

Diversity & Ethics

Age and Physical Ability

Diversity Series Part 4

This fast moving four module series breaks down stereotypes, works on conflict resolution and building respectful workplaces. It enables organisations to work in detail on the specific diversity areas that are of greatest interest to them.

Unusual training scenarios are a catalyst for discussion. A diverse team of employees, managers, trainers and consultants provide insightful commentary.

Duration: 19 Minutes

Rental: \$350 +GST **Purchase:** 750 +GST

Producer: Quality Media Resources U.S.A.

As Old As You Feel

Does age matter where you work?

Is everyone treated fairly?

Is the best person recruited for the job?

Is the whole team encouraged to develop their skills?

Subject areas:

Age awareness

Diversity and equal opportunities

Managing diversity

Management skills- interviewing, performance review

Key Training Points:

- How age discrimination affects people of all ages
- The Employment Equality (Age) Regulations
- The benefits of a positive approach
- The implications for the manager's job

Duration: 10 Minutes

Purchase: \$550 +GST

Producer: Supervova U.K.

Awesome

What makes Generation Y different? What experiences have influenced their attitudes, values and work styles? What do they need to be successful at work? How can organisations engage and inspire them to maximise their impact and productivity? These questions are becoming increasingly important as the largest generation in history begins entering the workforce. In the next few years, Gen Y will constitute 38% of all employees. They are smart, adaptable, energetic, skilled and eager to make their mark. At the same time, these young people do things differently and enter the world of employment with great expectations and a culture that may be unfamiliar to many of us.

To help you better prepare for the task of engaging, inspiring and productively channelling the energies of your new employees, we have created AWESOME!, a two-part DVD training program.

Part 1, "A New Generation @ Work", presents 24 Gen Y employees from a wide range of occupations who share what makes them tick.

Part 2, "Engaging Gen Y", introduces five managers who present their views on how to help Millennials succeed. You'll be enlightened, energised and entertained!

Key Training Points:

- A unique, entertaining and insightful view of Generation Y both from their own perspective (Part 1) and the perspective of older managers (Part 2).
- Compact training – each part of the program is only ten minutes long.
- An eight point "Path to Success" to help organisations ensure their younger employees are productive and successful.

Duration: 20 Minutes

Purchase: \$750 +GST

Producer: Quality Media Resources U.S.A.

3 Easy Ways to Order

By email...

trainingtools@bigpond.com

By phone...

(08) 9304 8214

By post...

PO Box 339

JOONDALUP WA 6919

Communicating in a Team

People Skills Series

Learn how to accept and benefit from the differences in team members' backgrounds. Discover the traps to avoid when participating in team meetings and how to ask for specific performance feedback to ensure continuous improvement.

Key Training Points:

Learn to communicate effectively in a team by:

- Accepting diversity
- Participate in meetings
- Ask for feedback

Duration: 10 Minutes

Rental: \$350 +GST Purchase: \$495 +GST

Producer: Ash Quarry Aust.

Compliance Is Just The Beginning Part 1

3 Steps to Ethical Decisions

How do you make better ethical decisions at work? Just because a particular choice is legal does not make it right. Seeing legal compliance as the goal of ethics rather than the starting point can lead to poor decision making with disastrous consequences for the individuals involved and their organisations. Compliance is essential, but it's not enough. QMR's new series Compliance is Just the Beginning presents an easy-to-learn approach that will help employees at all levels make better ethical decisions. This program introduces the process of making better ethical decisions. We hear from a former Enron executive as well as six ethics experts who discuss the pressures people can feel that may lead them to make poor decisions. We explore the importance of being aware of our core values as well as the standards of behaviour expected by our organisations and our communities. Most importantly, we learn the three steps we can each take when faced with a tough ethical choice to help us make the best possible decision. These are:

1. The Compliance Test
2. The Ripple Effect
3. The Gut Check

Duration: 24 Minutes

Rental: \$350 +GST Purchase: \$750 +GST

Producer: Quality Media Resources U.S.A.



Compliance Is Just The Beginning Part 2

Ethical Situations to Consider

How do you make better ethical decisions at work? Just because a particular choice is legal does not make it right. Seeing legal compliance as the goal of ethics rather than the starting point can lead to poor decision making with disastrous consequences for the individuals involved and their organisations. Compliance is essential, but it's not enough.

QMR's new series Compliance is Just the Beginning presents an easy-to-learn approach that will help employees at all levels make better ethical decisions.

This program presents us with eight dramatised scenarios. These stories represent familiar ethical issues most of us will face at some time. By discussing these situations and applying the three step process in each case, employees gain valuable practice and reinforcement.

Duration: 32 Minutes

Rental: \$350 +GST Purchase: \$750 +GST

Producer: Quality Media Resources U.S.A.

Dialogue: Now You're Talking: Communicating In A Diverse World

How should we communicate in a world where differences in perspective, experience, job function, culture, gender, age, and a myriad of other factors often lead to distrust, misunderstanding and reduced productivity? We can all benefit from learning the tools of dialogue - how to communicate across differences in a way that is both respectful and effective. Dialogue is how you communicate when you're having trouble communicating.

- What is dialogue - contrasting debate and dialogue.
- Initiating Dialogue - how to do it, where to do it.
- The skills of Dialogue - Suspension (of judgment, decision making and status).
- Listening (with empathy, for understanding, showing you care).
- Discovery (uncovering and sharing hidden assumptions in yourself and others). Includes a dramatization of how Dialogue helps us communicate across job functions, helping improve relations between people at different levels within the organization as well as between different departments or areas of expertise.

Duration: 25 Minutes

Rental: \$350 +GST Purchase: \$750 +GST

Producer: Quality Media Resources U.S.A.

Ethics and Social Responsibility in Business

Increasingly consumers expect businesses to operate in an ethical and socially responsible manner. Many businesses abide by a Code of Conduct, either company-specific, or an industry standard. This program differentiates between ethical behaviour and social responsibility, showing two businesses as examples. Firstly, 'Bendigo Bank' initiated the concept of Community Banks. This has proved successful with customers in small communities who suffered when the big banks left town. The second case study, 'The Body Shop', has a reputation for helping the community. Attitudes to their staff and the wider community are explained with clear examples. This program delves into positive aspects of businesses, which often go unnoticed in today's global world.

Duration: 26 Minutes
Rental: \$350 +GST **Purchase:** \$495 +GST
Producer: VEA Aust

Gender and Sexual Orientation

Diversity Series Part 2

This fast moving program breaks down stereotypes, works on conflict resolution and building respectful workplaces. This program also enables organisations to work in detail on the specific diversity areas that are of greatest interest to them.

Unusual training scenarios are a catalyst for discussion. A diverse team of employees, managers, trainers and consultants provide insightful commentary.

Duration: 21 Minutes
Rental: \$350 +GST **Purchase:** \$750 +GST
Producer: Quality Media Resources U.S.A.

In A Nutshell: Cross Cultural Communication at Work

This program is an Australian training package on effective teamwork, cultural differences, and improving literacy. This program is ideal for multi-cultural workplaces, especially manufacturing.

Duration: 24 Minutes
Purchase: \$295 +GST
Producer: 7 Dimensions Aust

LALC: Cross Cultural Communication Skills

This program describes what cross cultural communication skills are and why they are becoming increasingly important in today's business environment.

Key Training Points:

- The effects of globalization and diversity.
- Common mistakes caused by ethnocentrism.
- Using 'cultural coaches'.
- Dealing with conflict across different cultures.
- Managing a culturally diverse team.

Duration: 11 Minutes
Purchase: \$295 +GST
Producer: Ash Quarry Aust

LALC: Diversity Making It Work

This program describes which diversity programs work and which do not. It shows how to link diversity with the core business strategy and how to measure bottom line results.

Key Training Points:

- Why diversity will remain a significant organisational challenge.
- Calculating the costs of diversity problems.
- Which diversity strategies achieve results?
- The four components of managing diversity in any team.
- Sources of resistance to leveraging diversity.

Duration: 14 Minutes
Purchase: \$295 +GST
Producer: Ash Quarry Aust

Lessons From The Wild: Diversity Ecosystem

Using the diverse behaviour of different animals in the wild, this program compares how different species collaborate and work together in order to ensure their own survival. Mixing spectacular wildlife footage it clearly focuses audiences on the issues touching the diversity topic.

Duration: 8 Minutes
Rental: \$350 GST **Purchase:** \$595 +GST
Producer: Learning Resources – South Africa

Life Skills Series

This is an exciting and enlightening series aimed at young adults who are entering the workforce. It covers important topics such as work ethic, customer service, job commitment, and the global marketplace. The programs aim to inspire and inform.

Duration: 84 Minutes
Rental: \$350 GST **Purchase:** \$1495 +GST
Producer: Learning Resources – Films Ideas U.S.A.



Managing Generation Y

Three generations are now in the workplace, and the youngest – Generation Y – are making their mark. They view the workplace very differently from Baby Boomers or Generation X. Having grown up with technology, they are digital natives – information and communication has always been instant. They want to go a long way in a short time; they often don't settle for just being told - they want to know why; and being constantly connected with a social network is, more often than not, critical to survival. Featuring comment from author and director of Essence Communications Penny Burke, James Masini from Hippo Jobs and Susan Lin, the Young Australian Businessperson of the Year, this program explores a range of issues and strategies associated with attracting, retaining, effectively managing, and capitalising on the many strengths of Generation Y workers.

Key Training Points:

- Understanding the characteristics of Generation X and the Baby Boomers
- Understanding the needs, experiences and wants of Generation Y
- Strategies for managing Generation Y
- Strategies for making workplace change in order to attract and retain Generation Y
- Features Leader's Guide and Participant Workbook

Duration: 18 Minutes

Rental: \$350 GST Purchase: \$695 +GST

Producer: Training Point Aust

Mars And Venus In The Workplace

Overview:

Speaking different languages!

On Mars, they primarily use language to make a point or gather information to make a point.

On Venus, they exchange information and also use language to give and receive empathy. When a woman says, "What a hectic day," don't say, "We're not that busy." Instead, give a little empathy and say something like, "I know – one problem after another."

Sharing is from Venus, grumbling is from Mars!

When woman share feelings, men mistakenly assume they are complaining.

When men grumble in response to a change or request, women mistakenly assume they are resentful or unwilling to be supportive. When a man grumbles, don't say, "Never mind, I'll do it myself." Instead, let him grumble and then appreciate the support he provides.

Mr. Fix-it and the office improvement committee!

When a man is facing a challenge, a woman mistakenly presumes he would appreciate her advice and offers unsolicited suggestions. This can be annoying for him.

On Venus, they talk about problems to collaborate and build consensus. When a woman talks about a problem, it doesn't mean she is depending on him to solve the problem. To presume a woman is asking for his solution when she is not is demeaning to her. When a woman talks about a problem, a man should hold back offering an immediate solution and instead ask, "What do you think we should do?"

Men go to their caves and woman talk!

When faced with a problem, men first attempt to solve it on their own, while women tend to talk and collaborate with others. When a man pulls back into his cave to solve a problem alone, a woman may take it personally and feel excluded.

When woman talk to others to collaborate, a man may mistakenly conclude that she cannot do it on her own and he doubts her competence. A man in his cave easily becomes annoyed if interrupted. When a man is in his cave, begin a conversation by first letting him know how much time is required and stay to the point.

Feelings in the workplace! When a woman's anger is personal, resulting from her feeling attacked, hurt, or wounded, she is viewed by men in a negative light. On Mars, to take offence is to offend. Unless men and woman can stay objective while expressing feelings, freely revealing negative emotions in the workplace is generally counterproductive.

On the other hand, when men tend to be overly detached or impersonal, they unknowingly lose the trust and support of women. By learning to respect the feelings of others, a man gains an additional competitive edge. When a woman is angry, a wise man will say something supportive; "You have every right to be angry about this."

Why men don't listen... or do they?

By not taking more time to listen, a man mistakenly gives the impression that he doesn't really care and unknowingly sabotages his success in working with woman. By asking a woman more questions, a man will make a woman feel more engaged or drawn out and, as a result; she becomes more motivated to do business with him.

Conclusion! It is important that we all take time to learn about and understand each other's differences. By making small changes in ourselves, we can learn to speak each other's language and become more effective at work ... and in life.

Duration: 39 Minutes

Rental: \$350 GST Purchase: \$1195 +GST

Producer: Producers Media International U.S.A.



Mates, Martyrs and Masters

Tom, 'the Mate', has difficulty accepting his leadership responsibilities and does not provide the firmness and direction his work group requires. Harriet, 'the Martyr', is constantly snowed under with work. She is not successful because she is disorganised and fails to delegate work to her staff. Rick, 'the Master', never takes risks for fear of making mistakes. Dr Warren Burrows, Motivation Specialist, helps them examine and improve their management skills.

Key Training Points:

- Leadership
- Risk-taking
- Efficiency
- Delegation
- Self-awareness

Duration: 22 Minutes

Purchase: \$150 +GST

Producer: 7 Dimensions Aust.

Odd Squad

Lessons From The Wild

This program deals with diversity using the metaphor of the Zebra. It is suitable for any session dealing with diversity; values; equity; similarities; differences and human uniqueness. Understanding differences enables more powerful sharing of similarities. Importantly, everyone has the ability to make a unique contribution to issues that are important to the whole organisation.

Key Training Points:

- Every individual is different and each brings its own unique contribution.
- Great teams recognise great talent.
- Enhance people's appreciation for and the ability to work with people who are different.
- Embrace diversity...form multi skilled, flexible and a highly creative 'Circle of Winners'.

Duration: 4 Minute

Purchase: \$395 +GST

Producer: Learning Resources – South Africa

On the Threshold of Change

Diversity Series Part 1

This fast moving 4 module series breaks down stereotypes, works on conflict resolution and building respectful workplaces. This program will enable organisations to work in detail on the specific diversity areas that are of greatest interest to them.

Unusual training scenarios are a catalyst for discussion. A diverse team of employees, managers, trainers and consultants provide insightful commentary.

Duration: 13 Minutes

Rental: \$350 GST **Purchase:** \$750 +GST

Producer: Quality Media Resources U.S.A.

People

Have you been looking for that one program you can use in all of your:

- Leadership
- Management Training
- Supervisory Training
- Interviewing
- Performance Appraisal
- Personal and Career Development
- Values
- Coaching & Mentoring
- Interpersonal Skills
- Diversity
- Harassment
- Conflict
- Listening
- Customer Service
- Teamwork

...and any other communication-based program you conduct?

People is a visually engaging four-minute launching point to any session you're conducting on these topics. It's a program that won't interfere with the skills you teach; it only reinforces what you've already developed.

People was originally inspired seven years ago by a mere three lines from a poem, and was more recently impassioned by observing the outpouring of global humanity after the unfortunate tragedies of our new century.

This program beautifully illustrates the potential of these universal human traits of kindness, generosity, and respect in our workplaces. This powerful, four-minute program gets to the heart of the one thing that unites all people on earth. This one thing is the key to success in all our relationships.

Find out what this one thing is - preview People today! You've never seen anything quite like it. It is not a meeting opener. It is a session anchor, an essential tool for every program you conduct.

Duration: 4 Minute

Purchase: \$595 +GST

Producer: Workplace Publishing U.S.A.



Race, Ethnicity, Language and Religious Workplace Issues

Diversity Series Part Three

This fast moving four module series breaks down stereotypes, works on conflict resolution and building respectful workplaces. It enables organisations to work in detail on the specific diversity areas that are of greatest interest to them.

Unusual training scenarios are a catalyst for discussion. A diverse team of employees, managers, trainers and consultants provide insightful commentary.

Duration: 19 Minutes

Rental: \$350 GST **Purchase:** \$750 +GST

Producer: Quality Media Resources U.S.A.

Serving People

The Improving Service Series - Module 5

Overview:

Serving People begins by:

- Discussing who customers and clients are.
- Discussing what 'service' is.
- Discussing service in Australia.
- Describing how to develop an Australian service style.
- Discussing five different process elements of excellent service.

Serving People contains two programs:

Program 1: A Positive Approach: This program aims to identify the common elements in excellent service. These elements are concerned with communicating to the customer or client the right service attitude and manner.

Program 2: A Special Sensitivity: This program encourages respect, sensitivity and an understanding attitude towards customers and clients from different cultural and ethnic backgrounds.

Key Training Points:

- Customers and clients want to be served in a positive way. This module will help frontline staff:
- Develop rapport through body language.
- Realise the importance of using greetings and names.
- Show respect for unusual requests.
- Be sensitive to cultural differences.
- Overcome language barriers.

Duration: 37 Minutes

Purchase: \$295 +GST

Producer: Ash Quarry Aust.



Spirit of the Dolphin

The dolphin is an animal of grace and joy. Its core behaviours represent its spirit. It's a spirit we can encourage and emulate in our lives, both at work and home.

In "The Spirit of the Dolphin", from Training Point, you and your viewers learn the keys to the dolphin spirit. You are encouraged to apply these in your life.

The five elements to the spirit are:

- Constantly learn and mentor.
- Champion the team.
- Make the most of diversity.
- Focus on the future.
- Seek joy in what you are doing.

Against the backdrop of beautiful dolphin footage from some of the world's leading cinematographers, beautiful graphics and a superb soundtrack from composer Bruce Lynch, share "The Spirit of the Dolphin" with your team.

Key Training Points:

- Encourage and support team programs within your enterprise.
- Motivate a sales audience to work together for better results.
- Show any team how active learning and mentoring can grow them all and their ability to succeed.
- Encourage a respect for an ability to work with people "not like us".
- Enable managers to see that the future needs to be the focus and that blame in the present is not a constructive route forward.
- Show anybody that fun and joy are critical elements in all aspects of what we do, how we live and that the dolphins build these elements of life into their daily routine.

Sexual Harassment

Overview:

This program looks at sexual harassment, what it is, its effects, and how to prevent it.

We see four dramatisations of a man and a woman in harassment situations. Psychologist Peter Quarry helps a studio audience decide whether each situation is actually harassment, as well as clarifying the issues.

Key Training Points:

- Behaviour that constitute sexual harassment.
- Legal implications of sexual harassment.
- The effects on victims.
- Strategies for deterring unwanted behaviours

Duration: 44 Minute

Purchase: \$295 +GST

Producer: 7 Dimensions Aust

Subtle Sexual Harassment

The Issue is Respect

How do you take your employees beyond the obvious “Quid Pro Quo” cases that everyone already recognises as wrong and open their eyes and their minds to the more subtle aspects of sexual harassment.

Subtle Sexual Harassment - The Issue Is Respect is the first of two programs in this series. The issues are complex. What one female employee may consider sexual harassment, another may find perfectly acceptable. Both men and women can be and are victims of hostile work environments and subtle Quid Pro Quo behaviour and the standards by which such behaviour is measured are changing.

Attorneys, psychologists, an EEOC judge, Human Resource professionals and actors take us through the legal, psychological, cultural and moral issues behind the law.

Key Training Points:

In five dramatisations we examine:

- The abuse of power in the workplace.
- Personal relationships and dating between employees.
- Peer pressure to conform to a work group’s sexual values.
- The challenges facing women or men in “non-traditional” work environments.

Duration: 28 Minutes

Purchase: \$750 +GST

Producer: Quality Media Resources U.S.A.

Subtle Sexual Harassment

Managements New Responsibility

Issues addressed in this program include:

- Can a person become a “victim” even if the offensive behaviour is not directed at them?
- What is a company’s liability when one of their clients harasses an employee?
- Can compliments and acts of “kindness” constitute illegal sexual harassment?
- Rumours, can they constitute sexual harassment?

Duration: 28 Minutes

Purchase: \$750 +GST

Producer: Quality Media Resources U.S.A.

TAT: An Introduction to Business Ethics

Find out why companies are concerned about ethics and what they are doing. Learn how to handle an ethical dilemma if confronted with one.

Duration: 19 Minutes

Purchase: \$295 +GST

Producer: Ash Quarry Aust

TAT: Business Etiquette

Overview:

Increased globalisation, greater diversity in the workplace, and customer service expectations are all placing pressure on people to improve the way they deal with one another. Discover the worst etiquette sins and use the etiquette principles in this program to assess your own behaviour.

Duration: 17 Minutes

Purchase: \$295 +GST

Producer: Ash Quarry Aust

TAT: Managing A Mature Age Workforce

Silver Series

Overview:

The number of baby boomers in the workplace has begun to decline. organisations need to consider the implications of this demographic shift and understand the myths and realities of mature age workers before they experience shortages of skilled labour.

- Does Age Discrimination Exist?
- Myths about Mature Age Workers
- Facts about Mature Age Workers
- The Advantages of Having Mature Age Workers
- Promoting a Mature Age Workforce

Duration: 14 Minutes

Purchase: \$295 +GST

Producer: Ash Quarry Aust

TAT: Overcoming Harassment

Sexual, racial and other forms of harassment are on the increase. This practical program looks at the effects on individuals and the organisation of continued harassment and gives simple to follow techniques for dealing with perpetrators.

Duration: 19 Minutes

Purchase: \$295 +GST

Producer: Ash Quarry Aust



TAT: Overcoming Personal Barriers to Diversity

Overview:

Many enlightened organisations now see diversity and inclusion programs as more than mere compliance issues – they are ways to increase market share, employee retention and innovation. Psychologist Peter Quarry provides a number of practical strategies that will help the individual change their negative thinking and reactions to people from different backgrounds. This program is a great discussion starter.

Key Training Points:

- Definitions of 'diversity' and 'inclusion'.
- Reasons why people resist differences.
- Stereotypes – positives and negatives.
- Getting to know people from different backgrounds.
- Overcoming biased perceptions.
- What you can do to make your workplace more inclusive.

Duration: 19 Minutes
Purchase: \$295 +GST
Producer: Ash Quarry Aust

Tusks

Lessons From The Wild

An introductory program comparing lions (Fangs) and elephants (Tusks) to facilitate a discussion on leadership; corporate governance; values; new millennium organisations; ethics; resilience and the like. The program compares the predatory, competitive behaviour of the lion with the collaborative, communicative behaviour of the elephant.

Key Training Points:

- Goals can be achieved ethically and in community
- Develop a nurturing team culture which strives for the common good
- Effective communication and sharing of information is critical and ensures the team stays together in difficult times
- Valuing relationships based on strong leadership and compassion for others is in the best interests of the team
- Planning ahead, and considering strategies and people from all angles, is critical for survival, especially in tough times
- Celebrate success and accommodate failure

Duration: 4 Minutes
Purchase: \$395 +GST
Producer: Learning Resources South Africa

Village Of 100 (2nd Edition)

Statistically approximates what the earth's population would look like if reduced to a village of 100 people.

Excellent as a diversity training opener or as a component of your diversity program.

Duration: 2 Minutes
Purchase: \$395 +GST
Producer: Step Ahead U.S.A.

Work Ethic: A Commitment to Work

In this well aimed program for young adults, beginning wage earners learn the importance of a strong work ethic and how it relates to their success as they embark on their working careers. Real world location settings that highlight active young workers supported with expert commentaries help reinforce the concepts.

Duration: 19 Minutes
Purchase: \$495 +GST
Producer: Film Ideas U.S.A.

Working in a Socially Diverse Environment

This program explores the cultural awareness required by those working in Tourism and Hospitality. Industry professionals, including the head ranger at Phillip Island's internationally renowned Penguin Parade, the restaurant manager of Melbourne's popular Colonial Tramcar Restaurant and the cultural interpreter of the Aboriginal Heritage Walk in the Royal Botanic Gardens, discuss the meaning of culture and cultural awareness, and their experiences dealing with, and meeting the needs of an enormous diversity of customers. The human resources manager at the Radisson Hotel talks about employment practices and working with colleagues from a diversity of backgrounds.

Duration: 25 Minutes
Purchase: \$495 +GST
Producer: VEA Aust



ACTIVITY MANUAL: Customers With Specific Needs

A flexible training pack with trainer's guide and video. This pack will help people to refine service delivery, observe customer behaviour and listen carefully for concerns in order to meet specific needs. These activities can help your customer service staff - understand the requirements of customers who have specific needs, attract additional customers who might otherwise be put off, add value to customer service.

Purchase: \$395 +GST
Producer: Fenman U.K.

ACTIVITY MANUAL: Valuing Diversity at Work

Overview:

Show your colleagues how recognising differences can give your organisation a big advantage. This activity pack focuses on the business benefits to be gained from valuing all people regardless of age, gender, race, family circumstances or disability. It covers the relevant legislation, but also broadens the concept of equal opportunities in the workplace. You can show that organisations which appreciate diversity will develop the ethics and values which underpin good people management. And attractive employment policies attract competent individuals, keen to perform well. Moreover, understanding the diverse nature of a market can improve customer care and open up new opportunities.

Subjects covered include:

- equal opportunities
- ageism
- sexism
- racism
- disability/ability
- sexual harassment
- bullying

Purchase: \$395 +GST
Producer: Fenman U.K.

ACTIVITY MANUAL: Working with Disability

Overview:

This pack will allow you to explain and bring to life the provisions of the Disability Discrimination Act 1995. Participants will understand how it applies to them and how it can be used as a basis for making their work environment more user-friendly and more effective. The activities also bring out the wider issues beyond the legislation, encouraging a more sensitive and thoughtful approach to the subject of disability. They help to dispel the awkwardness many feel about the subject, opening minds and finding ways of promoting better understanding.

Purchase: \$395 +GST
Producer: Fenman U.K.

3 Easy Ways to Order

By email...

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For more information about your specific requirements, please contact

