowerPoint® slides. Managers will learn several important techniques to improve communication including: Applying a 3-step process to plan interactions, rewrite improved messages, evaluating ones own communication skills, and analyze and edit an interview script.

**Instructor Guide, DVD & PowerPoint® / Code...EGCD2 / \$500
Additional Participant Workbook / Code...EGCPW2 / \$20.00**

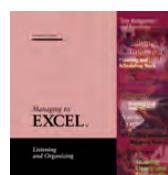


Managing to Excel: Identifying & Solving Problems w/DVD

Training House

This ½ day, instructor led workshop includes a leaders guide, participant booklet, DVD video footage, and PowerPoint® slides. Managers will learn several important techniques to improve problem solving including: Defining the problem in terms of unmet business objectives; evaluating evidence; distinguishing causes; evaluating action plans and evaluating implementation.

**Instructor Guide, DVD & PowerPoint® / Code...EISPD2 / \$500
Additional Participant Workbook / Code...EISPW2 / \$20.00**



Managing to Excel: Listening & Organizing Guide w/DVD

Training House

This ½ day, instructor led workshop includes a leaders guide, participant booklet, DVD video footage, and PowerPoint® slides. Managers will learn several important techniques to improve listening and organizing skills including: Listening for and confirming intent; filtering bias; improving retention; lowering barriers to relating and recognizing omissions.

**Instructor Guide, DVD & PowerPoint® / Code...ELOD2 / \$500
Additional Participant Workbook / Code...ELOPW2 / \$20.00**

Workshops / Management



Managing to Excel: Making Decisions & Weighing Risks w/DVD

Training House

This ½ day, instructor lead workshop includes a leaders guide, participant booklet, DVD video footage, and PowerPoint® slides. Managers will learn several important techniques to improve decision making including how to: Review the big picture; clearly define the objective; specify and weight decision criteria; generate alternatives; and apply risk analysis to options.

Instructor Guide, DVD & PowerPoint® / Code...EMDD2 / \$500
Additional Participant Workbook / Code...EMDPW2 / \$20.00



Managing to Excel: Time Management & Prioritizing w/DVD

Training House

This ½ day, instructor led workshop includes a detailed leaders guide, participant materials, DVD video footage, and PowerPoint® slides. Managers will learn time management behaviors including: Preparing a daily to do list; prioritizing activities; controlling telephone time; reducing disruptions; and using meetings to save time instead of waste it.

Instructor Guide, DVD & PowerPoint® / Code...ETMD2 / \$500
Additional Participant Workbook / Code...ETMW2 / \$20.00



Managing to Excel: Planning & Scheduling Work w/DVD

Training House

This ½ day, instructor led workshop includes a leaders guide, participant booklet, DVD video footage, and PowerPoint® slides. Managers will learn important planning and organizing techniques including: How to involve employees in planning, a 4-stage cycle for project management; supervising through goals instead of activities; analyzing work flow; and preparing PERT and Gantt charts.

Instructor Guide, DVD & PowerPoint® / Code...EPASD2 / \$500
Additional Participant Workbook / Code...EPASW2 / \$20.00



Managing to Excel: Training Coaching & Delegating w/DVD

Training House

This ½ day, instructor led workshop includes a leaders guide, participant booklet, DVD, and slides. Managers will learn important techniques to improve the related cluster of competencies. Skills will include: Using a 6-step job-aid to plan employee training; making learning interactive; organizing rapid training by using Train-Respond-Provide Feedback; using a job-aid to implement delegating.

Instructor Guide, DVD & PowerPoint® / Code...ETCD2 / \$500
Additional Participant Workbook / Code...ETCPW2 / \$20.00



Managing to Excel: Setting Goals & Standards w/DVD

Training House

This ½ day, instructor lead workshop includes a leaders guide, participant booklet, DVD video footage, and PowerPoint® slides. Managers will learn several important goal setting skills including: Involving the workgroup in goal setting; developing standards for all work; overcoming resistance to goal setting; and prioritizing goals.

Instructor Guide, DVD & PowerPoint® / Code...ESGD2 / \$500
Additional Participant Workbook / Code...ESGW2 / \$20.00



Problem Solving Tools and Techniques Courseware

Human Technology Corporation

A customizable, interactive, experiential, soft skills training program that comes complete as Microsoft Word files, but can also be edited to match your specific situation. Teach an 8 step problem-solving process for work groups. Teams work through a variety of problem solving activities to learn each step in the process. This comprehensive two-day workshop builds problem solving ability in any professional by providing conceptual mastery of a set of tools. Participants work cooperatively to structure and solve problems using a series of proven methods.

Code...UPSTCWD / \$295



Managing to Excel: Thinking Clearly & Analytically w/DVD

Training House

This ½ day, instructor led, interactive workshop includes a leaders guide, participant booklet, DVD video footage, and PowerPoint® slides. Managers will learn several important analytical thinking skills including: The appropriate use of inductive and deductive reasoning; testing the validity of a proposition; problem solving; and breaking down propositions into premises and arguments.

Instructor Guide, DVD & PowerPoint® / Code...ETCAD2 / \$500
Additional Participant Workbook / Code...ETCAW2 / \$20.00



Project Management for Workgroups Facilitator's guide for the project manager's partner

Michael Greer

This Facilitators Guide enables a trainer to lead project management novices through the completion of a fully articulated project plan. This workshop teaches project management techniques to managers who need to plan and manage projects during the training. Participants use the Project Managers Partner as their personal project plan guide during the training, and after.

240 pp / 3-ring binder / Code...PMWGP / \$195.00

Workshops / Management



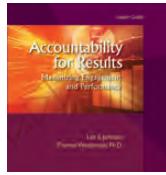
Project Management Toolkit

Clay Durr

The *Project Management Tool Kit* is a comprehensive resource that identifies the competencies for successful project managers and organizations; provides reproducible assessments to measure organization and individual strengths; facilitates developmental action planning; includes comprehensive facilitator instructions including handouts for a half- and full-day training program; and has self-instructional job aids and a case study.

Tool Kit / Code...PRMT / \$250.00

Additional Workbooks / Pack of 5 / Code...PMTW / \$49.95



New!

Accountability for Results

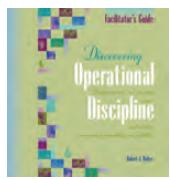
Maximizing engagement and performance

Tom Westbrook and Lee Johnson

The *Accountability for Results* process is a specific set of behaviors and techniques applied consistently to achieve results. The process is step-by-step, systematic and easy-to-implement and enables any leader to translate the concept of accountability into measurable results. Plus, the highly interactive course uses case studies and video vignettes to bring the concepts to life and generate lively discussion among participants.

Leader Guide / 103pp / Ringbound / Code...AFRLG / \$295.00

Participant Books / 55 pp / Code...AFRPG / \$20.00



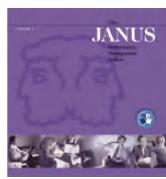
Discovering Operational Discipline

Robert Walter

This workshop explores the 15 characteristics that we should seek during any interaction with others. The workshop introduces the synergistic relationships between business excellence, operating excellence, and operational discipline for an organization.

Facilitator Guide / Code...DODFG / \$195.00

Participant Book / Code...DOD / \$12.00



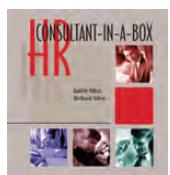
Janus Performance Management System Volume 1, CD

Performance is job #1

Jon Warner

Volume 1 includes seven modules that enable you to implement the *Janus Performance Management System* by training managers about the process and the use of Janus tools that make performance management seamless and custom fit to each individual and each individual work unit.

205pp / 3-ring binder w/CD / Code...JPMV1 / \$495.00



HR Consultant-in-a-Box

Critical skills for the 21st century trainer

Judith Allen

A complete employee handbook with 68 policies and procedures covering everything from dress code to personal leave. Includes step-by-step procedures for worry-free recruiting, selecting, hiring, reviewing, disciplining, and terminating. Fast and easy forms for handouts. Sample forms are included for: Position descriptions; job opening advertisements; job offer letters; reference check guides; exit interviews and more.

142 pp / 3-ring binder w/CD / Code...HRCIB / \$139.95

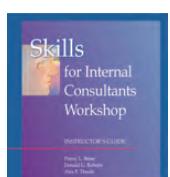


Janus Performance Management System Volume 2, CD

Jon Warner

Volume 2 provides tools for conducting appraisals and complete training modules for training supervisors and managers to implement an effective performance appraisal and development process. Three mini training workshops include: Conducting an end of cycle performance appraisal; career planning and development; and performance action planning.

353pp / 3- ring binder w/CD / Code...JPMV2 / \$495.00



Skills for Internal Consultants Workshop

Critical skills for the 21st century trainer

Alex Douds

This comprehensive 2-day workshop includes lesson plans, instructor guidance, slides, and participant materials to train trainers to become internal consultants. Ideal for adding value to the training mission and developing key skills in training staff to make them more effective facilitators, internal partners, and change agents who focus on performance.

Instructor Guide / 250 pp / 3-ring / Code...SICW / \$99.95

Additional Coursebooks / 200 pp / Code...SICWPC / \$50.00



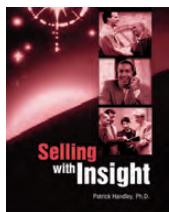
Janus Performance Management System Volume 3, CD

Jon Warner

Volume 3 enables you to create job specific, competency based appraisals by selecting from 36 competencies and 216 questions designed to assess performance in those competencies. Additionally there are 216 pages of coaching recommendations to develop behaviors that were assessed as sub-standard.

310pp / 3-ring binder w/CD / Code...JPMV3 / \$495.00

Workshops / Management – Teams



Selling with INSIGHT

Improve your skills by understanding yourself and others

Patrick Handley

This Trainer's Guide contains information on the research underpinning the Insight Inventory, training lesson plans, PowerPoint® slides and skill building exercises that teach the Insight Inventory skill of style flexing in sales and service interactions to improve influencing and relating to others.

Trainer's Guide & Booklet / 3-ring / Code...SWIT / \$195.00

Additional booklets / Pack of 5 / Code...SWI / \$ 79.75

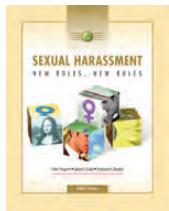


Creating a Shared Team Purpose Courseware

Human Technology Corporation

A customizable, interactive, experiential, soft skills training program that comes complete as Microsoft Word files, but can also be edited to match your specific situation. Comes complete with Instructor Guide; Participant Coursebook; Pre- and Post-Tests; Evaluations; Trainer's Quick-Start; PowerPoint® presentation; Pre-course assignment; Workshop outline; Lesson plans; Customization rights. This 2-hour workshop will help team members establish a mission that can be used to guide the formulation of goals and objectives.

Code...TCSTCWD / \$295



Sexual Harassment New Roles / New Rules DVD

Dan Thompson

The most effective way to deal with sexual harassment is to prevent it. This breakthrough video-based training program does just that by providing clear, concise, on-the-job rules, and step-by-step practical approaches to handling potentially problematic situations. Participants will come away with a clear understanding of what sexual harassment is and what their role is in preventing it.

Code...SHNRD / \$495.00

Additional Participant's Guide / Pack of 5 / Code...SHNRP / \$49.95



Evaluating Team Performance Courseware

Human Technology Corporation

A customizable, interactive, experiential, soft skills training program that comes complete as Microsoft Word files, but can also be edited to match your specific situation. Comes complete with Instructor Guide; Participant Coursebook; Pre- and Post-Tests; Evaluations; Trainer's Quick-Start; PowerPoint® presentation; Pre-course assignment; Workshop outline; Lesson plans; Customization rights. This 2-hour workshop provides team members with an analytical framework for thoroughly evaluating nine critical dimensions of team effectiveness.

Code...TETPCWD / \$295



Committing to a Team Approach Courseware

Human Technology Corporation

A customizable, interactive, experiential, soft skills training program that comes complete as Microsoft Word files, but can also be edited to match your specific situation. Comes complete with Instructor Guide; Participant Coursebook; Pre- and Post-Tests; Evaluations; Trainer's Quick-Start; PowerPoint® presentation; Pre-course assignment; Workshop outline; Lesson plans; Customization rights. This 4-hour workshop will energize newly formed teams by helping members explore team roles as well as four stages of team development.

Code...TCTACWD / \$295



Making Team Decisions Courseware

Human Technology Corporation

A customizable, interactive, experiential, soft skills training program that comes complete as Microsoft Word files, but can also be edited to match your specific situation. Comes complete with Instructor Guide; Participant Coursebook; Pre- and Post-Tests; Evaluations; Trainer's Quick-Start; PowerPoint® presentation; Pre-course assignment; Workshop outline; Lesson plans; Customization rights. In this 2-hour workshop, team members learn four basic decision-making approaches and identify why consensus decision making is most beneficial in a team setting.

Code...TMTDCWD / \$295



Communicating Effectively in Teams Courseware

Human Technology Corporation

A customizable, interactive, experiential, soft skills training program that comes complete as Microsoft Word files, but can also be edited to match your specific situation. Comes complete with Instructor Guide; Participant Coursebook; Pre- and Post-Tests; Evaluations; Trainer's Quick-Start; PowerPoint® presentation; Pre-course assignment; Workshop outline; Lesson plans; Customization rights. This 8-hour workshop systematically presents core communication skills enabling you to improve all key skills within the context of achieving team goals.

Code...TCETCWD / \$295



Making Team Meetings Work Courseware

Human Technology Corporation

A customizable, interactive, experiential, soft skills training program that comes complete as Microsoft Word files, but can also be edited to match your specific situation. Comes complete with Instructor Guide; Participant Coursebook; Pre- and Post-Tests; Evaluations; Trainer's Quick-Start; PowerPoint® presentation; Pre-course assignment; Workshop outline; Lesson plans; Customization rights. This 2-hour workshop addresses why meetings should be called, how to prepare for them, and most importantly, how to conduct them effectively.

Code...TMTWCWD / \$295

Workshops / Teams – Tools for Trainers



Planning for Team Results Courseware

Human Technology Corporation

A customizable, interactive, experiential, soft skills training program that comes complete as Microsoft Word files, but can also be edited to match your specific situation. Comes complete with Instructor Guide; Participant Coursebook; Pre- and Post-Tests; Evaluations; Trainer's Quick-Start; PowerPoint® presentation; Pre-course assignment; Workshop outline; Lesson plans; Customization rights. This 2-hour workshop enables team members to set goals and objectives that are in direct support of the team's purpose.

Code...TPTRCWD / \$295



Resolving Team Conflicts Courseware

Human Technology Corporation

A customizable, interactive, experiential, soft skills training program that comes complete as Microsoft Word files, but can also be edited to match your specific situation. Comes complete with Instructor Guide; Participant Coursebook; Pre- and Post-Tests; Evaluations; Trainer's Quick-Start; PowerPoint® presentation; Pre-course assignment; Workshop outline; Lesson plans; Customization rights. This 3-hour workshop focuses on resolving the types of conflicts that commonly occur in teams.

Code...TRSCCWD / \$295



Solving Team Problems Courseware

Human Technology Corporation

A customizable, interactive, experiential, soft skills training program that comes complete as Microsoft Word files, but can also be edited to match your specific situation. Comes complete with Instructor Guide; Participant Coursebook; Pre- and Post-Tests; Evaluations; Trainer's Quick-Start; PowerPoint® presentation; Pre-course assignment; Workshop outline; Lesson plans; Customization rights. With this 3-hour workshop, teams will learn to use a team problem solving process while working on an actual problem the team currently faces.

Code...TSTPCWD / \$295

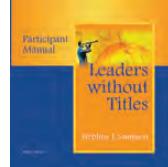


Utilizing Team Members Abilities Courseware

Human Technology Corporation

A customizable, interactive, experiential, soft skills training program that comes complete as Microsoft Word files, but can also be edited to match your specific situation. Comes complete with Instructor Guide; Participant Coursebook; Pre- and Post-Tests; Evaluations; Trainer's Quick-Start; PowerPoint® presentation; Pre-course assignment; Workshop outline; Lesson plans; Customization rights. This 4-hour workshop provides a framework to identify individual team members' strengths to more efficiently achieve team objectives.

Code...TUTMCWD / \$295



Leaders without Titles Participant Manual

Stephen J. Sampson

What does it mean to lead? Are there natural born leaders? Can leadership be taught? Throw out everything you thought you knew. This companion workshop for *Leaders without Titles* puts into practice many of the concepts discussed in the book through self-assessments, modeling and practice. It challenges the way we determine who our leaders should be and uncovers the factors that really influence the ability to lead.

Code...LWOTPM / \$39.95

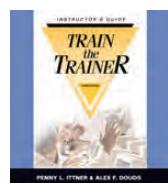


Rapid Skill-Builder Series Library: Complete 2-Volume Set

Jon Warner

The *Rapid Skillbuilder Library: 2-Volume Set* comes complete with one copy of all 42 of the Rapid Skillbuilder Series. Each Volume includes 21 different Skillbuilders. Each Rapid Skillbuilder provides an individual with a thorough overview, techniques, and methods to improve in the competency.

2 Volume Set / 504 pp / 3 ring binder / Code...RSLIB / \$199.95



Best
SELLER

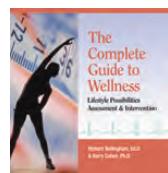
Train-the-Trainer, 3rd Edition

A proven workshop for teaching non-professional trainers

Penny L. Ittner & Alex F. Douds

This proven workshop for teaching non-professional trainers to develop and conduct effective training is back. *Train-the-Trainer Workshop, 3rd Edition* is thoroughly revised and updated, making it the most complete and current training of its kind available today. This powerful workshop will help you bring your managers, team leaders and other non-trainers quickly up-to-speed in the basic skills required to develop and conduct training confidently, competently and with ease.

250 pp / 3-ring binder w/CD / Code...TTWI3 / \$99.95
Additional Coursebook / 200 pp / Code...TTWC3 / \$49.95



The Complete Guide to Wellness

Richard Bellingham, Ed.D.

The Complete Guide to Wellness is the culmination of over 20 years of applied research in over 100 companies. The materials in this book were first tested in hospital settings under physician supervision and were later implemented in companies with leading behavioral psychologists and organizational change experts. *The Complete Guide to Wellness* includes all the reproducible materials you need to run either a self-study or group program on any of the topics covered.

600 pp / 3-ring binder / Code...CGW / \$199.95

Workshops / Wellness and Diversity

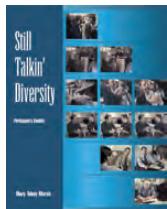


Human Diversity Workshop

George Banks

This 2-day, trainer led course is a how-to workshop for developing skills for working with individuals from diverse backgrounds. Participants will learn how to prevent bias and discrimination and tap into the human potential of their diverse workforce. The activities in this workshop provide a forum for participants to practice their interpersonal, goal-setting, and decision-making skills in a number of diversity scenarios.

Facilitator & Participant Guide / Code...HDWF / \$495.00
Additional Coursebooks / Code...HDWC / \$100.00



Still Talkin' Diversity Workshop DVD

The hottest tool for bringing out the most sensitive issues

Mary Marsh

Still Talkin' Diversity presents sensitive workplace diversity issues that are frequently ignored. It can supplement previous diversity discussions on the more common issues—stereotypes or it can be used on its own. The program includes a candid, hard-hitting DVD vignettes that examine the sensitive issues head on, showing the realities of the issues in today's workplace. The participant's booklet examines the issues up close and engages learners through a variety of learning experiences while reinforcing the lessons taught.

Workshop / Code...STDD / \$495.00
Additional Workbooks / Pack of 5 / Code...STDPB / \$49.75



Workforce Diversity DVD

A video-based training workshop

Devaney, Smith & Leatherman

This DVD based training workshop will help employees recognize the ways in which their organization is changing, evolving, and becoming more diverse. Includes: 20-minute video; five participant booklets (56 pages); leader's guide; self-study instructions. The workshop takes approximately 3 hours to complete. For time-limited sessions, use only the 20-minute video.

Workshop / Code...WDD / \$495.00
Additional Workbooks / Pack of 5 / Code...WDP / \$49.75



The Project Manager's Partner, 2nd Edition

A step-by-step guide to project management

Michael Greer

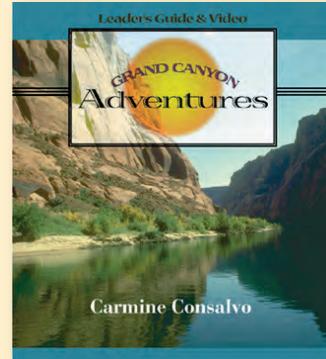
This guide can be used as a stand alone or as the participants booklet with the title *Project Management for Workgroups*. It is organized around 20 key project manager actions and results with the majority devoted to providing new project managers with the tools to get quality results.

ISBN: 978-0-87425-610-9
160 pp / Paperback / Code...PMP2 / \$39.95

**Best
SELLER**

Grand Canyon Adventures

Realistic, video-based simulations



Take participants on an unforgettable learning adventure! Set in the Grand Canyon, these stimulating group activities provide an adventurous backdrop for enthusiastic participant involvement and memorable skill building.

Use Grand Canyon Adventures for active learning in

- Creativity and Problem Solving
- Teamwork
- Conflict Resolution
- Collaboration
- Leadership
- Consultation

**Best
SELLER**

Grand Canyon Adventures were researched on location and written by Carmine Consalvo.

More than the usual consensus-building activities

The creative design of the participant scenario booklets gives these learning activities a distinct advantage over other consensus-building simulations by supporting participants throughout the activity with helpful techniques and key learning points.

Nine related activities provide new training flexibility

The Grand Canyon Adventures package includes interrelated activities on problem solving, collaboration, and consensus decision making, which makes the program extremely flexible. Use all nine activities with your entire team, or split up your group to focus on individualized skill development with a single activity.

Inspiring video gets participants involved

Start your session with *The River Song*, a 40-minute DVD that sets the scene for the simulations. It is an all-original, breathtaking video tour of the sites within the Grand Canyon where the simulations take place. It will motivate and focus participants on the activities, and ensure high-impact learning.

Grand Canyon Complete Package includes:

- Nine different simulations
- Scenic full color video or DVD, *The River Song*
- Comprehensive Leader's Guide that includes detailed debriefing suggestions, instructions for leading adventure simulations, and valuable tips on involving and motivating participants.

The Nine Team Building Simulations

- Overboard in the Roaring River: Action Plan
- Lava Falls: Determining the Essentials
- Up Deer Creek Without a Boatman: Problem-Solving Analysis
- Stranded in Grand Canyon: A Creative Problem-Solving Adventure
- Incident at Elves Chasm: Action Plan—Consensus and Consultation
- Incident at Elves Chasm: Priority Setting—Consensus and Consultation
- Hiking Out of Lava Falls: A Creative Problem-Solving Adventure
- Up Deer Creek Without a Boatman: Collaboration
- Overboard in the Roaring River: The Confluence of Crisis and Management

**Complete Package: 40-minute DVD with Leader's Guide
and ten of each Participant Booklet
Code...GCAPD (DVD) / \$499.95**

Rapid Skill-Builder Video Training Series

Rapid Skill-Builder®

The Rapid Skill-Builder® Series

Video-Based Rapid Skill-Builder® Training Packages

The complete line of Rapid Skill-Builder Training DVD-based Workshops is comprised of twenty-six individual workshops (averaging 2-4 hours each) complete with DVD competency vignettes, fully scripted trainer presentation materials, participant workbooks, and post-training support materials.

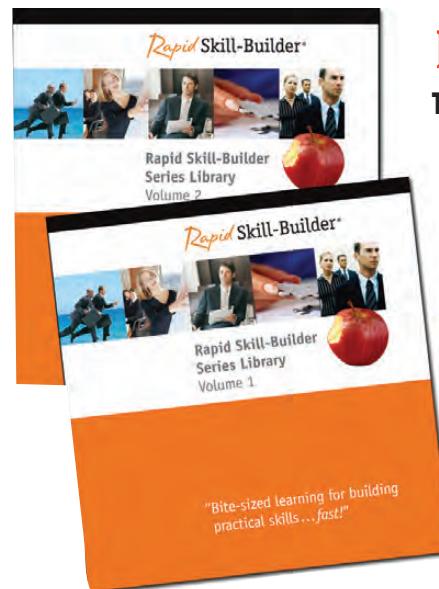
Rapid Skill-Builder® programs have been designed by professional consultants, highly experienced in employee skill-building courses that really work. The video for each program is brand new with professional actors demonstrating skills in 4 vignettes per program (showing a sub-optimal and optimal approach that can be taken).

Each training package comes complete with everything needed to conduct a focused session for up to 10 participants. Additional participant materials may be ordered as needed.

Each Training Package Includes:

- Training DVD (including four 16-18 minute video segments)
- PowerPoint Slide Show Presentation CD
- Facilitator's Guide
- 10 Participant Skill-Builder Booklets with Action Planning Templates
- 10 Pocket-Sized Reference Cue Cards
- Additional Resources CD

These programs are ideal to use in short and focused traditional face-to-face workshops and offer short and cost effective training to individuals post annual performance appraisals.



New!

The Rapid Skill-Builder Series Library:

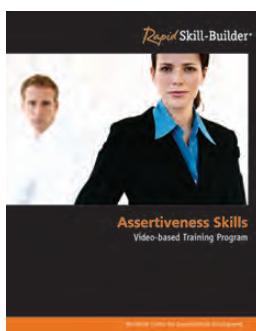
Complete
2-Volume Set
Jon Warner

The Rapid Skill-Builder Library: 2-Volume Set comes complete with one copy of all 42 of the 12-page Rapid Skill-Builder Series. Each volume includes 21 different

Skill-Builders. Each Rapid Skill-Builder provides an individual with a thorough overview, techniques, and methods to improve in the competency. The 12-page booklets take the learner through a clear and concise 6-step process for competency improvement. These steps are filled with behavioral tips on how to assess and improve on each competency. Each 12-page Skill-Builder includes a color one-page competency template that functions as a great reference aid.

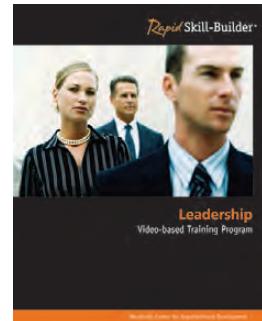
ISBN: 978-1-59996-218-4
2-Volume Set / pp 504 / Paperback / Code...RSLIB / \$199.95

The Complete Listing of all 26 Skills and Competencies—\$1,250 each



- Assertiveness Skills / Code...RSPAS
Change Management / Code...RSPCM
Coaching / Code...RSPCO
Complaint Handling / Code...RSPCH
Conflict Resolution / Code...RSPCR
Corporate Ethics / Code...RSPCE
Emotional Intelligence / Code...RSPEI
Goals and Objectives / Code...RSPGO

- Improving Customer Service / Code...RSPICS
Influencing Others / Code...RSPIO
Interviewing & Selection / Code...RSPIS
Leadership / Code...RSPLD
Learning Styles / Code...RSPLS
Listening / Code...RSPLIS
Managing Meetings / Code...RSPMM
Managing Poor Performance / Code...RSPPP
Negotiating Skills / Code...RSPNS

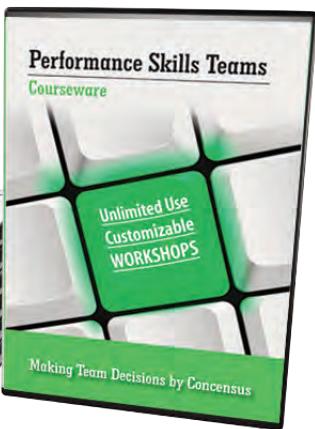


- Personal Effectiveness / Code...RSPEF
Presentation Skills / Code...RSPPRS
Pressure/Stress Management / Code...RSPSM
Problem Solving / Code...RSPPS
Sales Effectiveness / Code...RSPSE
Team Building / Code...RSPTB
Team Communication / Code...RSPTC
Telephone Service Excellence / Code...RSPTS
Time Management / Code...RSPTM

Customizable Courseware Series

Customizable Soft Skills Training

HRD Press Courseware



Each Courseware title is a complete classroom-style training course with:

- ✓ Unlimited printing, customization, and rights at a single corporate site.
- ✓ No annual fee, license fee, or renewal fee
- ✓ Microsoft Word and PowerPoint files
- ✓ Standardized, expert instructional design
- ✓ Flexible format
- ✓ Competency focused
- ✓ Organization outcome focused
- ✓ Job-aid to assist trainers in customizing content

Each Courseware title includes:

- ✓ Instructor's Guide
- ✓ Participant Coursebook
- ✓ Development Planning Worksheets
- ✓ Trainer's Quick-Start Guide
- ✓ Pre- & Post- Tests
- ✓ Evaluation Forms
- ✓ Certificate of Completion
- ✓ PowerPoint Presentation
- ✓ Workshop Outline
- ✓ Lesson Plans
- ✓ Interactive/experiential exercises



Professional Skills Series

(All 8 courses)

Individual Titles	Code	Price	Length
Building Interpersonal Influence Communication / Trust building / Influence skills	BIICWD	\$295	2 days
Using Adult Learning Principles Knowledge essentials for trainers and managers	UALCWD	\$295	4 hrs.
Decision Making and Planning Tools Decision making / Planning / Structured analysis	ADMPCWD	\$295	2 days
Developing Employees Communication / Coaching / Teaching	DECWD	\$295	2 days
Preparing the Future Leader Career planning / Leadership skills / Development planning	LQCWD	\$295	1 day
Problem Solving Tools and Techniques Problem solving / Structured analysis	UPSTCWD	\$295	2 days
Surviving Workplace Change Adaptability / Change management / Coping skills / Stress management	SWCCWD	\$295	1 day
Transforming Workplace Conflict Conflict resolution / Problem solving / Collaboration	TWCCWD	\$295	2 days

Performance Skills Teams Series

(All 10 courses)

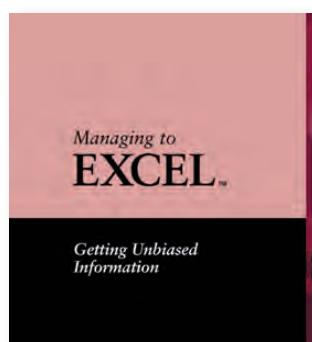
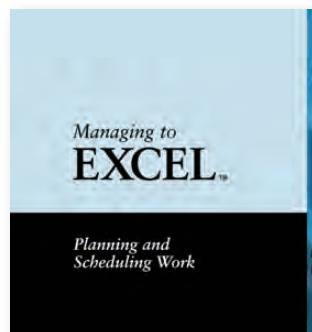
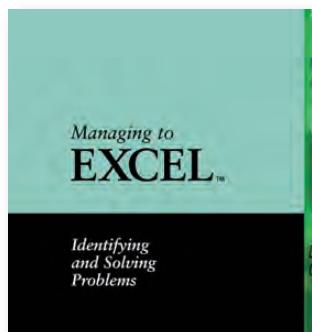
Individual Title	Code	Price	Length
Committing to a Team Approach Advantages of teamwork / Team development stages	TCTACWD	\$295	5 hrs.
Communicating Effectively In Teams Overcoming barriers / Constructive criticism / Positive feedback / Empathetic listening	TCETCWD	\$295	1 day
Creating a Shared Team Purpose Coalescing around a mission	TCSTCWD	\$295	2 ½ hrs.
Evaluating Team Performance Continuous performance appraisal of team and members	TETPCWD	\$295	2 ½ hrs.
Making Team Decisions by Consensus Advantages of Decision making types / Group decision making	TMTDCWD	\$295	2 ½ hrs.
Making Team Meetings Work Planning meetings / Managing meetings / Controlling participants	TMTWCWD	\$295	2 ½ hrs.
Planning for Team Results Setting goals / Planning	TPTRCWD	\$295	3 ½ hrs.
Resolving Team Conflicts Understanding sources of conflict / Conflict resolution	TRSCCWD	\$295	4 hrs.
Solving Team Problems Solving problems	TSTPCWD	\$295	4 hrs.
Utilizing Team Member's Abilities Deploying team resources / Analyzing team resources	TUTMCWD	\$295	5 ½ hrs.

Managing to Excel Series

Managing to Excel® Series

Managing to Excel

A complete trainer-led development curriculum for 12 fundamental managerial/supervisory competencies.



Each workshop uses a short DVD presentation that depicts typical management interactions during which the use of a specific competency occurs. Workbook exercises are designed to help participants identify the basic skills and techniques associated with each competency. Participants then practice and apply the new skills via role-play, case method, script analysis, games/simulations, self-inventories, and other hands-on learning activities.

Features:

- Workshops are stand-alone or training can be targeted with results from *The Managerial Assessment of Proficiency* (MAP).
- Each workshop includes a competency modeling video, as well as a PowerPoint® presentation, Leader's Guide for the trainer, and Participant Workbook.
- Competency definitions were developed from management research undertaken at leading US corporations including: AT&T, IBM, Exxon, Ford, Kodak, and Martin Marietta.
- Each workshop is designed with a ½-day training format enabling training flexibility for busy, overloaded managers, or more time for additional experiential skill development.

Benefits:

- Experiential workshops are focused on just a few key learning outcomes, which enables real skill building to occur, instead of information overload.
- Managing to Excel training provides managers with a foundation of timeless skills. These competencies are basic and they underpin all superior performance.
- Teaches behavioral skills and techniques to improve a competency
- Establishes a climate of participation and improved teamwork
- Provides a solid basis for mentoring and coaching relationships
- Encourages new managers to work to their full potential
- Helps managers to respond to the need for increased productivity
- Demonstrates the power of training to yield bottom-line results
- Revitalizes the organization with a new commitment to excellence

Newly Refilmed and Revised in 2013!

The 12 Competency Workshops

Administrative Competencies: Managing Your Job

EPAS2	Workshop: Planning & Scheduling Work
EPASW2	Participant: Planning & Scheduling Work
ESG2	Workshop: Setting Goals & Standards Workshop
ESGW2	Participant: Setting Goals & Standards
ETM2	Workshop: Time Management & Prioritizing
ETMW2	Participant: Time Management & Prioritizing

Cognitive Competencies: Thinking Clearly

EISP2	Workshop: Identifying & Solving Problems
EISPW2	Participant: Identifying & Solving Problems
EMD2	Workshop: Making Decisions & Weighing Risks
EMDPW2	Participant: Making Decisions & Weighing Risks
ETCA2	Workshop: Thinking Clearly & Analytically
ETCAW2	Participant: Thinking Clearly & Analytically

Communication Competencies: Relating to Others

EGC2	Workshop: Giving Clear Information
EGCPW2	Participant: Giving Clear Information
EGUI2	Workshop: Getting Unbiased Information
EGUPW2	Participant: Getting Unbiased Information
EL02	Workshop: Listening & Organizing
ELOPW2	Participant: Listening & Organizing

Supervisory Competencies: Building the Team

EAP2	Workshop: Appraising, People & Performance
EAPPW2	Participant: Appraising, People & Performance
EDC2	Workshop: Counseling & Disciplining Employees
EDCW2	Participant: Counseling & Disciplining Employees
ETC2	Workshop: Training, Coaching & Delegating
ETCPW2	Participant: Training, Coaching & Delegating

**Workshop comes with Facilitator's Guide, DVD and one Participant's Guide / \$500.00
Additional Participant's Books / \$20.00**

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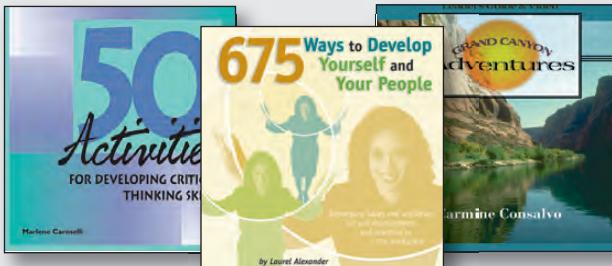
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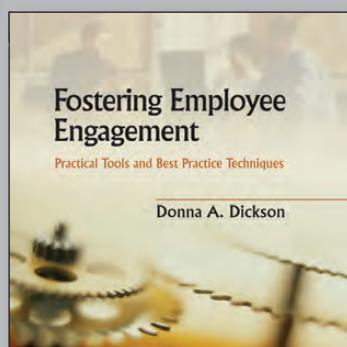
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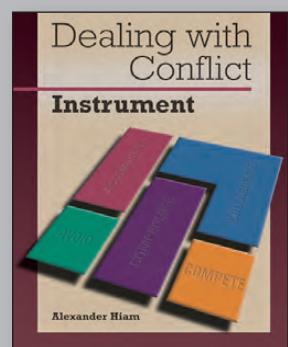
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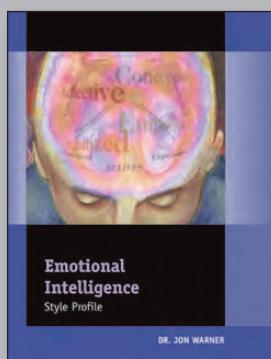
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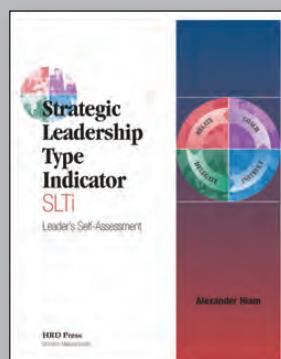
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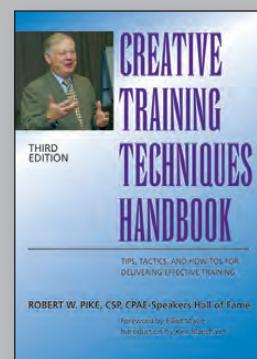
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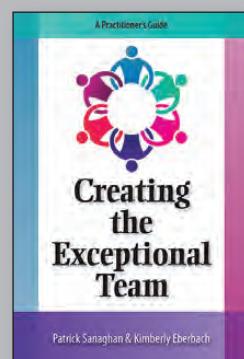
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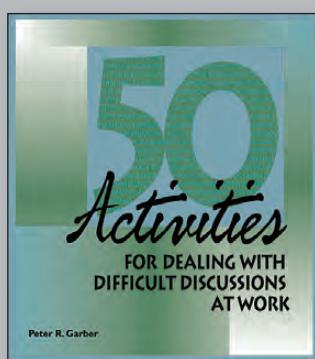
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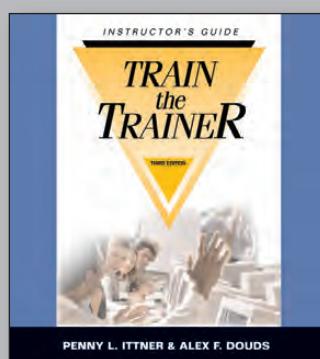
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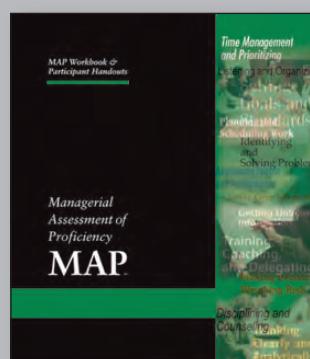
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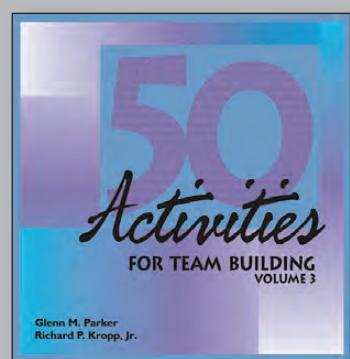
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