



Management & Supervision

Resources from around the World



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Management & Supervision

Attitude

Activating Attitude

What a great way to start any meeting! Or any day, for that matter!

Activating Attitude! A 4-minute meeting opener, sets the tone and stage for employees and managers alike to approach the workday (and any issues that may arise) with a positive attitude and a smile.

Health, productivity and happiness are all affected by one's attitude at work, and this vibrant and charming new meeting opener addresses all these issues. Using bright and energetic animations, exciting music and thought-provoking messages, **Activating Attitude!** is sure to get you and your audience off to a great start, no matter what the meeting is about!

KEY LEARNING POINTS

- Great tips to gain a positive attitude, and keep it!
- Interesting facts about the powers of positive attitudes in the workplace!
- Inspiring and energetic music to activate positive attitude in your audience!

Duration: 4 Minutes
Purchase: \$390 +GST
Producer: ATS Media U.S.A.



Bad Apples

It's sad but true--one or more "bad apples" can spoil a bunch of your best performers or undermine your organizational culture. This program helps employees to recognize the characteristics of rotten attitudes and sort out the problems they cause. Scenarios and class exercises introduce a proven, five-step process for dealing with difficult personalities in a diverse workforce.

Learning Point Highlights:

- Teaches employees to recognize the impact of negative attitudes
- Outlines a five-step process for eliminating negativity
- Demonstrates how to apply the process to difficult vendors and customers

Duration: 23 Minutes
Purchase: \$1100 +GST
Producer: Capita U.S.A.

Change & Innovation through Brainstorming NEW

CHANGE can make or break any business, whether we pursue it, or it is forced upon us. The deciding factor is the attitude of the employees charged with adapting to the challenge of finding new solutions.

Unlock the potential of your next meeting with this dynamic NEW programme!

Change and Innovation through Brainstorming is a fun and highly entertaining video designed to kickoff any team meeting with a sense of energy and optimistic enthusiasm.

Hosted by comedian and national speaker John Sweeney, and based on his best-selling book, *Innovation at the Speed of Laughter*, John explores and explodes the most common myths and misconceptions that hamper effective brainstorming and challenges the team to accept the potential of every idea in their search for solutions.

He shares with us...

The 8 Secrets of a Brainstorming Session:

1. Look at Change as Fuel

2. Accept All Ideas
3. Defer Judgement
4. Reduce Status
5. Avoid Idea Smashers
6. Declare Your Point of View
7. Say, YES and...
8. Re-Discover your Innovative Self

John's contagious enthusiasm and eye opening insights combine with an amusing visual style to make this video a must for any meeting where teams are looking to find new solutions for any problem.

You will ALSO receive...

- Leader's Video - 12:00 minutes

Whether it is doing more with less or finding the next great new product or service this programme prepares and inspires team leaders for the critical challenge of facilitating a dynamic and productive search for innovation. John Sweeney demonstrates practical techniques to engage each team member and create a safe environment by increasing the fun and decreasing the status in the room.

As an added bonus, the DVD includes 4 extended scenes (9 mins in total) of John's team warm-up exercises.

- Four exercises that the Brave New Workshop uses to help team members get out of their heads. This is business improvisation at its finest. See John Sweeney in action!

Duration: 15 Minutes
Purchase: \$990 +GST
Producer: Media Partners U.S.A.

Communication Cornerstones: Building Trust

Learn how to be an effective manager with this DVD. Using a unique comparison between good and bad management styles, this programme is certain to captivate and educate your employees. Each vignette demonstrates the most effective way to manage, as well as the negative results of managing poorly.

The trust employees have for their manager is directly affected by the communication styles that managers use. Communication Cornerstones: Building Trust will help managers with their communication skills so they can build the trust of employees and keep it at a good level.

It covers how to:

- Be open and honest
- Address problems head-on
- Use face-to-face contact
- Actively listen
- Give constructive feedback

Duration: 24 Minutes
Purchase: \$990 +GST
Producer: Coastal U.S.A.

Coping with People who Make Life Hell

Lois Grant's best selling book, "People Who Make Your Life Hell: Controlling the People Who Try to Control You" comes to life on video and DVD.

This easy-to-use program begins with an animated review that demonstrates how the difficult personalities we encounter today actually appear in the nursery rhymes we learned as children.

From "Mary, Mary, Quite Contrary" to "The Grand Old Duke of York", Lois relates today's people challenges to the archetypes of classic literature. She offers practical tips on how we can handle difficult bosses, annoying colleagues and frustrating employees. For each of the characters, we hear from a man or woman on the street about what it's like to work with these difficult people. Lois offers viewers deeper insight into handling each of these personalities. She offers advice on how to value their skills and maximise their contribution. At the same time she shows how to minimise the damage to the organisation and fellow team members.

Duration: 29 Minutes
Purchase: \$495 +GST
Producer: Training Point.net/Mainyak 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

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

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 PO Box 339
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Don't Panic!

NEW! Panic comes in many shapes and sizes. The common denominator is that it is never helpful.

Whether in your work or personal life, to panic is to lose perspective and succumb to fear.

This often leads to poor decisions, lost focus, paralysis and a bad outcome.

Don't Panic! was created to help people within organisations handle stressful situations in a way that is positive and productive. 5 key elements are presented of a constructive response to circumstances that might intimidate or frighten us.

Designed to be used in a work or academic environment, the principles of this programme can also be applied in our personal lives.

In this entertaining and thoughtful video cooking serves as a metaphor for working through a challenge together, as eight fascinating people who have successfully navigated stressful situations at work come together to cook a meal. After the flames die down, the participants enjoy the meal they've created and share what they've learned from their dialogue.

Programme Contents

The programme examines five key morsels of advice:

1. Know Yourself

Know what you know, what you don't know, and the difference between these. Self-awareness is critical to successfully navigating challenges.

2. Build Support

Develop a network of people you trust and who trust you. Don't be afraid to ask for feedback and support.

3. Assess Your Situation

Realistically assess the situation you face. Filter noise and rumours from reliable information. Step back and interrogate reality.

4. Take Action

Don't be immobilized by fear. Be resilient in the face of a setback. Remember you always have options and that hope trumps fear. Look for opportunities in a crisis or difficult situation and pursue them.

5. Learn from Everything

Look for learning opportunities even in what may appear as bad news. Every shadow has a light source. Find it. Learning is the ultimate benefit from a challenging situation.

Duration: Minutes

Purchase: \$850 +GST

Producer: Quality Media Resources U.S.A.

Getting Ahead by Getting Along

Win respect and cooperation from your peers! 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 programme is presented as flashbacks to workplace situations as well as childhood experiences, to assist in preventing conflicts that occur commonly on the job. This programme will assist to ease conflicts, improve the flow of communication and inspire viewers to work well with others.

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.

Has That Buck Stopped Yet?

Responsibility – every individual in every workplace has it, but sadly, there are some who don't take it.

This fun, animated program features Tom, an experienced employee who is responsible for inducting Buck, a new recruit, into his organisation. When Tom tries to pass the buck on Buck, we see the consequences for all involved.

This entertaining DVD provides excellent discussion-starting material on responsibility in the workplace, and the subsequent benefits to individuals, work teams and for the entire organisation.

Key Training Points:

- Job specific responsibilities
- Collective responsibilities
- Awareness and communication

Duration: 6 Minutes

Purchase: \$695 +GST

Producer: Training Point Australia



Leadership: What's Trust Got To do With It?

What can leaders do to regain trust? This video provides realistic methods for rebuilding trust and re-establishing employee involvement. "**LEADERSHIP: What's Trust Got To Do With It?**" tells the story of a team leader who learns that trust is the foundation of leadership. Using three trust building behaviours: openness, credibility and trusting others, he gradually regains the trust and active participation of his work team.

Rebuilding trust, as demonstrated in the video, requires time and consistency. As Sid, the video's mentor says, "Trust is like money. It's tough to get and easy to lose." And without trust, leadership is not possible.

IDEAL TRAINING FOR:

- New and experienced leaders
- Leaders at all organisational levels

KEY TRAINING POINTS:

- How a leader's behaviour influences the success of a work group.

Effective leadership practices including:

- Don't dictate; facilitate
- Be honest and ethical
- Let people do their jobs
- Focus on the positive
- Use mistakes as opportunities
- Be inclusive

Duration: 19 Minutes
Purchase: \$890 +GST
Producer: Video Visions U.S.A.

TAT: Managing Aggression in the Workplace

This programme explores how to prevent aggression at work and how to reduce and/or manage any subsequent risk. A must for everyone who wants a safe and healthy workplace.

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



LALC: Managing Personal Finances

In these challenging economic times it is essential to be able to handle your personal finances. In this program, Investment Advisor Freda Miriklis, shares her top three tips to help manage personal finances. We can all take more control of our finances even if we don't earn a lot of money. **It comes down to understanding our expenses and making informed decisions.**

DVD from the popular NEW Learning A La Carte Range.

Freda Miriklis defines good debt, bad debt and outlines a practical approach to savings and expenditure. This program will help you evaluate your essential needs and determine the right time to spend money on non-essentials.

Duration: 12 Minutes
Purchase: \$295 +GST
Producer: Ash Quarry Training Point Australia

LALC: Preparing Your Business Case

Many managers and employees often need to prepare and present a business case to senior personnel for approval. This can be a daunting task, particularly for the inexperienced. However, certain steps can **save time, aid delivery and success rates.** In this programme, Eve Ash talks with Suzanne Dvorak, CEO of Marie Stopes International, about preparing a successful business case. This programme gives insight into the required skills, common mistakes, risks and handling rejection when presenting a case.

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

Seeing Red Cars

Don't miss this new release, featuring Australian, ultra-marathon legend, **CLIFF YOUNG**. See how you can get more of what you want?

This NEW release, Seeing Red Cars, encourages audiences to focus on what they DO want instead of focusing on what they don't! By having a positive attitude and taking action, viewers will be motivated to move in the right direction for themselves and for their organisation.

On the golf course, what goes through your mind when there is a large stretch of water between you and the tee? You will the ball not to go in the water - you **FOCUS** on it **NOT** going in the water! This great program suggests you should focus not on the water, but on the tee itself.

Historical footage of Cliff Young the Australian ultra-marathon legend is used as a memorable example of having the right focus.

Hosted by Laura Goodrich, trainer and consultant, this unique and engaging program helps audiences make

better decisions, combat negativity, and create a positive environment.

"We often place our focus on what we don't want. And since we get more of what we focus on, what really happens? We create more of what we don't want and don't even realize we're doing it." - Laura Goodrich

Laura Goodrich is an internationally recognised expert in the field of workplace dynamics and relationships. She has twenty five years professional experience; twelve of which she has spent as a corporate trainer, coach, consultant, and speaker.

Laura's business stories and experience from all over the globe have earned her the reputation as someone who can assist others in creating positive business relationships in even the most challenging workplace dynamics.

Duration: 10 Minutes

Purchase: \$890 +GST

Producer: Star Thrower U.S.A.

Vision & Values (NEW Workplace Excellence Series)

NEW Australian made!

Be inspired to develop a powerful vision and values to motivate others:

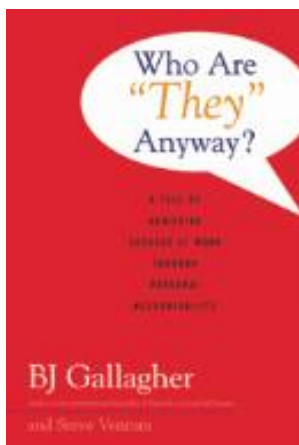
- Present a powerful vision with clear goals
- Personalise your vision
- Align people to changing vision
- Develop meaningful values
- Demonstrate values with actions
- Build values into the culture

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: 15 Minutes

Purchase: \$295 +GST

Producer: 7 Dimensions Australia



Who Are "They" Anyway?

A Tale of Achieving Success at Work through Personal Accountability. Who's Responsible? Not "Them" - but Me!

Responsibility is a choice - your choice.

Here's the scenario in many organisations: Employees blame management for their problems; managers are frustrated and blame employees for not taking initiative; and departments blame each other. "They never listen;" "they spend all the money while we make it;" "they never tell us what's going on;" "they think they can get away with that?" Grumbling and complaining provide the soundtrack for the daily drama that gets enacted in businesses large and small. And everyone thinks it's some else's job to do something!

Things fall between the cracks; orders don't get processed; deliveries are late; paperwork slows to a crawl; quality suffers; complaints increase but never get addressed; the buck gets passed endlessly from department to department; and the ultimate losers are the organisation's customers.

Do any of those things ever happen in your organisation? Hopefully it is not too late to find out just who are "they" anyway? For when we find the answer to that question, we'll find the answer to our problems.

This entertaining and enlightening video, "Who Are 'They' Anyway?" and the accompanying Facilitator's Guide are designed to help you and your organisation make the shift from looking for "them" to blame to realising that there IS no "them" and beginning to accept personal accountability. The training designs, participant handouts, group's discussion questions, and individual exercises are all aimed at providing a powerful catalyst to help everyone in the organisation understand that personal responsibility is a choice.

How often do you hear, "Sorry, there's nothing I can do ... they won't let me . . . it's company policy."? And how often do we overhear employees complaining bitterly to one another about "them" in some other department? And when was the last time a customer got passed around from person to person to person in an organisation-with a chorus of "Oh, you need to talk to 'them'"? Unfortunately, these things happen far too often in organisations of all types -- even the organisations WE work in!

"Who's responsible?" The typical answer is "they" are! But just who are "they," anyway?

It would be all-too-easy to lay responsibility on the desks of senior management-after all, they set the tone for everyone else, right? If an organisation's culture is characterised by chronic whining and victim-thinking, it must be the fault of the leaders, according to this line of thought.

. Others might be tempted to lay responsibility on the shoulders of employees -- "What's wrong with those

people, anyway?" we ask each other in frustration. "All they do is whine and complain about how awful things are -- why won't they take the initiative to make things better?" Implicit in this thinking is the conviction that: Something must be wrong with 'THEM.'

The true answer to the question "Who's responsible?" is not THEM-but ME!

In truth, responsibility is a choice. Each day, each hour, each moment, I make a choice about whether I am going to be responsible for my job and my life, or whether I am going to abdicate responsibility and look for "them" to blame instead. No one makes that choice for me -- I do it myself. Consciously or unconsciously, I am the one who does the choosing. No one can make me be responsible -- only I can choose it.

Duration: 17 Minutes
Purchase: \$990 +GST
Producer: Media Partners U.S.A.

Would I Inspire Me?

When workers know their work makes a difference, productivity rises and so does job satisfaction"

Psychology Today, "Making a Difference at Work"

What does it take to inspire a work group to greater commitment and productivity? It's not charisma. Rather, it's behaviour that any well-intentioned leader can emulate, as this programme demonstrates.

The programme follows Tom, a competent manager, on his quest to find out what makes Elliot, an exceptional manager in his organisation, so inspiring to his workers. He learns that Elliot found what was meaningful in their work, and communicated that – in words and actions – to everyone on his team.

The **Would I Inspire Me?** video programme gives viewers practical ways to make work life more meaningful, productive, and rewarding for themselves and their team.

Key Training Points

- Communicate why work is important
- Acknowledge the contribution of every employee
- Support your team
- Create opportunities for growth

Duration: 23 Minutes
Purchase: \$890 +GST
Producer: Video Visions U.S.A.



YES lives in the Land of NO

It seems like everywhere we turn, we're confronted by shaking heads, thumbs down, brick walls, brush-offs, and closed doors. NOs surround us in our workplaces, in our communities and government, in social settings, in schools, and even within our own families. In this wise little parable, viewers venture into the Land of No in search of Yes.

Though each of the characters is passionate about their cause, they all fail because they don't effectively deal with the obstacles they face. By watching their mistakes, the narrator learns how to persevere despite the NOs, and ultimately succeeds in finding the elusive Yes.

This **NEW** 10-minute video is the perfect training tool for work groups, teams, departments and organisations interested in encouraging creativity and innovation, risk-taking, and making the most of change. The program addresses both individual effectiveness in dealing with NO and breaking down barriers to group flexibility and adaptability.

LEARNING POINTS:

- Determine whether the obstacle to YES is an internal issue or an external issue
- Determine if the naysayer is reacting out of fear, experience, ego, laziness, constrained resources and competing priorities, or purely politics
- Most importantly, this motivational parable helps participants understand when NO is final, not to be discouraged and to stay in the game - YES is just around the corner.

Duration: 10 Minutes
Purchase: \$990 +GST
Producer: Star Thrower U.S.A.

Delegation

TAT: Delegating & Prioritising

Delegating and Prioritising - another best seller from the Australian-Made Take Away Training Series

Are you experiencing high pressure in your job? Do you feel you never have enough time? Learn why even experienced managers don't always delegate effectively and how to avoid these traps. Use our simple, practical techniques for setting priorities and to give you back a sense of control over your work.

Duration: 18 Minutes
Purchase: \$295 +GST
Producer: Ash Quarry Training Point Australia



Giving Leadership Away

The first reaction of most new leaders is to take on more work—it's a natural reflex. How else can they be sure their project gets done right? But the more the leader takes on, the less motivated the team members become. The greatest challenge for team leaders is to let go of their work. The leader's job is to provide the tools, motivation and direction the team members need to do the work itself. Unfortunately, many leaders get no formal training in running a team. "Giving Leadership Away" can help both new and experienced leaders take on that challenge.

In this programme, a newly promoted team leader learns that giving leadership away is not as easy as it seems. Used to making decisions himself, he starts making decisions for the team, inadvertently preventing them from doing their jobs. And when he does try to share responsibility, team members are not always willing or able to take on the task.

The solution comes surprisingly from a jar of Legos and some unconventional advice. They provide him with the direction he needs to begin sharing leadership and fostering everyone's potential.

IDEAL TRAINING FOR:

- Team Leaders
- Team Members
- Managers & Supervisors

KEY TRAINING POINTS:

Using these communication skills will reduce costs in time, morale and money.

Establish Common Goals

- Set goals as a group
- Encourage everyone to contribute

Allow People To Do Their Jobs

- Avoid interfering with work
- Encourage people to make decisions.
- Support self-reliance

Agree On Levels Of Responsibility

- Establish levels of responsibility
- Gain commitment to responsibilities
- Build people's confidence in their own abilities

Hold Individuals Accountable

- Don't allow people to shirk responsibilities
- Point out problems
- Support people in solving their own problems

Keep Team Focused On Goals

- Do not allow individuals to veer off track
- Provide support and motivation

Duration: 19 Minutes
Purchase: \$890 +GST
Producer: Video Visions U.S.A.

Everything You Always Wanted To Know About Supervision

Effective supervisors don't wait for things to happen – they make them happen. This program can help your people learn how to "make things happen". It will give them the specific tools to help them achieve their personal goals on the job and at the same time improve results for the company. The program utilises humour along with tangible, results-orientated supervisory information.

6 modules, each of about half a day.

1. Responsibilities of a supervisor (Exercise).
2. Setting objectives and planning (Exercises).
3. Delegation (Role Play).
4. Motivation (Exercises).
5. Leadership (Exercises and Role Play).
6. Improving Performance (Discipline Role Play).

Key Training Points:

Organise - Plan your work

1. Write the six most important items to be compiled.
2. Place in priority order.

Delegate

1. Explain why the job is important.
2. Define results wanted.
3. Define authority.
4. Agree on deadline.
5. Ask for feedback.
6. Set up controls.

Communicate - List points to cover, plan ahead, rehearse.

1. Ask open ended questions.
2. Listen.
3. Set goals.
4. Ask for feedback.


Discipline

1. Provide facts and figures.
2. Get agreement that a problem exists.
3. Explain consequences.
4. Help employees find their own solutions.

Motivation

1. Accomplishment
2. Responsibility
3. Learning and growth

Duration: 27 Minutes
Purchase: \$895 +GST
Producer: Training Point New Zealand



Enquire about
Renting

Has That Buck Stopped Yet?

Responsibility – every individual in every workplace has it, but sadly, there are some who don't take it.

This fun, animated program features Tom, an experienced employee who is responsible for inducting Buck, a new recruit, into his organisation. When Tom tries to pass the buck on Buck, we see the consequences for all involved.

This entertaining DVD provides excellent discussion-starting material on responsibility in the workplace, and the subsequent benefits to individuals, work teams and for the entire organisation.

Key Training Points:

- Job specific responsibilities
- Collective responsibilities
- Awareness and communication

Duration: 6 Minutes

Purchase: \$695 +GST

Producer: Training Point Australia

LALC: Managing Multiple Sites

A major challenge for any growing organisation with multiple outlets is maintaining standards across all sites. In this **new** Learning *A la Carte* programme Psychologist Eve Ash talks with Suzanne Dvorak, Australian Businesswoman of the Year, about some of her successful strategies for managing multiple sites.

The Managing Multiple Sites programme covers issues such as:

- Ensuring **compliance**
- The value of feedback
- The balanced scorecard
- Understanding the financials
- The value of training
- Implementing **360 degree feedback**
- Harnessing **creativity and innovation**

Duration: 12 Minutes

Purchase: \$295 +GST

Producer: Ash Quarry Training Point Australia

3 Easy Ways to Order

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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 Australia

RAPID Skill Builder - Delegation

The demands on our time and resources continue to increase, making it more difficult to achieve our goals without the assistance of others. Having said this, many people mistakenly think that only those with direct authority can delegate.

In fact, delegation is actually about:

- determining the best way to handle a project or task, then
- discovering the best way to solicit the help of others, where and when it is appropriate.

There are times when you will need to ask others to do things for you, whether it is answering your phone calls, sitting in on a meeting, or even taking over a large or complex project. In these circumstances, when you ask someone to help, you are really delegating part of your job to others.

Learning to use (not abuse) delegation skills is an important tool. This Skill Builder offers some advice on how to make delegation a normal part of your work schedule. It will help you identify when you need the assistance of others and how you can learn to trust them with delegated tasks.

Enquire about
Renting



ABOUT THE RAPID SKILLS BUILDER SERIES

"Bite-sized learning for building practical skills FAST!"

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

Duration: 20 Minutes

Purchase: \$1300 +GST

Producer: Team Publications Australia

Recipe For Success (With Celebrity Chef, Rick Stein)

This is a management development program based on Rick Stein's successful Seafood Restaurant and Hotel business.

Not only a famous chef but an inspirational leader:

- See how Rick and his managers get the best out of their team – day in and day out.
- Learn key management principles for all situations.
- Apply these principles to your role and your organisation.
- Develop a management style that's right for you and your job.

Key Training Points:

- Introducing management development programs.
- Stimulating and inspiring all team leaders and managers.
- Leadership development.
- Training in specific skills such as delegation.

Duration: 16 Minutes

Purchase: \$990 +GST

Producer: Supernova U.K.

The Unorganised Manager Part 1 & Part 2

The first two parts of The Unorganised Manager series show that no matter how efficient managers may think they are, they cannot be fully effective until they learn how to manage their time.

Part One: Damnation a hard-working manager is so disorganised that he unwittingly makes the lives of his family and colleagues a misery. His disorganisation leads to an early heart attack and a confrontation with St Peter. By being given a second chance on Earth, he is able to learn the principles of time management in a way that viewers, many of whom will be unaware of their own faults, can easily relate to.

Part Two: Salvation the manager has returned to Earth full of enthusiasm, but his inability to establish priorities and to delegate effectively lands him back in front of St Peter. The program shows why managers should consider the actual purpose of their jobs, and

not the function. They must learn how to schedule time for active tasks, while leaving time for reactive tasks. By delegating and retaining responsibility, they will make more effective use of their own time and that of their team, and contribute to everyone's motivation and morale.

Features and applications

- Ideal for incorporating into time management and delegation courses at junior management level.
- Engaging and humorous plot to make messages highly memorable.
- Wrong-way, right-way scenarios help managers learn practical skills.

Key Training Points:

To show managers the importance of adopting essential time-management and delegation skills.

Duration: 24 Minutes
Purchase: \$2000 +GST Each
Producer: Video Arts U.K.



Empowerment

Empowering People (People Skills Series)

Uncover the secrets of how to get people motivated to take more initiative, be more responsible and reach their full potential.

Key Training Points:

Learn the secrets to Empowering People:

- Empower yourself
- Demonstrate empowerment
- Give management guarantees
- Take risks

Duration: 14 Minutes
Purchase: \$495 +GST Each
Producer: Ash Quarry Australia

Empowering Yourself (People Skills Series)

This program will enable you to become empowered, giving you the confidence to say and do the things you want. Too many people in organisations wait for instructions, advice, guidance and permission to do things. Don't wait to be empowered, empower yourself! Learn the mind set changes that will result in more initiative, better problem solving, willingness to learn and confidence to speak out.

Key Training Points:

Learn the four steps to Empowering Yourself:

- Be constructive
- Change yourself
- Be open to feedback
- Focus on results

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

Giving Leadership Away

The first reaction of most new leaders is to take on more work—it's a natural reflex. How else can they be sure their project gets done right? But the more the leader takes on, the less motivated the team members become. The greatest challenge for team leaders is to let go of their work. The leader's job is to provide the tools, motivation and direction the team members need to do the work itself. Unfortunately, many leaders get no formal training in running a team. "Giving Leadership Away" can help both new and experienced leaders take on that challenge.

In this programme, a newly promoted team leader learns that giving leadership away is not as easy as it seems. Used to making decisions himself, he starts making decisions for the team, inadvertently preventing them from doing their jobs. And when he does try to share responsibility, team members are not always willing or able to take on the task.

The solution comes surprisingly from a jar of Legos and some unconventional advice. They provide him with the direction he needs to begin sharing leadership and fostering everyone's potential.

IDEAL TRAINING FOR:

- Team Leaders
- Team Members
- Managers & Supervisors

KEY TRAINING POINTS:

Using these communication skills will reduce costs in time, morale and money.

Establish Common Goals

- Set goals as a group
- Encourage everyone to contribute

Allow People To Do Their Jobs

- Avoid interfering with work
- Encourage people to make decisions.
- Support self-reliance

Agree On Levels Of Responsibility

- Establish levels of responsibility
- Gain commitment to responsibilities
- Build people's confidence in their own abilities

Hold Individuals Accountable

- Don't allow people to shirk responsibilities
- Point out problems
- Support people in solving their own problems

Keep Team Focused On Goals

- Do not allow individuals to veer off track
- Provide support and motivation

Duration: 19 Minutes

Purchase: \$890 +GST

Producer: Video Visions U.S.A.

Great Quotes From Great Leaders

This beautiful gift book contains a free DVD, and 160 pages with 75 wonderful photographs and over 400 great quotations from leaders in all walks of life. Great Quotes from Great Leaders is the perfect inspirational holiday gift for customers, friends and family. It's guaranteed to be treasured.

"Being in the printing business, I know a beautiful book when I see it, and... this is a beautiful book! Once I started reading it, I could not put it down. It's the ultimate customer gift!"

Tom Rohlffing - President, Pinnacle Press

To find out more or enquire about MULTIPLE DISCOUNTS please contact us!

From The Simple Truths Range, this extraordinary book will be a source of inspiration and knowledge for many years to come.

For more information on the similar, extremely popular DVD meeting opener series contact Kroon Training Services

Purchase: \$89 +GST



Has That Buck Stopped Yet?

Responsibility – every individual in every workplace has it, but sadly, there are some who don't take it.

This fun, animated program features Tom, an experienced employee who is responsible for inducting Buck, a new recruit, into his organisation. When Tom tries to pass the buck on Buck, we see the consequences for all involved.

This entertaining DVD provides excellent discussion-starting material on responsibility in the workplace, and the subsequent benefits to individuals, work teams and for the entire organisation.

Key Training Points:

- Job specific responsibilities
- Collective responsibilities
- Awareness and communication

Duration: 6 Minutes

Purchase: \$695 +GST

Producer: Training Point Australia

TAT: How to Develop Your People

Employees are an organisations most valuable asset and must be nurtured!

Everyone needs a development plan with career goals – and one that is reviewed regularly. Psychologist Eve Ash provides useful guidelines for developing people such as new supervisors, high achievers, and virtual staff. Eve outlines practical tips, classic mistakes and the four key steps in developing people which are:

1. Determine training needs
2. Choose learning strategy
3. Implement strategy
4. Evaluate training and development

Duration: 12 Minutes

Purchase: \$295 +GST

Producer: Ash Quarry Training Point Australia

3 Easy Ways to Order

By email...

trainingtools@bigpond.com

By post...

PO Box 339

JOONDALUP WA 6919

By phone...

(08) 9304 8214

Improving Performance Through Empowerment

This programme helps to generate better results by empowering employees to take charge and make decisions.

Do your employees focus on what you want rather than finding the best way to accomplish goals? Managers often control how things get done in an effort to save employees from making "mistakes." But this can sap initiative, prevent learning and stifle innovation. Through the positive behaviour modelling dramatised in Improving Performance Through Empowerment, managers will discover the advantages of delegating responsibility, encouraging the exploration of new ideas and providing employees with new opportunities to learn. Improving Performance Through Empowerment will move managers away from telling employees exactly how to solve a problem to providing the guidance necessary for long-term growth and performance improvement. They'll also learn how to grow the organisation's "human assets" by assigning projects that stretch the skills of employees and gets them to confront and overcome areas of weakness.

KEY LEARNING POINTS

- Generate better results by empowering employees to take charge and make decisions.
- How to allow employees to make and learn from mistakes.
- How to avoid "cosmetic empowerment".
- How to encourage employees to have direct contact with both internal and external customers.
- How to give employees the opportunity to grow by allowing them to confront areas of weakness.

Duration: 18 Minutes
Purchase: \$990 +GST
Producer: Coastal U.S.A.

Keeping the Good Ones

The message of this training DVD is simple... **Treat your team members as people first and employees second.**

Keeping the Good Ones is a management and leadership training video that deals with positive employee - manager relationships and employee retention. It will inspire managers and provide them with practical tools which they can use to keep the good people they already have.

In the end, keeping the good ones comes down to connecting with each member of your team on a regular basis. The great news is that this doesn't cost the company a penny.

Keeping the Good Ones' Key Learning Points..

- Offer YOURSELF as a person
- Offer your TIME with a regular Take 10 Check-in

- Offer your APPRECIATION

Suggested Uses: Management/leadership training workshops; staff retention training.

Business Needs: Decreasing employee dissatisfaction; improving employee morale; positively impact the bottom line by reducing costs associated with employee turnover

Training Needs: Employee retention; managing people

This is a training programme that is full of surprises, humour, and heart. It's a film about leadership. It's a film about managing people instead of employees. It's a film about adding a level of humanity to the workplace that will enrich the working lives of both the manager and the employees. Yet, it is both practical and real. It's an excellent employee retention training film.

Duration: 26 Minutes
Purchase: \$890 +GST
Producer: Media Partners U.S.A.

LALC: Managing Multiple Sites

A major challenge for any growing organisation with multiple outlets is maintaining standards across all sites. In this **new** Learning *A la Carte* programme Psychologist Eve Ash talks with Suzanne Dvorak, Australian Businesswoman of the Year, about some of her successful strategies for managing multiple sites.

The Managing Multiple Sites programme covers issues such as:

- Ensuring **compliance**
- The value of feedback
- The balanced scorecard
- Understanding the financials
- The value of training
- Implementing **360 degree feedback**
- Harnessing **creativity and innovation**

Duration: 12 Minutes
Purchase: \$295 +GST
Producer: Ash Quarry Training Point Australia

The Kingdom Was Lost

This training pack is designed to show people the critical importance of attention to detail in their everyday work. The purpose of THE KINGDOM IS LOST is to help people recognise their responsibility for the quality of their work and show them how to act upon it. It will make them think twice before saying:

- 'I can't be bothered', 'No-one will notice if I don't do that',
- 'It's only a minor detail', 'Just this once won't matter',
- 'It's not my job to do that'

Use of THE KINGDOM IS LOST will enable individuals to:

- Understand the importance of attention to detail in their everyday work
- Recognise the contribution which everyone must make if their organisation is to achieve the levels of performance needed to survive and prosper
- Understand how to deliver high quality work by applying the 3 A's – Attitude, Awareness and Action
- Apply the lessons from "The Kingdom is Lost" to their own circumstances at work and produce an Action Plan.

The video is the story of how a simple typing error and a train of events which led to a huge, prestigious architectural project for the Millennium going disastrously wrong.

Key Training Points:

The program is a fundamental lesson for everyone in today's pressurised organisation. Use it for training sessions on:

- Induction
- Quality
- Customer Service
- Empowerment
- Teamwork
- Planning and Project management
- Accuracy and attention to detail

Duration: 21 Minutes
Purchase: \$2000 +GST
Producer: Video Arts U.K.

The Power of Persuasion (A Stanford Executive Briefing with Dr Robert Cialdini)

Increase your power and influence with simple, guaranteed methods you'll start using right away. In this dynamic presentation, Professor Cialdini provides fascinating insights on how to be successful in your attempts to persuade all manner of other people. A vast body of scientific research is the foundation for his six principles that lead to effective, ethical and enduring influence. Whether you call it requesting, cajoling, exhorting, or inveigling to achieve a desired outcome - this is a "must" for managers, marketers, and manipulators of all kinds!

Program Highlights include:

- Recognising "moments of power."
- What you should say to get people to act.

Includes handy pocket reference guide of influence techniques.

Dr. Robert Cialdini is the most frequently cited living social psychologist in the world. He is the Regents Professor of Psychology at Arizona State University, and Visiting Professor of Marketing at Stanford University's Graduate School of Business. Professor Cialdini has been interviewed for two National Public Radio programs and will be featured on "Dateline

NBC." His book, Influence: Science and Practice, now appears in ten languages.

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

WIN TEAMS: How One Company Made Empowerment Work

Among the success stories of empowerment and employee involvement, few are as dramatic and inspiring as that of the Ericsson G.E. Mobile Communications plant in Lynchburg, Virginia.

This programme demonstrates how an employee involvement programme transformed a company. The real people involved - workers, supervisors, and managers - recreate the dramatic story of how they turned their company around.

This programme provides a realistic model of how one type of employee involvement program works--and of how one company was able to successfully change its corporate culture-- raising issues for viewers to consider and adapt to their own situation. It demonstrates to workers, supervisors, and managers that self directed work teams can and do work, not just for the company's benefit, but for everyone's.

It also prepares viewers for the often difficult process of change, by inspiring them to see that change can be for the better, and by reassuring them that their doubts and fears are not only shared by others, but are a natural part of the change process itself.

IDEAL TRAINING FOR:

- Management Groups
- Employee Groups
- Self Directed Teams
- Business Education Classes

KEY TRAINING POINTS:

This video has been designed primarily to motivate employees to take a more active role in employee involvement programs. After seeing the video and discussing its application to their own situations, **viewers will be better able to:**

- Understand the elements needed for a successful employee involvement program.
- Prepare for their own and others' reaction to a major cultural change.
- Recognise the benefits of employee involvement to employees, supervisors and managers.
- Accept personal responsibility for improving their workplace.

Duration: 23 Minutes
Purchase: \$890 +GST
Producer: Video Visions U.S.A.

General Skills

A Greener Workplace: Planning and Managing Sustainability

The 'green' approach to life started as a grass-roots, community-based movement. It has now permeated the mainstream to the point where businesses across the globe realise that adopting an environmentally sound philosophy is essential – not only to maintain credibility and protect the bottom line, but also to attract the best employees. People expect business to be at the fore with regard to sustainability – to lead changes in thinking and behaviour.

This program discusses the benefits of 'green' workplaces. The lead must come from the top - managers and business owners find themselves needing to be increasingly in tune with sustainable and ecological thinking. We hear from leading business people and sustainability experts about environmental corporate culture and practices and gain an insight into how to effectively implement a policy and strategy. Featured in the program are Geoff Gourley a leading business environmentalist and consultant, representatives from Fujitsu, and Australian Environment Minister, Peter Garrett.

Duration: 18 Minutes
Purchase: \$695 +GST
Producer: Training Point Australia



Be Prepared to Lead

Learn how to:

- Recognise your leadership potential.
- Build leadership traits.
- Earn the trust of your team.
- Build vision and communication skills.
- Recognise leadership errors.
- Develop your own personal leadership style.

Leadership development is a process of gaining self-understanding and confidence. Learn how to identify your own leadership style, how to capitalize on its strengths, and how to adapt your style to changing circumstances. Develop essential leadership skills and learn to avoid costly leadership errors.

Duration: 27 Minutes
Purchase: \$295 +GST
Producer: Kantola U.S.A.

Bury My Heart at Conference Room B

If your organisation seems to have more brick walls than hallways and doors, it's time for a "totally twisted, deadly serious" look at leadership. That's how Stan Slap, renowned speaker, author and executive coach, describes his cutting-edge take on the urgent need for managers who can meaningfully engage a cynical workforce. Stan's message helps increase management commitment, reduce turnover and build support for critical initiatives.

Learning Point Highlights:

- Explores motivating people without using carrot and stick approaches
- Describes how managers can live their personal values in the workplace
- Shares insights on what makes work meaningful for employees

Duration: 24 Minutes
Purchase: \$1100 +GST
Producer: Vision Point U.S.A.

Celebrate What's Right With The World

Celebrate What's Right With The World teaches what a powerful force having a vision of possibilities can be for you. Do you have a vision for your organisation? More importantly, do you have one for yourself? One that gets you excited every morning and keeps you open to possibilities.

In this new program Dewitt Jones asks do we choose to see possibilities? Do we really believe they're there? He assures us that we will see it only when we believe it. And when we believe it, we connect with a vision that opens us to possibilities and gives us the courage to soar. Celebrate What's Right With The World provides practical guidelines for applying the seven key concepts, even in the face of critics and challenges. Stunning photography and powerful dialogue also help

us see how we can approach our lives with celebration, confidence and grace.

Dewitt Jones is one of America's top professional photographers. In his twenty-year career with National Geographic, Dewitt lived the vision of "celebrating what's right with the world." He found that the creative tools he employed as a photographer had an even deeper application when applied directly to his personal and professional life.

Key Training Points- Seven Key Concepts:

1. Believe it and you'll see it.
2. Recognise abundance.
3. Look for possibilities.
4. Unleash your energy to fix what's wrong.
5. Ride the changes.
6. Take yourself to your edge.
7. Be your best for the world.

Duration: 25 Minutes

Purchase: \$890 +GST

Producer: Star Thrower U.S.A.

TAT: Dealing With The Unmotivated Employee

Psychologists Eve Ash and Peter Quarry debate whether a manager should invest time and energy trying to find a way to satisfy the employee's needs, or to encourage the person to move on. Dealing With The Unmotivated Employee is a great discussion starter from the Take Away Training Series for any management or leadership training activity!

Duration: 13 Minutes

Purchase: \$295 +GST

Producer: Ash Quarry Training Point Australia

Enhancing Morale (Leadership Series)

Morale is embedded into every workplace and has an all-pervasive effect on how employees communicate and perform, but it is not always obvious or easy to explain. This programme investigates the link between workplace culture and morale, and the role that leaders play in creating and maintaining morale. Featuring dramatised scenarios and panel discussion, this programme will assist in identifying current and potential issues and offers practical steps to develop a positive workplace culture that engenders good morale.

In summary, Enhancing Morale:

- Explores the links between morale and workplace culture
- Discusses strategies for building and enhancing morale

Duration: 12 Minutes

Purchase: \$395 +GST

Producer: Training Point Australia

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

Purchase: \$495 +GST

Producer: VEA Australia

Find Your Voice DVD

This program is an essential resource for anybody in charge of a team for the first time (and useful for many with more experience too). It shows all the main skills and processes involved in managing people, from managing performance to dealing with grievances.

If you are new to the business of managing people at work, perhaps as the owner or manager of a small business, or someone who has acquired a 'team' to look after for the first time, there are certain essentials you need to know.

What are the essential skills for managing people?

- Vision
- Organisation
- Involvement
- Communication
- Enquiring

Drama scenes show a manager beginning to learn how to use these skills and become effective.

- Dealing with performance problems.
- Dealing with inappropriate behaviour.
- Managing change.

Duration: 56 Minutes

Purchase: \$1995 +GST

Producer: Angel Productions U.K.



Focus Your Vision

How can we find our direction, our purpose? When we combine our energy and passion with our focused visions, we give ourselves direction and power. Dewitt Jones, author of the best selling training programs Everyday Creativity and Celebrate What's Right with the World, encourages us to develop our visions and turn them into reality.

Key Concept 1:

Keep your vision focused - When we focus our visions, we find their purpose.

Key Concept 2:

Stop, look, and listen - Great visions don't leap out to meet us! To find one, we need to slow down and really understand what is happening.

Key Concept 3:

Hold on to the best, let the rest fall away - Intellect helps us find which parts of our visions are really important and which to get rid of.

Key Concept 4:

Trust your intuition - If we learn to trust it, our intuition can reveal spectacular visions.

Key Concept 5:

It's not trespassing to go beyond your own boundaries - Taking risks and expanding our horizons helps us turn visions into reality.

Key Concept 6:

Make your visions big enough - The really big visions should never be focused too tightly.

Key Concept 7:

Do you have juice in your camera? - Juice is the passion, the energy needed to realize our visions.

Duration: 23 Minutes

Purchase: \$890 +GST

Producer: Star Throver U.S.A.

LALC: How to Cope in Rough Times

Recession, global financial crisis, credit crunch - however you describe it there's no doubt that things have been tougher in the past year or so. In this Programme, Eve Ash provides practical strategies for coping during difficult times.

Discussion includes:

- Understanding the effect of positive & negative thoughts
- Strategies for regaining a sense of control
Planning for a positive future

Duration: 9 Minutes

Purchase: \$295 +GST

Producer: Ash Quarry Training Point Australia

TAT: How to Develop Your People

Employees are an organisations most valuable asset and must be nurtured!

Everyone needs a development plan with career goals – and one that is reviewed regularly. Psychologist Eve Ash provides useful guidelines for developing people such as new supervisors, high achievers, and virtual staff. Eve outlines practical tips, classic mistakes and the four key steps in developing people which are:

1. Determine training needs
2. Choose learning strategy
3. Implement strategy
4. Evaluate training and development

Duration: 12 Minutes

Purchase: \$295 +GST

Producer: Ash Quarry Training Point Australia

It's A Wonderful Life: Leading Through Service

What a great combination. One of the greatest movies of the century and one of the most respected management thinkers in the world-together for the first time! **Dr. Margaret Wheatley, author of Leadership And The New Science, interprets It's A Wonderful Life, the classic film starring Jimmy Stewart.**

A revolutionary New programme for management training. Renowned management expert Dr. Margaret Wheatley, author of several best-selling books on organisational behaviour, connects her unique wisdom to scenes from that all-time favourite movie, It's A Wonderful Life. By discovering the positive behaviour of George Bailey, the hero of the movie, and his contribution to his community, trainees will internalise the fundamental ingredients of Servant Leadership and help make your organisation even more wonderful...and successful!

Focus points:

- Encourage Maximum Potential Through Trust & Caring
- Everyone Can Be A Leader Who Serves
- Small Acts Of Kindness Make A Big Impact
- Benefit From Your Natural Impulse To Help
- Create A Legacy By Being Available To Others

Duration: 21 Minutes

Purchase: \$890 +GST

Producer: Advanced Media U.S.A.



It's all About Culture

This Australian-made programme shows how the culture of any workplace is shaped by its people. It is unique to each workplace because the people are unique. If the personnel changes, so does the culture – often in small, but significant ways. This programme covers important aspects of identifying, building and changing a workplace culture.

We hear from three different businesses - multimedia games designer and developer Firemint, surf and ski wear giant Oakley and Australia's Bendigo Bank, about the culture within their work environments. This program is an ideal resource for prompting thought, discussion and action on this important topic.

Key Training Points:

- The role of physical environment, values and beliefs
- Four types of corporate culture – Power, Role, Achievement, Support
- An Individual's contribution to corporate culture
- Outside influences

Duration: 22 Minutes

Purchase: \$695 +GST

Producer: Training Point Australia

Key Functions of Business

Using Holden as a case study, this program looks at the key functions performed in business on a daily basis. Each of these functions enables the organisation to achieve its goals.

Departmental managers must not only have expert knowledge of their own area, but also how their department fits into the overall structure - interacting with, and supporting other key functions of the business.

This program examines these concepts using Holden as an illustrative case study. In particular the program looks at the Manufacturing Operations, Human Resources, Marketing and Sales, and Finance departments and how they fit together to make up the whole of the company.

Duration: 28 Minutes

Purchase: \$495 +GST

Producer: VEA Australia

Enquire about
Renting



Leadership In Action (Leadership Series)

This new release examines the difference between management and leadership. Leaders in the workplace are often managers and supervisors, but they can be found at all levels within an organisation. This programme investigates leadership traits and explores strategies for enhancing leadership potential. Participants are encouraged to reflect on their own behaviour and to consider personal development pathways. This programme will benefit decision-makers, managers and team leaders and those aspiring to leadership roles.

In summary, Leadership in Action:

- Examines the differences between management and leadership
- Explores the qualities of effective leaders and strategies for enhancing leadership potential

Duration: 13 Minutes

Purchase: \$395 +GST

Producer: Training Point Australia

Management Skills Videoquiz

An entertaining quiz to motivate managers and team leaders to improve the way they manage others. The TV host presents 10 multiple choice questions covering key management issues. Viewers complete the quiz individually or in groups. Psychologist Peter Quarry presents the facts.

Duration: 20 Minutes

Purchase: \$395 +GST

Producer: Ash Quarry Australia

Managing At The Frontline

In this re-released classic, Australian produced training package, viewers meet a supervisory and management team working in a manufacturing environment. They follow through the classic issues that confront front line managers.

This package has been re-edited and new paper based materials added to match it with the Australian frontline management initiative.

Duration: 68 Minutes

Purchase: \$995 +GST

Producer:

Managing For Customer Care

In this program, learn how to get your managers committed to their role in customer care. And show them how to motivate, equip and empower their people to deliver truly excellent customer service.

Clear examples and positive role models in this program reveal managers' vital role in successful customer care.

Encourage your managers to think how they can create and sustain a positive approach to customer care. The

varied examples in the program are a good way to generate discussion and ideas.

By concentrating on customer perception in their own organisation, managers can come up with ideas for improving the service to their customers - without spending more money on additional resources.

Key Training Points:

- Helping managers to understand what customer care really is.
- Helping managers to understand the importance of excellence in customer care.
- Helping managers to understand their role in providing excellent customer care.
- Giving managers the skills they need to help their people deliver excellent customer care.

Duration: 30 Minutes

Purchase: \$1500 +GST

Producer: Fenman U.K.

Management Styles: Authoritarian & Delegative

Every person has a different **management style**! These can be broadly categorised into four types. This program examines two prominent styles – authoritarian and delegative.

As two recruitment companies meet for their annual 10-pin bowling showdown, the characteristics of each management style are examined. This program is an ideal stimulus for thought and discussion about the benefits, disadvantages and implications of adopting different approaches to management in relation to the **diversity** of people and staff encountered in each and every workplace.

This programme will assist you to understand:

- An outline of the authoritarian management style.
- The advantages and disadvantages of authoritarian management.
- An outline of the delegative management style.
- The advantages and disadvantages of delegative management.

Duration: 8 Minutes

Purchase: \$295 +GST

Producer: Training Point Australia

Management Styles: Paternalistic & Collaborative

Learn about the **diversity of management styles** and how to identify characteristics of employees belonging to particular styles. This program explores two types of management styles which are paternalistic and collaborative. Observed through the eyes of a waiter, as two groups of employees and their managers arrive for their regular Friday business lunch, the

characteristics, benefits and disadvantages of each style are examined.

After viewing this programme you will be able to:

- Outline characteristics of the collaborative management style.
- Identify advantages and disadvantages of collaborative management.
- Outline characteristics of the paternalistic management style.
- Identify advantages and disadvantages of paternalistic management.

Duration: 8 Minutes

Purchase: \$295 +GST

Producer: Training Point Australia

Managing - Only Just!

This **NEW realistic British drama is about managing performance under pressure** and to be more aware of the emotional impact of your behaviour in stressful situations.

Managers can find themselves squeezed between demands from 'on high' and resentments and lack of resources below.

Managing – only just! focuses on key behaviours that help to manage effectively under pressure.

The main subject areas are as follows:

- Performance management
- Change management
- Stress management and work / life balance

With key learning points:

- awareness of the effects of pressure on yourself and your team
- being flexible
- keeping direction
- building positive working relationships

The ideal audience for this great new release are:

- Managers and team leaders in public and private sectors
- Senior managers responsible for H & S policy

This DVD includes a 12 Minute commentary by Dr Michael Reddy.

Duration: 20 Minutes

Purchase: \$990 +GST

Producer: Supernova U.K.



LALC: Managing Change in Tough Times

Many external influences can impact on the success of a business – natural disasters, financial crises, epidemics, even terrorism. In this programme Peter Quarry talks with Glenyce Johnson, Managing Director of Peregrine Adventures, about her management strategies and business experiences during tough times.

Primary Training Points:

- Planning
- Communication
- Downsizing
- Understanding risks

Duration: 12 Minutes

Purchase: \$295 +GST

Producer: Ash Quarry Training Point Australia

3 Easy Ways to Order

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PO Box 339
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By phone...

(08) 9304 8214

Managing Me

"It's not what happens to you, but how you react that matters"

JUST RELEASED!! As the leader of any group, problems are inevitable. So...how do you react? Do you lead with your gut...or your head?

This is the dilemma that the host of **"Managing Me"** grapples with. When problems arise at work, he can choose to react with either impulse or reason. As each situation plays out, the better reaction is clear.

Viewers recognise that how you react often has a far greater impact—on morale, on retention, on productivity—than any specific problem ever could.

The key to managing other people is learning how to manage you.

IDEAL TRAINING FOR:

- Managers
- Supervisors
- Team leaders
- Newly appointed leaders
- Experienced leaders looking to refresh skills

KEY TRAINING POINTS:

When someone drops the ball...

- 1. Don't attack. Teach.

When everyone disagrees...

- 2. Don't take sides. Mediate.

When things fall apart...

- 3. Don't blame. Solve.

When you hear a new idea...

- 4. Don't close doors. Open doors.

When you run into confrontation...

- 5. Don't argue. Negotiate.

When bad news hits...

- 6. Don't avoid. Confront

Duration: 16 Minutes

Purchase: \$890 +GST

Producer: Video Visions U.S.A.

Enquire about
Renting



Peer Today, Boss Tomorrow

Help newly promoted supervisors navigate their changing roles and have immediate impact! Climb in the proverbial camper for an enlightening road trip with five friends who share experience and insights about making successful transitions from peer to boss. Key strategies, hands-on workshop activities and practical suggestions make this program an excellent choice for organisations that promote from within or train new supervisors regularly.

Learning Point Highlights:

- Reflects honestly the mixed feelings involved in moving from peer to boss
- Outlines four strategies to help new managers make successful transitions
- Helps new managers address their evolving relationships with colleagues

Duration: 22 Minutes

Purchase: \$1100 +GST

Producer: Vision Point U.S.A.



People

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

- 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 Minutes

Purchase: \$590 +GST

Producer: Workplace Publishing U.S.A.

RAPID Skill Builder - Goals & Objectives

It seems that everybody has an opinion to give, or advice to offer, about setting goals and achieving objectives. The broad encouragement to set targets for education, work, recreation and even retirement suggests that goal setting is something you need to all your life in order to be successful – or even just make progress. Yet most people still don't set goals!

Some consider the process a waste of time. Others have tried making New Year's resolutions and quickly failed only to become discouraged. However, goal setting is a powerful tool when used purposefully.

This programme will help you to develop your skills in this area, by implementing a process that helps you to set realistic goals and take active steps towards achieving them.

Duration: 20 Minutes

Purchase: \$1300 +GST

Producer: Team Publications

ABOUT THE RAPID SKILLS BUILDER SERIES

"Bite-sized learning for building practical skills FAST!"

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.

Rapid Skill Builder - Risk Management

Risk is a powerful motivator. If we recognise it and measure it well, there are significant rewards to be had. However, failure to properly manage risk today can result in unprecedented professional and personal

loss – from increased customer turnover and lost business partners, to heavy legal penalties, missed market or revenue opportunities, and in the worst cases, a complete loss of business operations. Every enterprise involves risk, but correctly understood and managed, the right kind of risk taking can turn to competitive advantage.

Duration: 20 Minutes

Purchase: \$1300 +GST

Producer: Team Publications



Rational Risk Taking: Breaking out of Comfort Zones

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

Adult learning requires stimulation, fun, interaction and involvement. The short trigger DVDs add variety and humour to the training programs. The DVDs introduce the concepts and show case studies. The Leaders Guide gives instructions on how to gain maximum group involvement through the use of questions and guided discussion techniques.

The programme has been designed to be utilised by small and large businesses and organisations to be facilitated in-house by managers, trainers, supervisors or be used as self paced learning and home study.

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: 9 Minutes

Purchase: \$550 +GST

Producer: FutureMedia Australia

Recipe for Success

Renowned TV chef, Rick Stein, brings us an inspirational case study for new managers - A shot in the arm for those already doing it.

Managers with a technical or professional background can find themselves running a team with little formal training. It happened to TV chef and successful businessman Rick Stein. Rick shares with us what he's learnt about managing people. A stimulating case study with key learning points organised by subject sections.

The main subject areas are:

- introduction to key management skills
- leadership development
- trigger material for motivation and delegation training
- With key learning points:
 - leading by example
 - delegation
 - setting standards
 - communication
 - support and development

Best audience:

- New managers / team leaders in all organisations
- A 'refresher' for existing managers

Duration: 16 Minutes

Purchase: \$990 +GST

Producer: Supernova U.K.

So HELP Me (Employee Version)

How do employees affect customer service? What do customers value most in customer service? Solving their problems. Recent research shows that handling customer problems quickly and correctly will retain or even build customer loyalty. Customers who don't get their problems solved will leave and not return.

"So HELP Me" (Employee Edition) illustrates realistic customer service problems that can frustrate both customers and employees. The video provides solutions to these problems that satisfy everyone: the customer, the organisation and the employee. These solutions include: working with policy to solve problems, helping customers outside your department, actively listening, treating every customer as your own, and defining customer needs.

"So HELP Me" demonstrates employees giving the kind of service that turns dissatisfied people into loyal customers. As one customer service provider in the video says, "...at the end of the day it makes me feel like I'm doing something useful. Instead of adding to people's frustrations, I'm actually helping them out."

IDEAL TRAINING FOR:

All Customer Service Providers, including sales associates, government employees, telephone

customer service representatives and all other service professionals

KEY TRAINING POINTS:

Work with policy to solve problems

Don't use policy to explain what you can't do; use policy to help people

Take customers directly to what they need

When you can't help, take them to someone who can, even if it's outside your department.

Take the time to really listen

Treat each customer as an individual. Listen until you really hear what their problem is.

Treat every customer as your own customer

Work with the customer you're talking to. Don't hand customers off to someone else just because they're difficult.

Help customers define their needs

Help people figure out what they want. Guide them to solutions that meet their needs

Duration: 16 Minutes

Purchase: \$890 +GST

Producer: Video Visions U.S.A.

So HELP Me (Supervisor Version)

How do supervisors affect customer service? We all know that frontline service people directly impact customer satisfaction. But we don't often look at how much a supervisor's behaviour influences the service a customer ultimately receives.

"So HELP Me" (Supervisor Edition) takes a fresh look at customer service by showing the direct connection between a supervisor's behaviour and the way employees treat customers. When employees are listened to, respected, and encouraged, they will do the same for their customers. Supervisory behaviours that promote excellent service include: telling people what they're doing right, helping employees find solutions, focusing on people rather than numbers, empowering people to do their jobs, and turning mistakes into opportunities for growth.

"So HELP Me" (Supervisor Edition) demonstrates supervisory practices that facilitate excellent customer service. The result is not only a better service provider, but also a loyal and satisfied customer.

IDEAL TRAINING FOR:

New and Experienced Supervisors and Managers in all Service Industries will benefit from this program.

KEY TRAINING POINTS:

Tell people what they're doing right

That good feeling will get passed on to your customers.

Help employees find solutions for customers

Take the time to help employees work within policy to solve customer problems.

Focus on people, rather than numbers

When employees feel that you care about them, they're far more motivated to care about your customers.

Empower people to do their jobs

Employees will feel that they have the responsibility – and the power – to solve customer problems themselves.

Turn mistakes into opportunities for growth

Dealing with mistakes privately is a perfect opportunity for individualized training

Duration: 18 Minutes

Purchase: \$890 +GST

Producer: Video Visions U.S.A.

Surviving the Slings & Arrows (A Manager's Guide)

Part of the Manager's Guide Series which has two programs:

Program 1—Surviving the Slings & Arrows focuses on the skills needed to navigate the legal and behavioural challenges managers can face.

Program 2—To Lead Or Not To Lead takes a look at the communication, organizational and leadership skills managers need to excel.

After viewing Program 1 and working through the material in the Facilitation Guide, participants should understand:

- Appropriate & effective hiring practices
- EEO compliance issues
- How to handle workplace harassment
- Respectful termination procedures
- Performance management fundamentals

This new video-based training series, **A Manager's Guide**, is an excellent overview of the fundamental skills needed to survive and thrive in today's complex work environments. Using the casting and rehearsal of a production of Shakespeare's Hamlet as a backdrop, this series provides an entertaining overview of the essential skills needed by both new and more experienced managers. A team of experts reinforces the key learning points.

Programme Objectives:

A Manager's Guide is intended to provide new and experienced managers in public and private sector organisations with an overview of the fundamental skills needed to be successful in the work they do.

Programme Contents:

The programmes combine dramatised scenarios that demonstrate the key learning points in each section

and expert commentaries that underscore and reinforce the training.

The dramatisations are set against a backdrop of the rehearsal of a production of Shakespeare's Hamlet. The interactions between the play's director and actors serve as a dramatic metaphor for the kinds of situations managers are likely to face in their work environments.

The facilitation materials offer several approaches to using the programmes. The training can be 2-4 hours or longer depending on the exercises and activities you choose to use.

Duration: 25 Minutes

Purchase: \$750 +GST

Producer: Quality Media Resources U.S.A.

The Encouraging Manager

The Encouraging Manager explores what it takes to create an environment where everyone can do their best. This training film also offers practical action steps that every viewer, from the newly promoted supervisor to the seasoned manager, can follow to create a workplace where employees feel empowered, informed, and invaluable. By the programs conclusion, your participants will understand the far-reaching impact their encouraging actions can have on others.

If you desire a community of creative, enthusiastic individuals working together and excelling individually, The Encouraging Manager will help your organization get there.

Duration: 14 Minutes

Purchase: \$990 +GST

Producer: Star Thrower U.S.A.



3 Easy Ways to Order

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The Front of the Class

The Front of the Class training video is a leadership and management video that takes us back to school for a refresher course on being in charge.

Being a supervisor is like moving to the front of the class: everyone around you is watching your moves and expecting the best. But it takes more than a promotion or a job title to be a great supervisor. It takes leadership. The backbone of this program is a simple question every supervisor must continually ask themselves...

You only succeed when they do, so what do they need from you to succeed?"

Hilarious recollections of a child's best and worst teachers, the moving story of a classroom hero, flashbacks to the teacher's pet and everyone's favourite homework excuses, bring wisdom, warmth and a sense of humour to a memorable lesson on the qualities of a true leader.

The Front of the Class's Key Learning Points...

Be FIRST

- Set the Mood
- Set the Pace
- Set the Standards

Be FAIR

- Don't Play Favorites
- Share the Credit
- Take the Heat

Be FIRM

- State the Facts
- Get Agreement
- Explore for a Solution

Be FLEXIBLE

- Assume the Best
- Make Room for Good Ideas
- Admit When Wrong

Duration: 24 Minutes

Purchase: \$890 +GST

Producer: Media Partner U.S.A.

The Leadership/Management Mix

What makes a good manager? What makes a good leader?

Is leadership just a fashionable name for management or are the skills of leadership distinctly different? If leadership is different, what's the best mix of management and leadership for your job? In these challenging times getting it right is even more vital.

The Leadership / Management Mix helps you gain a better appreciation of what it takes to be more successful as a manager and leader. The realistic video engages you with the issues; the supporting materials, written by experienced trainer Larry Reynolds, help you apply the ideas to your own circumstances.

Subject areas

- people management skills
- leadership skills
- the management / leadership mix

Key Learning Points

- setting targets
- reviewing progress
- motivating and developing
- articulating a vision
- inspiring commitment
- challenging the status quo

Who for?

- managers, team leaders and supervisors at all levels

Style

- engaging realistic workplace drama
- 'chapter' structure with good and bad examples of management and leadership in action
- detailed training notes and resources for group training
- workbook with questionnaire for self-study and use in groups

Duration: 18 Minutes

Purchase: \$990 +GST

Producer: Supernova U.K.



The Leopard in Your Business

In this programme from the locally produced Lessons from the Wild series, the leopard is used as a metaphor to compare individual predator behaviour with the principles of effective planning.

Through the use of enthralling wildlife footage of the leopard in its natural habitat, the video reflects examples of careful planning and faultless execution. Learners will understand the importance of having a focused and meticulously clear plan related to goals that are defined and measurable. As the story of the leopard unfolds, the message of planning according to your strengths and weaknesses is clearly demonstrated along with the importance of setting high performance standards, which are measured and rectified when necessary in order to meet the challenges that lie ahead.

Key Learning Points:

- Successful planning requires clear goals
- Understand the need to have defined, measurable objectives
- Planning is necessary in order for the business to survive and grow
- Understand the importance of knowing your territory and planning to maintain and protect it
- Manage resources effectively
- Understand strengths and weaknesses and plan appropriately
- Analyse risks and make judgements accordingly
- Understand the value of setting high standards and seeking to meet or even exceed them

Related Topics:

- Performance Management; Planning

Duration: 15 Minutes

Purchase: \$590 +GST

Producer: LR Group South Africa

Enquire about
Renting



TAT: The New Supervisor

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.

What are some of the challenges and opportunities of the newly appointed supervisor? Learn about the major supervisory functions as well as how to handle difficult supervisory functions.

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 title is available for independent purchase, or as a series. Multiple title discounts applies.

Duration: 13 Minutes

Purchase: \$295 +GST

Producer: Ash Quarry Training Point Australia

The NEW Workplace Excellence Series

New Release!

Complete Series (10 DVD Packs) Price represents a 40% SAVING!

This outstanding 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.

Meet the managers and staff who provide powerful insights and strategies for business success and staff satisfaction. Find out how these organisations achieve workplace excellence.

Ideal for managers, teams and staff at all levels.

Buy Complete Series or INDIVIDUAL Titles and SAVE!

Buy 3 or More and Save 18%

Buy 6 or more and Save 26%

Titles Available:

- Inspirational Leadership
- Innovation & Continuous Improvement
- Open Communication & Teamwork
- Recognition & Feedback
- Vision & Values
- Motivating, Fun Workplace
- Passion for Service Excellence
- Employer of Choice
- Green & Giving
- Wellbeing & Balance

Duration: Approx 15 Minutes each

Purchase Series: \$2700 +GST **Purchase Each:** \$450 +GST

Producer: 7 Dimensions Australia

To Lead or not To Lead (A Manager's Guide)

"To Lead or not to Lead" is part two of the series "A Manager's Guide"

Program 1—Surviving the Slings & Arrows focuses on the skills needed to navigate the legal and behavioural challenges managers can face.

Program 2—To Lead Or Not To Lead takes a look at the communication, organisational and leadership skills managers need to excel.

After viewing Programme 2 and working through the printed support materials, participants should understand...

- Fundamentals of effective communication
- How to be a supportive coach
- Conflict management dos and don'ts
- Basic time management concepts
- The keys to being an effective leader

This new video-based training series, **A Manager's Guide**, is an excellent overview of the fundamental skills needed to survive and thrive in today's complex work environments. Using the casting and rehearsal of a production of Shakespeare's Hamlet as a backdrop, this 2-program series provides an entertaining overview of the essential skills needed by both new and more experienced managers. A team of experts reinforces the key learning points.

Programme Objectives:

A Manager's Guide is intended to provide new and experienced managers in public and private sector organisations with an overview of the fundamental skills needed to be successful in the work they do.

Programme Contents:

The programmes combine dramatised scenarios that demonstrate the key learning points in each section and expert commentaries that underscore and reinforce the training.

The dramatisations are set against a backdrop of the rehearsal of a production of Shakespeare's Hamlet. The interactions between the play's director and actors serve as a dramatic metaphor for the kinds of situations managers are likely to face in their work environments.

The facilitation materials offer several approaches to using the programmes. The training can be 2-4 hours or longer depending on the exercises and activities you choose to use.

Duration: 25 Minutes

Purchase: \$750 +GST

Producer: Quality Media Resources U.S.A.



Unorganised Manager Part 3

The Unorganised Manager series is renowned as the world's most popular training resource for management effectiveness. The first two parts explain the secrets of time management. This new program, 'Divine Intervention' builds on these lessons to demonstrate that managers must then be able to organise others if they are to improve the performance of their teams. All the programs in the series tackle a basic management dilemma: the contrast between efficiency (doing the job right) and effectiveness (doing the right job).

Key Training Points:

'Divine Intervention' demonstrates through John Cleese and Nigel Lindsay, the three key lessons:

1. Clarify responsibilities
2. Set standards
3. Agree targets.

Duration: 21 Minutes

Purchase: \$2000 +GST

Producer: Video Arts U.K.

Would I Follow Me?

The one thing you never get to do as a leader is watch yourself lead!

If you could be on the receiving end of your own leadership style, how do you think you'd answer this question: Would I follow me? Most people in leadership positions are unaware of how the people they lead really see them. But how a leader is perceived is crucial to the productivity of any group.

"**Would I Follow Me**" demonstrates one leader's behaviour and the results in two different situations: first as a newly appointed leader, and then five years later after he has learned a few lessons about leadership. Viewers will learn effective leadership behaviours and appreciate the impact those behaviours have on the success of their work group.

IDEAL TRAINING FOR:

- New and experienced leaders
- Leaders at all organisational levels

Duration: 20 Minutes

Purchase: \$890 +GST

Producer: Video Visions U.S.A.



Would I Work For Me?

The number one reason why people thrive in an organisation is their immediate supervisor. It's also the number one reason they quit.

- Gallup Organisation Study

Trying to get the most out of the people you supervise, trying to get them to go that extra mile, isn't easy. But most employees will tell you that what affects their productivity more than anything else is their immediate supervisor.

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

IDEAL TRAINING FOR:

New supervisors & managers

Experienced supervisors & managers

KEY TRAINING POINTS:

- A supervisor's behaviour strongly influences the productivity of a work group
- Effective management practices, including:
- Share information
- Get people involved
- Listen to people's concerns
- Take action to show you care
- Tell people what they're doing right
- Focus on solutions, not problems
- Deal with mistakes in private
- Use mistakes to help people

Duration: 20 Minutes

Purchase: \$890 +GST

Producer: Video Visions U.S.A.

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Managing and Understanding Generations

As Old As You Feel

Does Age Matter where you Work? An animated look at age discrimination in the workplace and how a manager can help get it right.

Does age matter where you work?

Is everyone treated fairly?

Is the best person recruited for the job?

Are all the team encouraged to develop their skills?

Subject areas;

- Age awareness
- Diversity and equal opportunities
- Managing diversity
- management skills- interviewing, performance review

Key Learning 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

Who for;

- Managers and team leaders for managing diversity
- All staff for age awareness

Style;

- Light-hearted animation
- Group training sessions and age awareness workshops
- Self-study / e-learning

Duration: 10 Minutes

Purchase: \$850 +GST

Producer: Supernova 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, see this **BRAND NEW 2-part video-based training programme**.

Part 1, “A New Generation @ Work”, presents 24 Gen Y employees from a wide range of occupations who share what makes them tick. (10 minutes)

Part 2, “Engaging Gen Y”, introduces 5 managers who present their views on how to help Millennials succeed. You’ll be enlightened, energised and entertained! (10 minutes)

Duration: 20 Minutes

Purchase: \$750 +GST

Producer: Quality Media Resources U.S.A.

Gen Y: Attract. Manage. Retain.

Proven strategies to attract, manage, and retain the new generation!

JUST RELEASED, Peter Sheahan's Generation Y Training Program.

Peter Sheahan is a world authority on engaging and managing young talent. He has worked with over 100,000 members of this generation in workshops and focus group sessions and knows exactly what does and does not work when it comes to Generation Y.

Peter brings you the comprehensive step-by-step guide for attracting, managing and retaining Generation Y in the workplace.

The training program and workbook have been developed with input from Human Resources executives and Management teams across a range of industries. Divided into four comprehensive areas detailed below, the content is split into bite size chapters allowing you to take ownership and truly customise the training experience.

Over these **four value-packed DVDs**, Peter will show you how your organisation can thrive with Generation Y. Sharing his unique insights gained from years of research he walks you through how to attract, manage and retain the best Generation Y talent in the workplace.

1. Mindsets

Understand the motivations of Generation Y.

- Understand how Generation Y thinks and behaves, what makes them tick, and why you should care.
- The new generation defined
- Where and when to use the generational model
- How the Generation Y mindset is trending upwards

- Tearing down the generational barrier
- The Seven mindsets of Generation Y™

2. Attraction

Become a talent magnet for the new generation.

- Cutting-edge strategies for attracting the best and brightest Generation Y talent.
- The talent crunch
- What Generation Y want at work
- The employer promise
- Making your organisation talent friendly
- The Seven strategies for Attraction™

3. Retention

Strategies to engage the new workforce.

Proven management and retention strategies from the world’s most powerful organisations designed to achieve the maximum ROI from your Generation Y staff.

- Engagement equals retention
- Managing Generation Y expectations
- Reducing costly staff turnover
- Getting the most from Generation Y staff
- The Seven strategies for Retention™

4. Live

Get your team serious about talent development.

Peter Sheahan’s world renowned, entertaining and insightful Generation Y keynote is guaranteed to get your management team serious about talent development.

Peter Sheahan has delivered more than 2,000 presentations to a combined audience of over 300,000 people in six different countries. His internationally renowned, entertaining and insightful Generation Y keynote is guaranteed to energise your team and get everyone from entry level to senior management serious about talent development.

Duration: Approx 20 Minutes each

Purchase: \$890 +GST

Producer: Peter Sheahan Australia

Generational Diversity

Different ages working together is not new, but the phenomenon of three ‘generations’– Baby Boomers, Gen X and Gen Y - all working together is both complex and fascinating.

This program highlights the key features of different workforce age groups and the resulting issues for managers and those involved in recruiting, developing and retaining staff. The leader’s guide, workbook and DVD combine to create a complete package of **‘generation basics’** which can be used to build a higher level of awareness and develop strategies to improve workplace relationships, tap into expertise, and retain talent. This program will be beneficial across many levels of an organisation, from business owners to

trainers to team members working in cross-generational groups.

Key Training Points:

- Understanding the different generations
- Benefits for the employer
- Benefits for the employee
- Effective management strategies in an age diverse workplace

Duration: 8 Minutes

Purchase: \$395 +GST

Producer: Training Point Australia

Keys to Success in Business

This programme examines ten keys for business success. It focuses on small enterprises which highlight business principles clearly.

The keys examined are:

- Be innovative
- Develop a business plan and get advice
- Manage capital and cash flow
- Manage resources and records
- Establish image and reputation
- Build rapport with suppliers and clients
- Build strengths and eliminate weaknesses
- Exercise caution in decisions
- Update skills and knowledge
- Work hard and be positive

We meet the young owners of two small businesses and look at how these business concepts are applied in real world situations.

Duration: 29 Minutes

Purchase: \$495 +GST

Producer: VEA Australia

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

Purchase: \$695 +GST

Producer: Training Point Australia



The Ageing Workforce

Fewer young people coming into the workforce has serious implications for employers, business owners and management. Coupled with this, there is a hidden and under-utilised pool of workers aged over 45.

This program provides **insights into the changing age demographic** in the workforce and considers the benefits that older workers bring to organisations. The DVD and workbook enables users to explore the characteristics of an ageing workforce, dispel some of the myths that exist, and to identify a range of strategies that might be implemented to harness the power of the current and future workforce. This will in turn assist organisations to become more sustainable and service industries to remain viable.

Key Training Points:

- The demographics of the modern workforce
- The advantages brought to workplaces by older workers (aged 45 and over)
- Successful management strategies for an ageing workforce

Duration: 10 Minutes

Purchase: \$395 +GST

Producer: Training Point Australia



Project Management

Extreme Project Management: How to Survive Fast-Track Projects

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. The price listed here is for a combination of both, allowing you easy access for yourself and your colleagues.

This programme, asks how can your organisation manage its projects efficiently and effectively? Howard Rubin offers insights, as well as strategic and tactical plans that map a clear path to bringing projects in on time and on cost.

He answers the following questions:

- How can you decrease project overhead while ensuring they come in on time?
- How can you shorten project time and decrease project cost, yet still bring projects in on deadline?
- What are some fast-track challenges and tools used by effective project managers?
- What are some of the pitfalls of risk management?
- What are the benefits of formalization, standardization and business case analysis in project management?
- How can your organization increase the business value of its IT projects?

By watching this program, you will:

- Gain a new view of how to manage projects efficiently and effectively;
- Learn how to decrease the overhead of projects to make sure they come in on time;
- Become familiar with a suite of high-powered methods for reducing the cycle time of crucial projects; and
- Be able to increase the business value of IT projects through an improved ability to meet commitments and avoid cost and time overruns.

This revised version of one of WatchIT's most-requested programs has been updated with new multimedia resources, such as Web links and white papers.

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

Key Functions of Business

Using Holden as a case study, this program looks at the key functions performed in business on a daily basis. Each of these functions enables the organisation to achieve its goals.

Departmental managers must not only have expert knowledge of their own area, but also how their department fits into the overall structure - interacting with, and supporting other key functions of the business.

This program examines these concepts using Holden as an illustrative case study. In particular the program looks at the Manufacturing Operations, Human Resources, Marketing and Sales, and Finance departments and how they fit together to make up the whole of the company.

Duration: 28 Minutes
Purchase: \$495 +GST
Producer: VEA Australia

Offshore Development: Why Projects Fail & How to Make them Succeed

In this programme, Peter Harrison, CEO of Induslogic, discusses the inherent risks involved in offshore development projects. He examines why these projects often fail, tells how to keep them on track, and explores reasons behind this megatrend. In an interview, Gene Bedell, CEO of Engenia Incorporated and a veteran of offshore development, describes his experiences with outsourcing, and looks at the key reasons outsourcing often falls short of an organisation's objectives. Bedell also explains how to pick an outsourcing firm, specifies the benefits of outsourcing (besides the financial ones), and outlines the problems companies have in setting unrealistic expectations. Harrison begins with a review of recent trends in offshore development, and then details his top ten reasons why offshore development fails, including wrong partners, projects, and teams, as well as mismatched infrastructures and the all-important 'human factor.' Next, he provides specific guidelines for success, such as investing in knowledge transfer, implementing standard processes, and systematic communication. Finally, Harrison delves into the impact of outsourcing on the IT department.

This revised version of one of WatchIT's most requested programs has been updated with new multimedia resources, such as Web links and white papers.

By watching this program, you'll learn:

- Why offshore projects often go wrong;
- How to structure offshore development projects for success; and
- Some reasons, beyond cost, that are driving companies to look offshore.

After viewing this program, you'll be able to:

- Pick the right partner and project from the start;
- Navigate the minefield of cultural, technical, and business issues; and
- Improve your chances of offshore success.

Purchase: \$790 +GST

Producer: WatchIT U.S.A.

Project Management

This program aims to give those tasked with managing projects the skills to maximise their team's performance.

Everyone has to manage projects, but not everyone knows how to do it well. Bad management skills can be a costly drain on time and money, causing frustration and stress for everyone concerned. This program provides a complete solution to the issues, exploring the techniques for project team leaders to better manage their project team, and so meet the project objectives.

In the program a manager is organising an office move, but she's made some common mistakes. She has failed to define the objectives to the project properly, her team's responsibilities are not agreed and the project is in danger of failing. Fortunately, she is shown the right way to do things. She has a special program on her PC which provides invaluable advice to her, and to the program's viewers, and helps her learn the key stages of project management. With the right project technique and by following appropriate people management skills, the move is achieved on time and one budget. The manager enjoys greater job satisfaction from her accomplishment, and her team is more motivated, happy and committed to her and the business.

Key Training Points:

- Suitable for anyone running a project, whatever its size.
- Clearly illustrated techniques to put into practice.
- Focuses on project teams, as well as project mechanics.
- Comprehensive pack for running a course and individual self-study.

Duration: 40 Minutes

Purchase: \$2000 +GST

Producer: Video Arts U.K.



Project Management for Teams

This program provides a step-by-step guide to a universal planning process. It's for teams about to start work on a project or where an existing project is off the rails.

Meet a team struggling with a product launch. The Chairman decides to bring the whole national management team to a launch event which is only days away. A radically different and simple approach is needed and the team agrees to use a new project planning process, working together to get the pieces in place.

The CD Rom:

- Full text from the program learning points.
- PowerPoint presentation.
- Comprehensive facilitator's notes.
- Simple Step By Step examples of the process you can implement in your training session.

Key Training Points:

- Develop your leadership skills.
- Facilitates with you change management.
- You can become better at coaching and mentoring.
- A valuable aid in team development.
- Reduces stress and assist conflict management.
- Become more clear with objective setting.
- Perform tactical planning.
- Develop your facilitation skills.

Duration: 17 Minutes

Purchase: \$995 +GST

Producer: Mystical Dog Australia

Project Management Roles and Responsibilities

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. The price listed here is for a combination of both, allowing you easy access for yourself and your colleagues.

Bob Jones, Managing Director of Answerthink's Program Management consulting practice, offers an in-depth look at the roles and responsibilities required to manage IT projects successfully. In an interview, Dan Hill, Vice President, Projects and Solutions Delivery for Exelon Business Services Company, talks about his experiences managing projects for one of the nation's largest electric utility companies. Jones discusses the

competencies and processes required to be an effective project manager. He also highlights enabling tools and technologies, and outlines attributes of one successful and one unsuccessful project via two real-world case studies.

By watching this program, you will understand:

- ~ Why a good project manager is essential for the success of your project;
- ~ The skill sets required to manage projects effectively; and
- ~ How the correct tools and processes enable and support a highly effective project management team.

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



Risk Maker Risk Taker: A Manager's Guide to Risk

This program outlines the main concepts of risk management. It covers the steps which should be followed to effectively manage risk. It also links the risk management process with the role of leadership and management systems. The program outlines the following six stages in risk management: communication and consultation, establishing the context, identifying risks, risk analysis, evaluation, monitoring and reviews.

Key Training Points:

- Illustrates specific steps essential to risk management.
- Provides managers with a common understanding of risk.
- Provokes managers into thinking and talking about risk.

The program is accompanied by extensive resources and a facilitator's PowerPoint presentation.

Duration: 27 Minutes
Purchase: \$895 +GST
Producer: Nicholas & Smith Australia

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