



Communication

Resources from around the World



Contents

Assertiveness	5
Assert Yourself	5
Assertive Team Communication (Communication Intelligence Series)	5
Being Assertive (People Skills Series)	6
Business Etiquette	6
Communication Breakdown	6
Say The Right Thing	7
Straight Talking	7
TAT: 7 Ways to Handle a Difficult Boss	8
TAT: Dealing With Manipulative People	8
TAT: Developing Assertiveness Skills	8
Body Language	8
Active Body Language	8
Body Language At Work	9
Body Language Skills At Work	9
Body Talk	9
Boomerang	10
Communicating without Words (People Skills Series)	10
How to Connect in Business in 90 secs or less	10
How to Connect in Healthcare ...in 90 seconds or less	10
Read My Lips...Watch My Body...Look Me In The Eye	10
TAT: Understanding Body Language	11
The Five Communication Secrets	11
Computer IT Communication	12
Creating Effective Email Policies	12
e.asywriter - using email effectively	12
Email Essentials Series	12
Search Engine Optimisation (A Stanford Executive Briefing)	13
Spam, Worms and Viruses! Managing Malicious E-Mail	13
TAT: Be Careful with E-Mail	14
TAT: How to Survive Email Overload	14
The Truth About Email	14
Understanding Blogs and Their Business Value	14

Emotional Intelligence	15
Beyond Positive Thinking: Developing Rational Attitudes.....	15
BRAINS!	15
Do, Don't Stew: Overcoming Procrastination	15
Ego is a Dirty Word: Developing a Secure Self Concept	16
Emotional Intelligence With Daniel Goleman.....	16
Getting Ahead by Getting Along.....	16
Giving Feedback - Emotional Intelligence in Action	16
How To Connect in Business in 90 Seconds or Less!.....	16
Influence at Work: How to Build Effective Relationships and Allies (A Stanford Executive Briefing)	17
LALC: Emotional Intelligence	17
RAPID Skill Builder - Emotional Intelligence	17
Rational Risk Taking: Breaking Out of Comfort Zones.....	18
Success Without Distress: Placing Problems in Perspective	18
TAT: Developing Emotional Competence	18
TrainingBytes: Increasing Emotional Intelligence.....	18
Winning at Selling: Self Talk in Selling	19
Feedback	19
Communication Breakdown.....	19
Criticism: Giving and Taking	19
Drop by Drop.....	20
Fear of Feedback (A Stanford Executive Briefing)	20
Feedback Solutions Series	21
Giving Feedback - Emotional Intelligence in action.....	22
Recognition & Feedback (The NEW Workplace Excellence Series).....	22
TAT: 360 Degree Feedback	22
TrainingBytes: Achieving Communication Excellence	22
Listening Skills.....	23
Breakthrough Listening.....	23
Communication Breakdown	23
Criticism: Giving and Taking	23
Effective Listening (People Skills Series)	23
Listening and Understanding (Communication Essentials Series)	24
RAPID Skill Builder - Listening	24
TAT: Listening.....	25

You're Not Listening 2nd Edition	25
Written Skills	25
Easywriter - using email effectively	25
LALC: Professional Business Writing	25
Put It In Writing	26
Report Writing	26
Road Maps: Creating Effective Written Action Plans	27
TAT: Setting Agendas and Taking Minutes	27
Writing in the Workplace (Communication in the Workplace Series)	27

Communication

Assertiveness

Assert Yourself

The aim of this programme is to show staff what assertiveness behaviour is and isn't, and how and when to be assertive.

Assertive behaviour means saying what we want, need, feel, think or believe in, in ways which are direct, honest and appropriate, but also respects the rights of those we are addressing - treating ourselves and those we work with as professional adults. It's the balance between passive and aggressive behaviour.

Passive behaviour has the advantage of avoiding confrontation but fails miserably at getting what you want. While aggressive people often appear to be successful, they rarely win the willing co-operation of their colleagues in the long run.

Being assertive, on the other hand, is much more advantageous. Assertiveness does not conflict with listening and accepting the views of others, such as a colleagues or customers, and is more likely to lead to a satisfactory solution to any problem.

By behaving more assertively your staff can be more positive, more creative and better equipped to get their job done effectively.

Key Training Points:

- What assertiveness is
- Passive and aggressive behaviours and their advantages and disadvantages
- Getting your inner dialogue right
- Honesty and relevance when communicating
- Assertive responses to different types of behaviours
- Assertive requests

Duration: 38 Minutes

Purchase: \$2000 +GST

Producer: Video Arts U.K.

Assertive Team Communication (Communication Intelligence Series)

Lauren, Jeremy, Warren, Greg and Peta are all working furiously towards a special opening night exhibition at the Museum. There is a great deal at stake. They need to make a positive impression on the Arts Minister and potential sponsors in order to cement their plans for expansion.

However, when it's discovered that their big night clashes with the Art Gallery's 'Food for Thought' exhibition, all their plans are thrown into disarray. It creates a major scheduling problem which puts everyone under pressure.

Their already tenuous communication skills are seriously put to the test. The result is a complete communication breakdown with an emotional outburst from Lauren which leaves them all devastated.

However, with the knowledge, determination and encouragement from their team member, Peta they struggle through some valuable lessons about communication.

Eventually they resolve their behavioural problems by learning how to communicate assertively.

Key Training Points:

After completing the training session participants will understand the following:

- The definition of assertiveness
- The characteristics of passive, passive aggressive, aggressive and assertive behaviour types.
- Be able to define their own behaviour as passive, passive aggressive, aggressive or assertive.
- How to communicate assertively
- Why we should be assertive
- Barriers to assertiveness

Duration: 18 Minutes

Purchase: \$790 +GST

Producer: Our Bizniss

Being Assertive (People Skills Series)

Learn the difference between aggressive, non-assertive and assertive behaviour. Discover effective ways to handle an angry customer, an unreasonable boss, a pushy salesperson, a bullying workmate or an unfair partner. Minimise stress, get results and feel good about yourself.

Communicate effectively and openly in a range of situations and environments, enhancing all areas of your relationships, as well as learning the essence of being assertive by standing up for your rights while respecting those of others.

Learn five different assertiveness techniques:

1. Basic Assertion
2. Empathic Assertion
3. Fogging
4. Working Compromise
5. Broken Record

Duration: 17 Minutes

Purchase: \$495 +GST

Producer: Ash Quarry Australia

Business Etiquette

A great Australian companion to Communication Intelligence - Being Assertive

Getting to know someone, whether that person is a customer, associate or supplier requires the knowledge of basic social protocol to develop a meaningful relationship.

Understanding how to maintain that relationship with intelligent "day to day" interaction is also crucial to harmony and productivity in the workplace.

In this video you will meet an interesting team of individuals who work at a prestigious Museum. Greg is the president and Peta is an experienced marketing administrator who has been interviewed for a position. Greg thinks she is great and is excited about her joining the team. There is only one thing left to complete the negotiations. Peta wants to spend a day at the museum getting to know the people who work there.

Jeremy, Lauren and Warren are dedicated curators who willingly accept the task of giving Peta a guided tour of their work environment. However, when Greg calls Peta the following day, she declines the position. What went wrong?

They meet in Greg's office for a serious debrief on how Peta's day at the museum progressed. Our video follows their experiences and gives each of them a second chance to correct their behaviour.

Once the team learns a few important tips on workplace etiquette, the guided tour of the museum is a huge success. Maybe Peta will have a different answer for Greg when he calls her the second time.

Workplace etiquette can mean the difference between success and failure. This new video training package is

designed to raise awareness and reinforce those social skills so important to teamwork, professionalism and productivity. Skills like:

- The importance of introductions
- The value of being interested in other people
- The value of being considerate of other people's feelings
- How to give and receive compliments graciously
- How to own up when you've done something wrong
- How to make and receive apologies
- How to keep a conversation flowing
- The importance of basic table manners and social niceties
- Some basic email etiquette

Duration: 18 Minutes

Purchase: \$750 +GST

Producer: Our Bizniss Australia

Communication Breakdown

Communication is the foundation for everything we do in the workplace.

It happens every day, all the time. It follows, then, that communication problems can have a devastating role in undermining our organisational success. And yet, most employees never receive training in the development of their communication skills. Even more importantly, employees aren't provided with the knowledge and skills to help them avoid the frequent communication problems that arise. The **GOOD** news is that the most common communication potholes in the road can be easily spotted and **AVOIDED**.

Communication Breakdown, the engaging new training program, will identify and prescribe a "fix" for the seven most important communication problems that can derail your organisation.

The seven common "communication breakdowns:

1. Believing there is one reality
2. Choosing the wrong method
3. Responding defensively
4. Failing to share information
5. Failing to be direct
6. Breaching confidentiality
7. Failing to listen

It's a fact that as our means of communications have expanded and diversified, so has our potential for failed communications and misunderstandings. Information is lost, deadlines are missed and relationships are damaged. The impact on morale and productivity can be sudden and dramatic! And the "cures" to these common problems are simpler than you'd imagine. Communication Breakdown provides both the information and inspiration your staff needs to communicate more clearly and effectively.

Video Synopsis: Four co-workers attending a conference together get some unexpected

"communication time" when they experience car trouble during the drive home. A newspaper article on the most common reasons for communication breakdowns triggers discussion among the group. Realistic scenarios exemplify the "causes and cures" as they share opinions in lively exchanges and flashback recollections. Their revelations and ultimate realizations provide an informative and fast-paced training experience.

Equip your employees to prevent a Communication Breakdown at work!

Duration: 18 Minutes
Purchase: \$890 +GST
Producer: Coastal U.S.A.

Say The Right Thing

Real assertiveness involves clear yet respectful communication, particularly in the face of stress and conflict. By behaving more assertively your staff can be more positive, more creative and better equipped to get their job done effectively.

"Say The Right Thing" teaches the techniques of assertiveness and focuses on assertiveness as a skill to improve individual performance. It will train your staff to identify:

- Aggressive, passive and assertive behaviours.
- What assertiveness is.
- The skills of assertiveness.
- The benefits of assertiveness and appropriate situations for its use.

The programs present you with a variety of difficult situations to show how individuals can develop assertive behaviour by following a simple three-step model. They identify scenarios that will especially benefit from an assertive approach including:

- Disagreeing with colleagues.
- Making your point in meetings.
- Making and refusing requests.
- Handling and giving criticism.

"Say The Right Thing" is presented by Hugh Dennis and combines illustrative drama sequences and expert comment. The first program looks at aggressive and passive behaviours, which are natural human reactions when faced with a difficult problem. It discusses the advantages of a considered, assertive approach that your staff can deal with each potentially difficult scenario to the satisfaction of everyone involved.

Key Training Points:

- Think right; realise that aggressive and passive reactions are not the only options and decide on the right course of action in any particular instance.
- Behave right; understand the importance of correct body language and tone of voice.
- Say it right; listen and understand, state feelings and thoughts, state what you want.

- Probing; questions that reveal more.
- Replay; the repetition of words and phrases to restate and maintain your position.
- You should only use assertiveness to reach a win-win outcome and not to manipulate or score points.

The trainers guide contains very detailed advice on how to run an assertiveness workshop for your staff in six sessions.

There are full OHP's handouts and a very clear plan of action for each session, including practical tips on how to overcome problem areas.

Duration: 40 Minutes
Purchase: \$2000 +GST
Producer: Video Arts U.K.

Straight Talking

This program shows the techniques of assertive behaviour in a series of settings. It demonstrates that assertiveness is simply a way of making sure people and their views get noticed.

John Cleese shows that while submissive behaviour can mean that person's point of view will be ignored, aggressive people appear to get their way but do not win the cooperation of others.

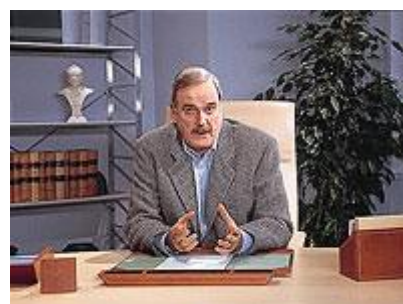
Achieving a Balance - The Basic rule of assertive behaviour is honesty, this makes communication possible. Fear of the response is normally why honesty is avoided, but usually this fear is over-exaggerated.

This program demonstrates how assertive behaviour can work in a variety of situations. It also shows the importance of establishing a negotiating position and sticking to it by using techniques such as 'instant replay'.

Key Training Points:

- Stick to relevant issues.
- Establish a bottom line.
- Use 'instant replay' to maintain your position.
- Invite others to help you.
- Negotiate as equals.

Duration: 26 Minutes
Purchase: \$2000 +GST
Producer: Video Arts U.K.



TAT: 7 Ways to Handle a Difficult Boss

NEW RELEASE!

Stop complaining and start working on solving the problem.

Learn seven specific strategies to help with the most challenging boss.

Take Away Training is a series of DVD's providing managers and staff with techniques, advice and ideas on key workplace issues. These best-selling videos feature discussions between Australian-based psychologists Eve Ash and Peter Quarry. They are ideal for learning resource centres, training sessions, and managers' own bookshelves.

ASK ABOUT SPECIAL PRICES FOR MULTIPLE PURCHASE OF TITLES FROM THIS SERIES

Duration: 17 Minutes

Purchase: \$295 +GST

Producer: Ash Quarry Australia

TAT: Dealing With Manipulative People

This Brand NEW programme, from the Australian made **Take Away Training Series**, outlines the difficulties in working with manipulative people and informs of how they have the ability to influence or even exploit you. Psychologist, Peter Quarry, explains reactions to manipulation. He suggests the need to talk to others and offers practical strategies for managing manipulation through the following:

1. Ignore the manipulation
2. Say 'No'
3. Confront the issue
4. Counter manipulate

Duration: 15 Minutes

Purchase: \$295 +GST

Producer: Ash Quarry Australia

3 Easy Ways to Order

By email...

trainingtools@bigpond.com

By post...

PO Box 339

JOONDALUP WA 6919

By phone...

(08) 9304 8214

TAT: Developing Assertiveness Skills

The best selling Australian-made, TAKE AWAY TRAINING, a series of programmes on DVD providing managers and staff with techniques, advice and ideas on key workplace issues.

We all need to know how to be assertive – in all aspects of our life. But many people feel overwhelmed or stressed when faced with a particular person or situation. Learn practical skills you can use to communicate assertively - both in and out of the workplace.

Types of Communication:

Example 1: A Friend Wants To Borrow Something

Example 2: Your Boss Overloads You

Example 3: You Are Under-Confident In Meetings

Example 4: A Customer Is Attacking You Personally

Following the success of the original and current series featuring 76 interview-style titles, each ranging from 14 to 23 minutes in duration, psychologists, Eve Ash and Peter Quarry have created 24 exciting new programmes with advice and techniques on workplace issues. This title is part of the original series. All the programmes in the entire series are ideal for learning resource centres, training sessions and managers' own bookshelves.

Each one available for independent purchase, or as a series. Multiple title discount applies.

Once you have seen and used one in your training, you will want to use others time and time again!

Duration: 14 Minutes

Purchase: \$295 +GST

Producer: Ash Quarry Australia

Body Language

Active Body Language

Active Body Language addresses two areas. Firstly, how presenting positive body language can be an aid to listening, and secondly, how using careful observation can reveal unspoken messages.

The significance of these two skills is demonstrated using realistic work scenarios and students are allowed to observe a scene without sound and to make their own assessment of the encounter.

Key Training Points:

- Presenting positive body language
- Interpreting body language
- Gathering evidence

Duration: 14 Minutes

Purchase: \$495 +GST

Producer: Key Knowledge U.K.

Body Language At Work

Desmond Morris turns his expert eye to non-verbal communication in the workplace.

Understanding body language can:

- Help us appreciate what people are thinking and feeling.
- Help us put our own messages across without distracting misleading and often unconscious mannerism, getting in the way

You'll come across non-verbal signs and signals in every area of communication. And this series deals with three of those areas at work. There is a core program plus three additional modules covering body language in management, selling and dealing with the public.

Core Program

This scene-setting program covers:

- First impressions - eye contact, gesture and posture to inspire confidence.
- Mirroring - to demonstrate sympathy and rapport.
- Identifying body language which contradicts the spoken word.
- Understanding people's sensitivity to their personal space.

For Manager's

A large part of any manager's job is communicating with others in meetings, presentations and interviews.

Body language is a vital part of all these situations.

For Salespeople

Here you'll see how salespeople use their own body language to create a good impression, build a relationship with the customer and persuade the customer to buy.

Understanding the customer's body language will help to recognise buying signals and use territory to their advantage.

For the Frontline

When dealing with the public, it means knowing how to use body language to good effect in various situations. This includes reassuring people under stress, calming angry customers, showing empathy and understanding and defusing group behaviour.

A Balanced View

There's a distinction between understanding body language and using it to manipulate. When more than half of all communication is non-verbal, just taking the first steps in this fascinating area will make your dealings with others far smoother.

Duration: Approx 15 Minutes each
Purchase: \$2000 +GST
Producer: Video Arts U.K.

Body Language Skills At Work

Harness the power of body language and gain 100% effective communication.

Understand how to use body language to bring about lasting behavioural change.

It's a fact that over 50% of the message we receive comes from body language alone.

This superb NEW program will make a huge difference in the performance of your organisation. Use it to enhance front line customer care skills, help colleagues create instant empathy and rapport with clients, deal effectively with complaints and difficult transactions, add impact to presentations - in fact wherever there is face to face contact.

This superb training program comes in two parts:

- Part 1 covers your own body language
- Part 2 covers how to read and react to the body language of those around you.

Realistic scenes from both a manufacturing company and an NHS Trust follow two very different managers through various meetings and situations. After each clip Judi James, a leading body language expert, discusses and comments on the positive and negative aspects of the body language shown.

Duration: 40 Minutes
Purchase: \$2995 +GST
Producer: Fenman U.K.

Body Talk

This program shows how to read other people's body language and how to look out for non-verbal communication. Suggested activities in the trainer's guide involve participants in practice sessions.

A second 'trigger' program encourages participants to apply what they have learned from the program to their own work situation.

Key Training Points:

- How to observe and be aware of other people's body language (Including how to check out body language which is incongruent with what people are saying).
- How to be aware of your own body language.
- Recognising the effect you are having on others by reading their responding body language.
- How to use body language to transmit the messages you intend.

Duration: 28 Minutes
Purchase: \$1500 +GST
Producer: Fenman U.K.



Boomerang

This training program offers a simple lesson to create happy customers, cooperative team colleagues and motivated employees. It's a powerful tool to develop emotional competence.

"Boomerang" explains the Reciprocity Urge – the basic drive, in all of us, that compels us to return favours, to repay kindness, to reciprocate when someone gives us something.

"Boomerang" introduces Bill, a manager whose team don't listen to him and resists change. A colleague explains the Reciprocity Urge and how Bill's behaviour may be the problem.

Bill begins to take a good look at himself and to choose positive boomerangs, and ultimately learns how to get the most out of people.

Duration: 10 Minutes

Purchase: \$695 +GST

Producer: Ash Quarry Australia

Communicating without Words (People Skills Series)

Discover the five main ways in which people communicate non-verbally. Use this program as an introduction to body language - how to interpret it and how to respond. Increase your awareness of your own body language and that of others.

Learn the five ways to Communicate Without Words and understand body language:

1. Appearance
2. Face
3. Body
4. Speech
5. Position

Duration: 14 Minutes

Purchase: \$550 +GST

Producer: Ash Quarry Australia

How to Connect in Business in 90 secs or less

How to Connect in Business...in 90 Seconds or Less is a fun and motivational training program that will teach your employees how to naturally make a genuine connection with everyone they meet. In business as well as life, the failure to build trust and rapport can be insurmountable, while the rewards of a good first impression are almost immeasurable.

How to Connect in Business...in 90 Seconds or Less can have a life changing impact on customer relationships and sales success as well as every other personal relationship in your employees' lives.

Duration: 17 Minutes

Purchase: \$890 +GST

Producer: Media Partners U.S.A.



How to Connect in Healthcare ...in 90 seconds or less

In healthcare as well as life, the failure to build trust and rapport can be insurmountable, while the rewards of a good first impression and positive connection are almost immeasurable. In How to Connect in Healthcare ...in 90 seconds or less, Nick Boothman uses real world healthcare scenarios to demonstrate the importance of building a trust relationship with those we serve.

This engaging and motivational video will teach your team how to naturally make a genuine connection with patients, family members, co-workers...everyone they meet.

How to Connect in Healthcare will teach viewers how to:

- Choose the right ATTITUDE – be welcoming, empathetic, curious and resourceful
- Send the right SIGNALS – with your face, body and voice.
- Get them TALKING – investing in listening pays off in trust.

And **How to Connect in Healthcare in 90 Seconds or Less** will result in...

- Increased patient satisfaction
- Strengthened co-worker relationships
- Improved customer service
- Raises in productivity & fun at work

Duration: 16 Minutes

Purchase: \$890 +GST

Producer: Media Partners U.S.A.

Read My Lips...Watch My Body...Look Me In The Eye

There are many methods of communication, yet significant problems are caused at work through lack of communication or understanding. By becoming better communicators, employees can ensure that their company's message is understood, that customer commitment is gained and that colleagues understand what is expected of them.

We communicate in a variety of ways. This program highlights the need to read the "whole" message when interacting with the customer.

Key Training Points:

- How to overcome communication problems.
- Be clear that you understand the problem.
- Never assume anything, always ask questions if you are unsure.
- How not to communicate effectively.

Duration: 8 Minutes

Purchase: \$750 +GST

Producer: Key Knowledge U.K.

Enquire about
Renting

TAT: Understanding Body Language

The best selling Australian-made, TAKE AWAY TRAINING, a series of programmes on DVD providing managers and staff with techniques, advice and ideas on key workplace issues.

Body language can tell us about feelings, motivation and attitudes. Understanding our own and others' body language will improve our communication.

Learning Points:

- Be aware of your own body language
- Learn to read others' body language
- Body language for presentations
- Body language for selling
- Body language for conflict
- Becoming more expressive

Following the success of the original and current series, psychologists, Eve Ash and Peter Quarry have created 24 exciting new programmes with advice and techniques on workplace issues. All the programmes in the entire series are ideal for learning resource centres, training sessions and managers' own bookshelves.

Each Take Away Training title is available for independent purchase, or as a series. Multiple title discount applies.

Once you have seen and used one in your training, you will want to use others time and time again!

ASK ABOUT SPECIAL PRICES FOR MULTIPLE PURCHASE OF TITLES FROM THIS SERIES

Duration: 15 Minutes
Purchase: \$295 +GST
Producer: Ash Quarry Australia

The Five Communication Secrets

The New How-To DVD Reveals the Communication Secrets That Swept Obama to the Presidency

Renowned communication coach teaches viewers how they can use the techniques of Obama's speaking power.

The DVD uses video examples of **President Barack Obama's most memorable** speeches to illustrate five essential secrets of effective public and personal communication. Internationally acclaimed communication analyst and coach Richard Greene hosts the DVD and instructs in the system of techniques he created, **The 5 Secrets of Effective Communication**.

The new DVD contains a series of lessons that teach people how to use the same communication techniques that President Obama employs and, by doing so, to enhance both their workplace and personal relationships.

The Time Is Now...

The current difficult economic conditions have created unbelievable stress for people, in their professional lives and their personal relationships. It's more important than ever for them to be able to communicate effectively, both to stand out in the workplace and to better deal with contentious situations at home. I believe that by learning and applying these five secrets, people can dramatically advance their careers and improve personal interaction.

Richard Greene

Duration: 47 Minutes
Purchase: \$750 +GST
Producer: Futura Films U.S.A.

3 Easy Ways to Order

By email...

trainingtools@bigpond.com

By post...

PO Box 339
JOONDALUP WA 6919

By phone...

(08) 9304 8214



Computer IT Communication

Creating Effective Email Policies

The NEW WatchIT range of programmes offers superb education for business and IT professionals. This is done by featuring the experience of real world experts sharing their knowledge. Each title in this range is a high quality production and by playing the CD Rom, the viewer can click through to relevant websites, articles, case studies and key documents related to the subject. A complete glossary of terms and full transcript also included on every CD Rom.

In this programme, Michelle Drolet, Founder and CEO of Conqwest, an IT security company, explains how not having a written e-mail usage policy can increase the risk of lawsuits and the loss of sensitive information, and also result in lost employee productivity. Drolet discusses how an effective e-mail policy can protect your organisation from these threats, while maintaining the company's good reputation, and encouraging a harmonious work environment.

Drolet begins by outlining why it's essential to have a written e-mail policy, illustrating with examples how it protects the organisation and its employees.

Then, she examines some of the key elements that should be included in such a policy. Next, Drolet describes best-of-breed technology solutions that enable and complement an organisation's e-mail policy and best practices. She continues by explaining the **Four E's: Evaluate, Establish, Educate, and Enforce** – the foundation of a company's e-mail policy strategy.

Drolet concludes by emphasising the need for ongoing training and education to ensure the effectiveness of the e-mail policy. This revised version of one of WatchIT's most requested programmes has been updated with new multimedia resources, such as Web links and white papers.

By watching this programme, you will learn:

- Why it is important to develop a written, unambiguous e-mail usage policy;
- How to create an e-mail usage policy based on your corporate culture;
- How to implement an effective policy through senior management buy-in and employee training; and
- Which key technologies are needed to enforce your enterprise e-mail usage policy.

Purchase: \$790 +GST
Producer: WatchIT U.S.A.



e.asywriter - using email effectively

The ideal audience for this programme is anyone who uses email!

Do your emails really deliver?

Ever sent an email and then wished you hadn't?

Perhaps your organisation is suffering from email overload?

We train people to write business letters and to use the phone at work. But what about email? This dramatic programme will show you how.

The subject areas that are covered by this contemporary and unique production are:

- Email training
- Communication skills
- Time management
- IT training

With the key learning points including:

- Write emails with IMPACT
- Manage your inbox
- Observe security and legal practices
- Save time, reduce stress

Duration: 17 Minutes
Purchase: \$890 +GST
Producer: Supernova U.K.

Email Essentials Series

e-mail Essentials- *Legal & Appropriate Use of e-mail*

Since the beginning of history, we humans have found ever more effective ways of communicating with each other. Now e-mail, the fastest and most powerful communications tool ever, has arrived and with it a complex array of legal and interpersonal issues.

Harassment has appeared on-line wearing a variety of disguises. Discrimination in employment issues are surfacing. Organisations are struggling with what is appropriate and inappropriate personal use of business e-mail. What (if any) privacy can we expect from this technology? What are the legal liability issues?

Four Parts:

1. Email Essentials - Employee Version (Private Sector)
2. Email Essentials - Manager Version (Private Sector)
3. Email Essentials - Employee Version (Public Sector)
4. Email Essentials - Manager Version (Public Sector)

Each comes complete with a Facilitator's & User's Guide and participant handouts

Program Objectives

E-mail essentials is intended to help employees in public and private sector organisations think through

the appropriate and inappropriate uses of this powerful communications tool. After viewing the program, employees will have a clearer idea of:

- how e-mail works
- what if any privacy you can anticipate
- what if any personal uses of an organisation's e-mail are appropriate
- some of the rules of e-mail etiquette
- the illegality of e-mail harassment
- confidentiality concerns
- disclosure issues (public sector version)

Program Contents

E-mail essentials is made up of short theatrical dramatisations that explore each of the issues the programme seeks to address. A diverse group of legal, human resources and technology experts discuss the significance of each scenario and suggest guidelines to use in determining whether you are using your e-mail system in a manner that is legal, appropriate and consistent with the values of your organisation.

Each title covers the following topic areas:

- **Scene #1:** Lose Weight Now - use of workplace e-mail to promote a personal business
- **Scene #2:** Taking Initiative - political campaigning over the e-mail system
- **Scene #3:** Sorry, Wrong Address - sending inappropriate personal messages
- **Scene #4:** Flame Out - using e-mail to express anger or other emotions
- **Scene #5:** The Joke's on Me - playing jokes on co-workers using the e-mail system
- **Scene #6:** What Does "No" Mean? - e-mail harassment is still harassment
- **Scene #7:** Adding Insult to Injury - inappropriate personnel discussions (management version only)
- **Scene #8:** Leaks Hurt - sending confidential e-mail documents

Duration: Approx 28 Minutes Each

Purchase Series: \$2550 +GST

Producer: Quality Media Resources U.S.A.

Search Engine Optimisation (A Stanford Executive Briefing)

You don't have to be a search engine guru to increase traffic to your site. Here's an overview of specific and clear techniques that you - and your tech and marketing departments should have on your radar.

Presented by expert Bruce McCurdy, Director, Downloads & eCommerce Development, PCWorld.com

Duration: 49 Minutes

Purchase: \$295 +GST

Producer: Kantola U.S.A.



Spam, Worms and Viruses! Managing Malicious E-Mail

The NEW WatchIT range of programmes offers superb education for business and IT professionals. This is done by featuring the experience of real world experts sharing their knowledge. Each title in this range is a high quality production and by playing the CD Rom, the viewer can click through to relevant websites, articles, case studies and key documents related to the subject. A complete glossary of terms and full transcript also included on every CD Rom.

Each programme may be purchased as a CD Rom, as a DVD or as a combination of both.

This programme deals with issues related to the rising tides of unsolicited commercial e-mail – spam – and e-mail-borne security risks, such as viruses and worms, which not only pose special challenges for enterprises, but also add significant costs. Ray Everett-Church, privacy consultant and author, explains how spam affects your organization and discusses tools and techniques you can use to reduce this threat. In an interview, Karl Barth, E-mail Administrator, Office of Information Resources and Technology at Drexel University in Philadelphia, describes how the university employed new solutions to combat the crippling volumes of e-mail it was receiving. Everett-Church discusses the history of spam, explains how spammers operate, and shows what spam costs your company. He points out why spam is so difficult to stop, and then describes the first generation of anti-spam solutions and their overall effectiveness. Everett-Church examines the next wave of solutions and explains how they can help IT departments reduce costs. Finally, he describes the technologies that are your best bet to solve your spam problem.

By watching this program, you will learn:

- The origin of spam and the related threats of e-mail borne worms and viruses;
- How and why spammers operate, and why it is so difficult to stop;
- The financial impact of spam on your business, and how spam affects your IT department;
- Evolving technologies for fighting spam and how they can be combined to most effectively be deployed in your network architecture.

After watching this program, you will:

- Understand the complexities and jargon of the spam world and other e-mail threats;
- Be able to assess which spam techniques are most adversely affecting your enterprise, and the technology solutions to combat those threats; and
- Be able to calculate return-on-investment for a variety of solutions.

Purchase: \$790 +GST

Producer: WatchIT U.S.A.

TAT: Be Careful with E-Mail

Growth in the use of e-mail has been enormous, for both work and private purposes. E-mail is quick and easy to use, but it has many potential pitfalls, including legal dangers. Be aware of the main e-mail 'sins' and how we can be more professional in our use of e-mail.

Part of the *Take Away Training Series*, **Be Careful With E-Mail** covers issues such as:

- E-mails may be monitored.
- E-mails are subject to laws.
- Develop e-mail policies.
- Policies need agreement.
- Publicise policies.
- E-mail sins.
- E-mail professionalism.

Duration: 16 Minutes

Purchase: \$295 +GST

Producer: Ash Quarry Australia

TAT: How to Survive Email Overload

NEW Release! Psychologist Eve Ash knows people are stressed, overloaded and drowning by the number of emails they receive. Eve says the time accessing emails should be controlled to overcome the addiction of receiving email on-tap, anywhere, anytime. To really get on top of email overload there should be two objectives: to have an empty inbox, using a simple, effective system. This program introduces CADDY, a system of email management that enables staff to control their emails, rather than the other way round.

CADDY

- **C - Calendarise**
- **A - Ask**
- **D- Delete**
- **D- Do**
- **Y- Year it**

Duration: 11 Minutes

Purchase: \$295 +GST

Producer: Ash Quarry Australia



The Truth About Email

Does your organisation know the truth about e-mail?

When emails are effective and appropriate? When they're not? When a phone call makes more sense? When an e-mail might embarrass? Or even invite legal trouble?

Don't leave your employees or your company open to risk. Be smart, and begin discussions about the proper use of e-mail today with a new and time programme, *The Truth About E-mail*.

Because nearly everyone communicates via e-mail these days, *The Truth About Email* provides a vital message, applicable at every level, and is an important programme to add to your company's training library. It's also fully supported with a leader's guide.

Duration: 4 Minutes

Purchase: \$ +GST

Producer: StarThrower U.S.A.

Understanding Blogs and Their Business Value

The NEW WatchIT range of programmes offers superb education for business and IT professionals. This is done by featuring the experience of real world experts sharing their knowledge. Each title in this range is a high quality production and by playing the CD Rom, the viewer can click through to relevant websites, articles, case studies and key documents related to the subject. A complete glossary of terms and full transcript also included on every CD Rom.

Blogs have quickly evolved from quirky Internet diaries to the next wave in the information revolution. Seen as a cutting edge information dissemination and marketing technique, blogs are now part of many companies' Web sites. In this program, consultant Ted Demopoulos explains how blogs can boost Web site traffic, increase sales, and provide an excellent platform to communicate with customers. He describes how companies use traditional Web sites, examines their shortcomings, and shows how blogs overcome these shortcomings. Demopoulos looks at the practical business uses of blogs. He also addresses the critical issue of who should be blogging for your company. Demopoulos offers guidelines for blog writing, and considers defensive blogging strategies. He describes how feeds are used for aggregating blog content.

By watching this programme, you will:

- Understand how blogs differ from traditional Web sites;
- Learn how companies are using blogs effectively today;
- Understand the business uses of blogs; and
- Learn guidelines that will allow your organization to create effective blogs.

Purchase: \$790 +GST

Producer: WatchIT U.S.A.

Emotional Intelligence

Beyond Positive Thinking: Developing Rational Attitudes

Part of the NEW Australian-made Attitude, Action for Achievement Series

Evidence shows that emotional intelligence is the most effective strategy in change and achievement. Self awareness is a foundation for emotional intelligence. *Beyond Positive Thinking* demonstrates the critical link between thinking and feeling and understanding how these emotions drive behaviours.

Participants improve their ability to recognise and overcome self defeating, pessimistic thinking. An action plan is developed to apply the new thinking skills and strategies to the work environment.

OUTCOMES

- Increased emotional responsibility
- Able to identify and overcome self limiting thinking
- Develop thinking styles that promote success and happiness
- Grow optimism and resilience
- Be more proactive on key activities

The programmes are based on cognitive behaviour modification and draws on the work from the major contributors to the field -Dr Albert Ellis and Dr Martin Seligman.

Duration: 10 Minutes
Purchase: \$550 +GST
Producer: Futuremedia Australia



BRAINS!

Harnessing the Power of Emotional Intelligence

How does Hollywood teach Emotional Intelligence? This programme excites, entertains and engages your group as they learn. Just as emotional intelligence is an important part of everyday life, its present in the movies, television and historical figures we've all come to know

Viewers discover practical strategies for building EQ that come to life right before their eyes. Featuring blockbuster stars such as Nicole Kidman and John Travolta, classic stars such as Lucille Ball and Dick van Dyke, through to historical figures such as Ronald Reagan and John F Kennedy, the lessons from Brains! include:

- Self Awareness
- Decision Making and self control
- Efficiency and accountability
- Customer Service and positive attitude
- Communication and interpersonal skills

BRAND NEW to Australia! Don't miss this entertaining and captivating programme!

Duration: 18 Minutes
Purchase: \$ 1300 +GST
Producer: Talentsmart U.S.A.

Do, Don't Stew: Overcoming Procrastination

Part of the NEW Australian-made Attitude, Action for Achievement Series

The ability to manage the impulse to give up and delay gratification is a core competency of emotional intelligence. Procrastination is a common cause of poor time management.

The training focuses on how to get to the underlying causes of procrastination. It shows how to identify the self-defeating thinking that leads to negative emotions and avoidance behaviours and gives practical strategies on how to develop a proactive approach to work.

OUTCOMES

- Ability to identify the common procrastination problems at work
- Understand the underlying cause of procrastination
- Reduced avoidance behaviours
- More effective time management
- Increased mental toughness to tackle difficult tasks

Duration: 9 Minutes
Purchase: \$550 +GST
Producer: Futuremedia Australia

Enquire about
Renting

Ego is a Dirty Word: Developing a Secure Self Concept

New evidence shows the pursuit of self esteem is not the best way to produce happiness and achievement. **Ego is a Dirty Word** shows how to develop self acceptance by moving the focus away from the self and onto the goal producing behaviours.

OUTCOMES

- Understand the limiting aspects of focusing on self esteem
- The ability to build a secure self concept
- Gain unconditional self acceptance
- Focus on the task and not yourself
- Build confidence and increase results

Duration: 11 Minutes

Purchase: \$550 +GST

Producer: Futuremedia Australia

Emotional Intelligence With Daniel Goleman

This production focuses on emotion as another measure of intelligence, redefining what it means to be "Smart". Taped before a live audience, Dr Goleman presents his groundbreaking discoveries on the emotional mind, offering viewers the knowledge and tools to improve their emotional reactions. Unlike IQ, which is basically unchanged from childhood onward, Dr Goleman shows that emotional intelligence can be learned.



Duration: 70 Minutes

Purchase: \$1195 +GST

Producer: Producers Media International U.S.A.

Getting Ahead by Getting Along

Viewers of this useful learning resource will learn effective communication skills which can be used in the work environment. Ross Shafer, winner of six Emmy Awards, knows it takes effort to get along with everybody at work. Basing his ideas on the premise that the "people skills" we developed while growing up can help us as adults in the workplace, he presents problems and solutions that will strike a chord for viewers.

The following rules are demonstrated:

- Truth builds trust
- Competence wins respect
- Don't take criticism personally
- Collaborate and compromise
- Honour different work methods
- Support your co-workers

Duration: 15 Minutes

Purchase: \$295 +GST

Producer: Kantola U.S.A.

Enquire about
Renting

Giving Feedback - Emotional Intelligence in Action

This NEW release, from the UK, provides a simple model for formal and informal feedback and a demonstration of an emotionally intelligent approach.

Made with the Hay Group and based upon its Emotional Competence Inventory, this highly realistic and high quality drama is not to be missed. This production is an engaging mix of four realistic dramatised examples of good & bad practice with introduction and commentary.

The main subject areas are;

- A four part model for giving feedback
- An outline of the framework of emotional intelligence competencies
- Emotionally competent feedback

With key learning points;

- Setting and sharing an agreed agenda
- Exploring and establishing facts
- Making and testing hypotheses
- Considering options and agreeing next steps.

The main audience for this great new release is:

- Managers and team leaders at all levels
- Team members
- Coaches and mentors
- Trainers and consultants

Duration: 20 Minutes

Purchase: \$990 +GST

Producer: Supernova U.K.

How To Connect in Business in 90 Seconds or Less!

How to Connect in Business...in 90 seconds or less is a fun, motivational training video that will teach your employees how to naturally make a genuine connection with everyone they meet.

In business as well as life, the failure to build trust and rapport can be insurmountable, while the rewards of a good first impression are almost immeasurable.

How to Connect in Business...in 90 seconds or less can have a life changing impact on customer relationships and sales success as well as every other personal relationship in your employees' lives.

Duration: 20 Minutes

Purchase: \$890 +GST

Producer: Media Partners U.S.A.

Also available - How to Connect in Healthcare ...in 90 seconds or less

Influence at Work: How to Build Effective Relationships and Allies (A Stanford Executive Briefing)

Key areas:

- How to influence where you have no authority (e.g., bosses, peers).
- When influence backfires: doing too much without asking for payback in return.
- How to turn "negative exchanges" into positive, productive ones.

As work increasingly cuts across boundaries, it's necessary for you to influence people at all levels of your organisation in order to get your job done. You often need resources and information beyond your own unit, pay grade or department. Whether it's your boss (or your boss's boss!), peers or direct reports, Carole Robin describes how to use the law of reciprocity and the theory of exchange to surface the currencies that matter to potential allies-and create win/win solutions.

Dr. Carole Robin explains how the effective use of influence helps you deliver on your promises and produce excellent results, making you one of the "go-to" people in your organisation. And this in turn makes your circle of influence grow ever larger.

Carole Robin teaches at the Graduate School of Business and Stanford Law School. Prior to her role as a partner and principal at Destra Consulting Group LLC, Dr. Robin was a national account manager for Honeywell's Industrial Controls Division, and the 13-state Western Regional Manager for the Modicon Division of Gould, Inc. She has a PhD in Human and Organisation Systems and a Master's Degree in Organisation Development.

ABOUT THIS SERIES:

Filmed on the Stanford University campus, these lectures bring to you some of the best and brightest minds of our era.

Every month great minds come to Stanford campus to speak at the Stanford Executive Briefings breakfasts. If you were not one of the fortunate few to attend these presentations, you can still benefit from the knowledge shared by owning your own copy of the lecture.

Use these programmes to enhance your own understanding of business issues, and share them with your staff to stimulate and motivate your team.

Duration: 46 Minutes
Purchase: \$295 +GST
Producer: Kantola U.S.A.

LALC: Emotional Intelligence

One of the exciting interview style programmes that is part of the Learning a la Carte series

The programme explains the concept of emotional intelligence and how it can help managers and leaders improve their performance. With Esther M Orioli, USA.

Duration: 15 Minutes
Purchase: \$295 +GST
Producer: Ash Quarry – Training Point Australia

RAPID Skill Builder - Emotional Intelligence

Your success depends on more than just your knowledge, skills, or what is often termed "intelligence". In both personal and professional life, emotional intelligence, or your ability to connect appropriately with other people and the world around you, is crucial to sustained success.

Emotional intelligence can be described as the ability to:

- Perceive or sense emotion
- Use emotions to assist thought
- Understand emotions
- Manage emotions

Every person has emotional intelligence (also known as EI or EQ) to some degree. However, how each person actually applies his or her EQ can vary considerably. This Skill Builder provides an introduction to the subject of emotional intelligence, and proposes a four quadrant style model which can help you to learn how to apply feelings appropriately across a range of situations and experiences in order to become more "emotionally intelligent".

ABOUT THE RAPID SKILLS BUILDER SERIES

"Bite-sized learning for building practical skills" The NEW Rapid Skill-BUILDER series of video-based training programmes offers a new and exciting way to equip individuals for more effective performance in their current role, or to prepare them for success as they move into management or leadership roles.

Built around an extremely practical video-programme with an expert leadership training facilitator, the Rapid Skill-BUILDER modules describe best practice in the topic area, and then model the skills through video vignettes, showcased in real workplace situations.

Duration:
Purchase: \$1300 +GST
Producer: Team Publications U.S.A.



Rational Risk Taking: Breaking Out of Comfort Zones

Part of the NEW Australian-made Attitude, Action for Achievement Series

Rational Risk Taking tackles the common fears of failure and rejection. The training shows how to identify and overcome the underlying beliefs that promote these fears. It develops the emotional intelligence to manage those emotions by breaking down past conditioning and encouraging proactive behaviours. It tackles the common fears of failure and rejection. The training shows how to identify and overcome the underlying beliefs that promote these fears. It develops the emotional intelligence to manage those emotions by breaking down past conditioning and encouraging proactive behaviours.

OUTCOMES

- Reach greater levels of achievement
- The ability to move out of comfort zones
- Overcome fear of failure and rejection
- Achieve greater results by taking rational risks

Duration: 9 Minutes
Purchase: \$550 +GST
Producer: FutureMedia Australia

Success Without Distress: Placing Problems in Perspective

Part of the NEW Australian-made Attitude, Action for Achievement Series

This programme helps develop self management skills and increases the ability to place problems in perspective. The ability to manage negative emotions is one of the core emotional intelligence skills.

This programme is about the importance of beliefs and attitudes in behavioural change.

The training demonstrates the link between thinking, feeling and action. It shows how to identify self defeating, pessimistic attitudes and how to develop more appropriate motivating beliefs.

Participants develop action plans to improve their self management skills to maximise their results.

OUTCOMES

- Reduced stress to deal with problems and pressure
- Be able to identify and change self-defeating attitudes and behaviours
- Act and not react when under pressure
- Increased self management, commitment and results
- Have the ability to transfer new skills into action

Duration: 8 Minutes
Purchase: \$550 +GST
Producer: FutureMedia Australia

TAT: Developing Emotional Competence

The concept of Emotional Intelligence has taken the world by storm. But what is it and how do you develop it?

Get the simple and practical answers in this programme.

Take Away Training is a series of DVD's and/or Videos providing managers and staff with techniques, advice and ideas on key workplace issues. These best-selling videos feature discussions between Australian-based psychologists Eve Ash and Peter Quarry. They are ideal for learning resource centres, training sessions, and managers' own bookshelves.

Duration: 15 Minutes
Purchase: \$295 +GST
Producer: Ash Quarry TrainingPoint Australia

TrainingBytes: Increasing Emotional Intelligence

Why do some people handle constant change, confusion and competing priorities better than others? Emotional Intelligence. It's what helps us as individuals keep things in perspective and maintain an even keel in the midst of chaos and stress. The modules of this program guide employees in assessing their level of emotional intelligence, identifying ways to apply it and exploring techniques to increase it.

This programme features modules:

1. Stay in Control: Managing Your Emotions at Work
2. Half Full or Half Empty? Choosing to be Positive
3. Big Picture: Keeping Things in Perspective

Learning Point Highlights:

- Offers employees proven techniques for managing their emotions at work
- Explores the role of personal choice in maintaining a positive outlook
- Teaches employees how to keep people, situations and personal feelings in perspective

Duration: 10 Minutes
Purchase: \$890 +GST
Producer: Vision Point U.S.A.



Winning at Selling: Self Talk in Selling

Part of the NEW Australian-made Attitude, Action for Achievement Series

Some salespeople find selling challenging and rewarding while others find it uncomfortable and stressful. *Winning at Selling* shows the optimistic thinking that separates the average from the achiever.

The training develops the strategies of successful salespeople. It highlights the key areas in selling like: engaging the buyer; building optimism; having a mission of helping customers; developing good customer relationships; focusing on value added service; developing a long term vision.

OUTCOMES

- Overcome negative self talk and think like a winner
- Develop professional selling skills
- Learn to emotionally engage the buyer
- Build long term customer relationships
- Remain optimistic in a tough environment

Duration: 10 Minutes

Purchase: \$550 +GST

Producer: FutureMedia Australia

Feedback

Communication Breakdown

Communication is the foundation for everything we do in the workplace.

It happens every day, all the time. It follows, then, that communication problems can have a devastating role in undermining our organisational success. And yet, most employees never receive training in the development of their communication skills. Even more importantly, employees aren't provided with the knowledge and skills to help them avoid the frequent communication problems that arise. The GOOD news is that the most common communication potholes in the road can be easily spotted and **AVOIDED**.

Communication Breakdown identifies and prescribes a "fix" for the seven most important communication problems that can derail your organisation. **The 7 common "communication breakdowns" are:**

1. Believing there is one reality
2. Choosing the wrong method
3. Responding defensively
4. Failing to share information
5. Failing to be direct
6. Breaching confidentiality
7. Failing to listen

It's a fact that as our means of communications have expanded and diversified, so has our potential for failed communications and misunderstandings. Information is lost, deadlines are missed and relationships are damaged. The impact on morale and

productivity can be sudden and dramatic! And the "cures" to these common problems are simpler than you'd imagine. Communication Breakdown provides both the information and inspiration your staff needs to communicate more clearly and effectively.

Duration: 18 Minutes

Purchase: \$890 +GST

Producer: Coastal U.S.A.

Criticism: Giving and Taking

How to Give Criticism Professionally and How to Take it Constructively

Learn:

- When to criticize and when not to.
- The Guiding Rule of criticism.
- The 3-step formula for successful criticism.
- How to keep your criticism on-track and yourself under control.
- The 4-A formula for controlling your emotions when being criticized.
- How to assume a position of strength when being criticized.

Criticism is an essential component of growth and improvement. Watch Beverly and Everett, a top sales rep and a talented engineer, rebuild a hostile relationship into a productive, professional one.

Duration: 22 Minutes

Purchase: \$320 +GST

Producer: Kantola U.S.A.

3 Easy Ways to Order

By email...

trainingtools@bigpond.com

By post...

PO Box 339

JOONDALUP WA 6919

By phone...

(08) 9304 8214

Drop by Drop

This NEW release will make you sit up and think! Subtle discriminations, tiny injustices and small slights can add up to big problems in your workplace!

These little negative gestures are called "micro-inequities" and they occur in organisations every day. These small communications or disrespect, prejudice and inequality aren't overt, but they can be incredibly destructive.

"A poison in the workplace that isn't delivered in a bucket, but takes its toll drop by drop."

This entertaining and educative, realistic drama will certainly capture your attention!

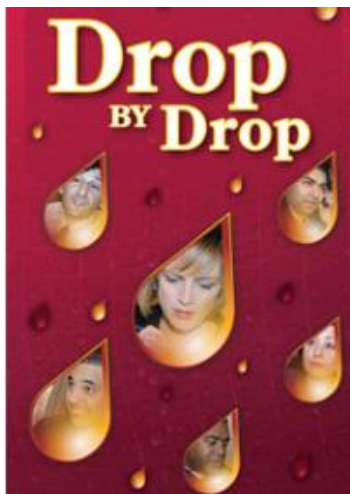
The primary learning points are as follows:

- **ONSIDER:** Listen, empathise, and follow the "platinum rule" by treating others as they'd like to be treated.
- **RESPECT:** Show regard for all races, religions, cultures and ages and value the talents each person brings to the workplace.
- **LEARN:** Be open to information about different cultures, customs and perspectives of your co-workers. Learn to communicate with kindness and clarity.

Duration: 19 Minutes

Purchase: \$990 +GST

Producer: Coastal U.S.A.



Fear of Feedback (A Stanford Executive Briefing)

Program Highlights:

- How to transform a feedback-averse environment in your company.
- How the power differential affects giving and receiving feedback in organisations.
- Why you need to stop guessing what your boss wants, and actively go out and get the feedback you need.

Giving feedback to your subordinates can improve their performance and make you look better as a leader and manager. Receiving feedback can enhance your career and make your job more rewarding. Yet, in most organisations, there is a two-way conspiracy of silence that subverts honest feedback and causes a downward spiral of maladaptive behaviours: procrastination, denial, brooding, jealousy, confusion, blame and self-sabotage.

Strober and Jackman detail a road map for moving out of the fear and anger that lie beneath these behaviours, and into a mode that encourages open communication. They provide a four-step process for actively pursuing the feedback you need, and methods for giving feedback that allow you to feel comfortable and in control, whether the message is negative or positive.

Dr. Jay Jackman received his MD from Harvard Medical School and his BA from Columbia University. In 1999 he received a JD from the University of California Hastings College of the Law.

Dr. Myra Strober has a BS in industrial and labor relations from Cornell University, an MA in economics from Tufts University and a PhD in economics from MIT.

ABOUT THIS SERIES:

Filmed on the Stanford University campus, these lectures bring to you some of the best and brightest minds of our era.

Every month great minds come to Stanford campus to speak at the Stanford Executive Briefings breakfasts. If you were not one of the fortunate few to attend these presentations, you can still benefit from the knowledge shared by owning your own copy of the lecture.

Use these programmes to enhance your own understanding of business issues, and share them with your staff to stimulate and motivate your team.

Duration: 52 Minutes

Purchase: \$295 +GST

Producer: Kantola U.S.A.

Feedback Solutions Series

Feedback Solutions is a complete training package designed to motivate people and provide them with the skills to give and receive feedback, improve morale, develop performance, build empowered teams and deliver quality service. This comprehensive video-based training package sets the scene for creating a "feedback culture" in your organisation - one in which giving and receiving feedback becomes part of normal day-to-day business.

Use each programme individually or as a complete series.

Programme 1: Giving Feedback - Basic Skills (15 mins)

Almost every employee in every job is required to give and receive feedback regarding job performance, yet few people are naturally good at this task. Feedback is no longer just the role of the manager. Make feedback an accepted part of daily business in your organisation by making it everyone's responsibility. Learn how to structure feedback to ensure that it is specific, balanced and timely. Learn about internal and external factors that create barriers to providing people with constructive feedback.

How-to training points:

- Take responsibility to provide constructive feedback to others
- Structure your feedback so it is specific, balanced and timely
- Recognise and overcome your barriers to providing feedback

Programme 2: Giving Feedback - Advanced Skills (22 mins)

This programme provides specific behavioural techniques for dealing with the four most common difficult situations encountered when giving feedback. Viewers will learn about two-way feedback, contracting, linking feedback to specific goals, the importance of acknowledging emotions and dealing with disagreements.

How-to training points:

- Recognise the four most difficult situations faced when giving feedback
- Respond when someone is not motivated to listen to feedback
- Structure feedback if someone is uncommitted to action
- Position feedback if the person gets angry, shocked or upset
- Give feedback if someone disagrees with you

Programme 3: Receiving Feedback - Basic Skills (15 mins)

People are often embarrassed when receiving positive feedback. They can also be fearful and defensive when faced with negative feedback. This program will provide viewers with the knowledge and skills they

need to receive and act upon constructive feedback from other people about their job performance, behaviour, ideas and suggestions. In the end, the real purpose in seeking and receiving feedback is to increase job satisfaction and improve productivity.

How-to training points:

- Welcome feedback and actively seek it out
- Request and receive more detailed feedback from others
- Use feedback to improve your job performance
- Be open to change and accept that anyone may have a good idea about how to improve job performance

Programme 4: Receiving Feedback - Advanced Skills (14 mins)

Not everyone is skilled at giving feedback. This places a greater emphasis on the "seeker" to handle the "giver" in a way that will give the "seeker" what he or she needs. In other words, people need to use techniques that will assist the "giver" of the feedback to do the job effectively. This video outlines a variety of skills and techniques viewers can use to deal with difficult situations when receiving feedback.

How-to training points:

- Solicit both positive and negative feedback
- Respond if someone criticises you in public
- Seek more details when someone gives you vague feedback
- Reposition someone's long-winded feedback and get precise details
- React positively if someone makes an aggressive personal attack

Training package includes video workbook/facilitator's guide (over 70 pages) covering all four videos.

Purchase Series: \$1990 +GST Purchase Each: \$550 +GST
Producer: Ash Quarry Australia



Giving Feedback - Emotional Intelligence in action

This NEW release, from the UK, provides a simple model for formal and informal feedback and a demonstration of an emotionally intelligent approach.

Made with the Hay Group and based upon its Emotional Competence Inventory, this highly realistic and high quality drama is not to be missed. This production is an engaging mix of four realistic dramatised examples of good & bad practice with introduction and commentary.

The main subject areas are;

- A four part model for giving feedback
- An outline of the framework of emotional intelligence competencies
- Emotionally competent feedback

With key learning points;

- Setting and sharing an agreed agenda
- Exploring and establishing facts
- Making and testing hypotheses
- Considering options and agreeing next steps.

Duration: 20 Minutes

Purchase: \$990 +GST

Producer: Supernova U.K.



Recognition & Feedback (The NEW Workplace Excellence Series)

See the difference when people want to provide exceptional service:

- Be passionate about your work
- Make a positive first impression
- Happy voice | Positive greeting
- Fast response | Professional image
- Build friendly relationships
- Know your product
- Understand needs and deliver solutions
- Turn complaints into commendations

Part of the outstanding NEW Workplace Excellence Series of documentary case study programs was filmed in best practice organisations - an online recruitment business, a travel business, an Australian city government and a school. Ideal for managers, teams and staff at all levels.

Duration: 12 Minutes

Purchase: \$450 +GST

Producer: Seven Dimensions Australia

TAT: 360 Degree Feedback

The best selling Australian-made, TAKE AWAY TRAINING, a series of programmes on DVD providing managers and staff with techniques, advice and ideas on key workplace issues.

Following the success of the original and current series featuring 76 interview-style titles, each ranging from 14 to 23 minutes in duration, psychologists, Eve Ash and Peter Quarry have created 24 exciting new programmes with advice and techniques on workplace issues. This title is part of the original series. All the programmes in the entire series are ideal for learning resource centres, training sessions and managers' own bookshelves.

Each one available for independent purchase, or as a series. Multiple title discount applies

Once you have seen and used one in your training, you will want to use others time and time again

360 Degree Feedback - Learn how 360 degree feedback works and how you can improve with feedback from others.

Duration: 16 Minutes

Purchase: \$295 +GST

Producer: Ash Quarry Training Point Australia

TrainingBytes: Achieving Communication Excellence

Communication goes to the heart of both personal and organisational effectiveness. A workforce lacking basic communication skills experiences more conflict, misses more opportunities and alienates more customers. The modules of this program bring a true level of excellence to your workplace. Employees take away practical tools that foster problem solving and innovation, improve day-to-day productivity and enhance service levels throughout your organisation.

This program features modules:

1. Listen Up! Listening for Effectiveness
2. Speak Up! Communicating for Effectiveness
3. So, How Am I Doing? Giving and Receiving Feedback

Concentrated learning in short modular format

Learning Point Highlights:

- Teaches active listening and three techniques to improve listening skills
- Helps employees understand how to get their point across in any situation
- Presents proven techniques for giving and receiving feedback

Duration: 11 Minutes

Purchase: \$890 +GST

Producer: Vision Point U.S.A.

Enquire about
Renting

Listening Skills

Breakthrough Listening

We all know that communication is a critical part of every business environment. We are also aware of how often communication breaks down. When there's a breakdown, we naturally think the solution is in speaking more clearly. But the solution is often in the listening.

Each of us has a habitual way of listening... a way of fitting what we hear into our preconceived notions. We are captives of our way of listening... often unaware that what we hear is not what others are saying.

Listening is a skill that needs to be developed. In this video, viewers watch the communication taking place during a typical morning at an office.

Learning points include:

- Clear speaking does not guarantee clear listening.
- Listening is always interpretative.
- Culture and personal history shape listening.
- Perceptions about relative power can limit the exchange of ideas.
- Changes in mood cause changes in listening.
- Effective communication requires listening beyond the words.

Don't take listening for granted. Use this programme to teach your staff the skills that will make them better listeners... and thus better communicators.

Duration: 20 Minutes
Purchase: \$315 +GST
Producer: Kantola U.S.A.

Communication Breakdown

Communication is the foundation for everything we do in the workplace.

It happens every day, all the time. It follows, then, that communication problems can have a devastating role in undermining our organisational success. And yet, most employees never receive training in the development of their communication skills. Even more importantly, employees aren't provided with the knowledge and skills to help them avoid the frequent communication problems that arise. The GOOD news is that the most common communication potholes in the road can be easily spotted and **AVOIDED**.

Communication Breakdown identifies and prescribes a "fix" for the seven most important communication problems that can derail your organisation. **The 7 common "communication breakdowns" are:**

1. Believing there is one reality
2. Choosing the wrong method
3. Responding defensively
4. Failing to share information
5. Failing to be direct

6. Breaching confidentiality
7. Failing to listen

It's a fact that as our means of communications have expanded and diversified, so has our potential for failed communications and misunderstandings. Information is lost, deadlines are missed and relationships are damaged. The impact on morale and productivity can be sudden and dramatic! And the "cures" to these common problems are simpler than you'd imagine. Communication Breakdown provides both the information and inspiration your staff needs to communicate more clearly and effectively.

Duration: 18 Minutes
Purchase: \$890 +GST
Producer: Coastal U.S.A.

Criticism: Giving and Taking

How to Give Criticism Professionally and How to Take it Constructively

Learn:

- When to criticize and when not to.
- The Guiding Rule of criticism.
- The 3-step formula for successful criticism.
- How to keep your criticism on-track and yourself under control.
- The 4-A formula for controlling your emotions when being criticized.
- How to assume a position of strength when being criticized.

Criticism is an essential component of growth and improvement. Watch Beverly and Everett, a top sales rep and a talented engineer, rebuild a hostile relationship into a productive, professional one.

Duration: 22 Minutes
Purchase: \$320 +GST
Producer: Kantola U.S.A.

Effective Listening (People Skills Series)

Learn the five key skills of effective listening; show interest, focus on the key issue, summarise and check, listen for the common thread and explore feelings.

Learn the five traps to effective listening and how to avoid them:

- Trap 1: Giving a mixed message.
- Trap 2: Going down the wrong path.
- Trap 3: Misunderstanding
- Trap 4: Overload
- Trap 5: Discomfort with feelings.

Duration: 11 Minutes
Purchase: \$495 +GST
Producer: Ash Quarry Training Point Australia



Listening and Understanding (Communication Essentials Series)

Listening is one of the most important human behaviours, yet most of us don't do it very well. Learn the five key skills of listening and understanding - show interest, focus on the key issue, summarise and check, listen for the common thread and respond to feelings.

Specifically, by the end of the program, participants will:

- be able to describe five traps to effective listening and understanding.
- be able to describe five skills to enhance effective listening and understanding.

Duration: 16 Minutes

Purchase: \$650 +GST

Producer: Ash Quarry Training Point Australia

RAPID Skill Builder - Listening

Listening skills are a vital part of the oral communication process. As an active listener, you learn to hear what people are really saying. Good listening requires energy – we hear the speaker, select information, interpret information, and respond in just a few seconds.

Working at being a good listener is just as important as making your ideas understandable to others. Most of us think of listening as a passive activity where we take in information sent by others. But good listeners are adept at concentrating on the communication process. Basically, good listeners are good concentrators. We need to teach ourselves how to concentrate more effectively, so we can be better listeners.

Oral communication is a two-way process involving a sender (the speaker) and a receiver (the listener). Unless the message that was sent is actually received, there is no communication. As an active listener, you help the communication process by letting the sender know if his or her message is getting across to you.

ABOUT THE RAPID SKILLS BUILDER SERIES

The NEW Rapid Skill-BUILDER series of video-based training programmes offers a new and exciting way to equip individuals for more effective performance in their current role, or to prepare them for success as they move into management or leadership roles.

Built around an extremely practical video-programme with an expert leadership training facilitator, the Rapid Skill-BUILDER modules describe best practice in the topic area, and then model the skills through video vignettes, showcased in real workplace situations.

There are now 30 topics in the series, 10 of which have just been released.

Each topic in the Rapid Skill-BUILDER series operates in the same way with a number of elements for both the facilitator and the participants.

Each package includes:

1 DVD Programme (around 20 minutes in length)

The DVD programme on disc 1 provides around 20 minutes of explanatory material in four sections (although the disc can be paused at any stage according to facilitator or participant needs). It also contains a number of dramatised vignettes, each with an inadequate or negative response, then again with a positive or more suitable response. These aim to practically illustrate skills that have been described in theory. There are a number of sections introducing and discussing the topic, and the DVD ends with a summary of the main points.

1 copy of the 42-page Facilitator's Guide

The Facilitator's Guide contains information for the facilitator to use in preparation for and during the training itself. There are scripts of the video scenes, discussion topics to raise (and suggested responses), group exercises, and further background to the topic.

10 copies of the 12-page Delegates' Workbook

The 12-page Delegates' Workbook provides program participants with an overview of the topic in six stages. These six stages correspond to the model used in the Action Template shown on the back page. This resource can be easily read ahead of or during a workshop session by participants and also serves as a convenient ready-reference guide to take away after the workshop is over. Additional Workbooks can be purchased from Kroon Training Services.

1 CD containing Presentation Material

Accompanying the DVD is a 16/17 slide presentation in Flash format that summarises key points from the DVD. The Facilitator's Guide has a number of exercises in which participants can engage. The presentation is scripted for facilitators so that even inexperienced trainers can use the material with minimal level of knowledge and preparation.

1 CD with additional resources and a PowerPoint presentation

10 'cue-cards' for participants to take away

These small, pocket-sized colour cards containing all the theories and models discussed in the training session, so that your participants can take away the key points and refer to them at any time. Additional Cue Cards may be purchased from Kroon Training Services.

Purchase: \$1300 +GST

Producer: Team Publications U.S.A.

**Enquire about
Renting**



**Kroon Training
Services**

TAT: Listening

Research suggests that most people are not good listeners. So what are the main mistakes we all make and what are the skills to listen effectively? This program explains clearly how not just to listen, but how to really hear and understand what someone is saying.

Duration: 15 Minutes

Purchase: \$295 +GST

Producer: Ash Quarry Training Point Australia

You're Not Listening 2nd Edition

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

Fortunately, effective listening is easy and can be improved through practice. In You're Not Listening, a series of vignettes identify poor listening habits and demonstrate how they can be overcome. Viewers learn these six essential skills for effective listening:

- Use attentive body language.
- Use thinking speed constructively.
- Maintain silence/observe.
- Avoid prejudice.
- Avoid jumping to conclusions.
- Be an active listener.

Duration: 26 Minutes

Purchase: \$990 +GST

Producer: Coastal U.S.A.

3 Easy Ways to Order

By email...

trainingtools@bigpond.com

By post...

PO Box 339

JOONDALUP WA 6919

By phone...

(08) 9304 8214

Written Skills

Easywriter - using email effectively

The ideal audience for this programme is anyone who uses email!

Do your emails really deliver?

Ever sent an email and then wished you hadn't?

Perhaps your organisation is suffering from email overload?

We train people to write business letters and to use the phone at work. But what about email? This dramatic programme will show you how.

The subject areas that are covered by this contemporary and unique production are:

- Email training
- Communication skills
- Time management
- IT training
- With the key learning points including:
- Write emails with IMPACT
- Manage your inbox
- Observe security and legal practices
- Save time, reduce stress

Duration: 17 Minutes

Purchase: \$890 +GST

Producer: Supernova U.K.

LALC: Professional Business Writing

In this program, learn the five characteristics of effective writing and practical tips for overcoming writer's block and using emails.

Key Training Points:

- Writing drafts
- Identifying key ideas and points first and ensuring logical flow.
- The five 'C's - characteristics of professional business writing.
- Cross cultural communication.
- Problems in writing emails.
- Techniques for developing writing skills.

Duration: 12 Minutes

Purchase: \$295 +GST

Producer: Ash Quarry Training Point Australia



Put It In Writing

This program succeeds in explaining the techniques required to get your point across in writing clearly and persuasively, even if you are not a natural writer.

Everyone can improve their written communication skills. This training pack succeeds in explaining the techniques required to get your point across in writing clearly and persuasively, even if you are not a natural writer. Nisha coaches two of her colleagues: Marcus who is struggling to write a letter and Alan who is trying to write an email.

Nisha explains the importance of uncovering the 'purpose of writing', which is what they hope their written communication will achieve. She encourages them to construct a plan in order to ensure they include everything they wish to say.

She also reveals how to draw a spider diagram, which requires them to order their points to ensure they flow in a logical sequence.

She then reviews Marcus's and Alan's first drafts, explaining how to improve their writing with some fine tuning.

This program is ideal for those that find it hard to get started on written tasks and is also useful for those who are uncertain about some of the conventions on writing or wish to write persuasively.

Key Training Points:

- Gathering the relevant information.
- Planning.
- Identifying the 'purpose of writing'.
- Using the active voice.
- Avoiding business jargon.
- Avoiding pomposity.
- Short sentences.
- Short paragraphs.
- Checking and proofing.
- The benefits.

Duration: 20 Minutes

Purchase: \$2000 +GST

Producer: Video Arts U.K.

Report Writing

Phil is an expert in his field. Unfortunately, his expertise is engineering, not report writing. Phil's difficulty is the way he expresses ideas on paper; this means that these ideas are never fully understood or valued. In this new training program Phil learns how to communicate his ideas in a clear, well-structured report, thanks to the help of his boss Denise (Dawn French).

"Not only did they accept all your recommendations without question, they also minuted their congratulations on the report. The best they're ever received," Denise (Dawn French) tells Phil upon her return from presenting the report. But, as this program

demonstrates, reaching this successful conclusion was a painful process. Until Denise takes him through the various stages of report writing, Phil is unaware of the disciplines required to construct an effective, persuasive report. At the draft stage, Denise admits that Phil has put everything into the report, but wonders whether the executive committee are capable of getting anything out.

Denise gets Phil to admit that he can no more expect to write a report without an objective than he could design an electric pump without a specification. With patient coaching, Phil learns the **four key principles of the classic report structure:**

1. Position
2. Problem
3. Possibilities
4. Proposals.

He then learns to avoid technical jargon. Instead he uses plain English, with short words, short sentences and short paragraphs. Denise explains that solid text is also very daunting, so making the report easy to read is equally important. "Double-space it. And leave wider margins, with nice little headings and subheadings? And some jolly little indentations? Not more than about eight lines to a paragraph." Size is important. Next Phil learns the importance of size. Denise helps Phil to condense his report to the bare essentials by filtering out all supporting data such as calculations, legislation, cost comparisons and so on. These get in the way of key findings and are best placed in an appendix. Finally, all that remains is packaging, not just a fancy binder, but restating the objective, listing sources and references and providing a one-page executive summary of the main points.

Key Training Points:

- List objectives and organise key points.
- Structure the argument.
- Use plain English.
- Make it look readable.
- Package it attractively.

Duration: 23 Minutes

Purchase: \$2000 +GST

Producer: Video Arts U.K.

Enquire about
Renting



Road Maps: Creating Effective Written Action Plans

This unique programme outlines what a written action plan is, what is needed prior to creating an effective development plan and the steps to creating an effective action plan. Since its release in late 2006, this title has become a best seller in Australia.

Details:

A written action plan is a valuable tool in career development. Unfortunately many of our employees do not know how to go about creating an effective written action plan.

This video outlines what a written action plan is, what is needed prior to creating an effective action plan and the steps to creating an effective action plan. With the help of this video, you can be on your way to creating and implementing plans for a successful future.

Participant Objectives:

- State your objective (what do you want to do?) regarding this particular strength or need.
- Plan appropriate actions, learning experiences, and exercises to further develop this area.
- Identify other people and resources that you can turn to for assistance in developing this area.
- Set specific target dates or milestones for completion of these development activities.

Duration: 20 Minutes
Purchase: \$990 +GST

TAT: Setting Agendas and Taking Minutes

This programme from the Take Away Training Series, with experts Eve Ash & Peter Quarry, will assist in making your meetings productive. It is too often that meetings are not maximised to full potential and are

unproductive. Too many people don't need to be there, don't know why they are there, and when they are there don't take agreed actions. Eve Ash, psychologist, provides helpful tips for setting agendas and taking minutes which ultimately outline that:

- Agendas need a clear purpose
- Items need specific objectives and time allocation
- Circulate agendas before meetings
- Minutes provide invaluable records
- Minute "action plans" list who/what/when
- Minutes require approval

Duration: 14 Minutes
Purchase: \$295 +GST
Producer: Ash Quarry Training Point Australia

Writing in the Workplace (Communication in the Workplace Series)

This engaging program provides an overview of the purposes and advantages of writing as a medium and the advantages and disadvantages of writing compared with speaking. It covers the following areas:

- Defining writing
- Advantages and disadvantages of writing
- Five steps to writing
- Five 'whats' to writing
- Presentation

By focusing on a melodramatic case study of fictional restaurant manager Jason and his staff at Larder Restaurant, the program works through the steps to achieve success in workplace writing. It works to actively engage the viewer in solving the problems posed.

Duration: 23 Minutes
Purchase: \$495 +GST
Producer: VEA Australia

**Enquire about
Renting**

For more information about your specific requirements, please contact



PO Box 339

JOONDALUP WA 6919

Telephone: (08) 9304 8214

Email: trainingtools@bigpond.com