
Performance Management

Performance Matters: The Importance of Praise

This program is designed to ensure that managers understand how to use praise to make their staff realise that their efforts are appreciated.

At the top of the list of why people think of leaving their jobs is the fact that they feel they aren't appreciated enough. This new program makes the point that giving praise where it's due is a management tool that's powerful, cheap and easy to use. It can bring amazing results in terms of increasing the quality and quantity of the output of the people who work for them, providing it is correctly applied.

A department with a high staff turnover is in danger of losing another member: the individual displayed initiative and commitment in helping a customer, yet their manager could only criticise the unauthorised expense of a taxi fare.

The employee's attitude changes with renewed enthusiasm when the manager shows interest and appreciation in a job well done. Among the rules learnt are that it's important to let people know why they are being praised; make sure that the effect isn't ruined by a sting-in-the-tail remark, and to pass on praise from customers or superiors.

Key Training Points:

- Addresses the reasons why managers don't praise.
- Shows the value of adding praise to the corporate culture.
- Makes managers aware that it's important to seek opportunities to praise staff.
- Provides six easily remembered rules for praising staff correctly.
- Proves that praising is not a natural gift but a learnable skill.

Duration: 21 Minutes

RENTAL: \$350 +GST PURCHASE: \$2000 +GST

Producer: Video Arts U.K.

Performance Matters: The Need for Constructive Criticism

Nobody enjoys being criticised, which is why few managers relish the prospect of criticising their staff – yet it has to be done. Everyone makes mistakes, but no-one can be allowed to go on making the same mistake – and people shouldn't have to wait until an appraisal to discover they have done something wrong.

This program is set in the offices of a district council, where an oversight in preparing for a meeting leads to the rejection of a sensitive planning application. The planning officer concerned shrinks from confronting an otherwise efficient assistant until a stern memo from the chief executive forces a rethink. But rather than establishing what had happened and taking action to put it right, the officer makes a series of clumsy attempts to discipline the assistant, including a telling off in front of junior colleagues, failing to agree what had gone wrong and criticising them personally rather than what they had done.

Learning how to handle the situation correctly means understanding how the problem arose, and the assistant is able to suggest a means of avoiding such mistakes in the future.

Key Training Points:

- Helps managers understand that criticism is an essential part of a manager's responsibilities.
- Shows why people should only be criticised for what they've done, not what they are.
- Emphasises how criticism done badly can make things worse.
- Lays down seven rules for ensuring that criticism is conducted effectively and without acrimony.

Duration: 21 Minutes

RENTAL: \$350 +GST PURCHASE: \$2000 +GST

Producer: Video Arts U.K.

Managing Performance Everyday: Beyond the Appraisal

This program is aimed to show managers how to manage performance on a day-by-day basis and not rely on an occasional performance related meeting to get improved performance.

To many managers managing performance means the annual appraisal and little else. In today's modern and highly pressurised workplace, it is all too easy for a manager to forget that his or her primary responsibility is to get the best out of those they manage.

So how do managers do this?

This learning resource takes this fundamental management question and provides some answers. The program follows David (IT Manager) and Louise (Marketing Manager) as they find out what managing performance really means. David is laid back, too friendly, lacks consistency and is unclear on what he wants and expects as a manager. In contrast, Louise is highly organised but does not involve her team through collaboration. As a result her team members do not develop as they should.

In Managing Performance Everyday, we see David and Louise learn an easy to follow 5-step process of beyond the appraisal, and how to put this into practice. As a result, they begin to see real benefits both to the performance of their teams and to the output of their project they have been jointly working on.

Duration: 25 Minutes

RENTAL: \$350 +GST PURCHASE: \$2000 +GST

Producer: Video Arts U.K.

The Dreaded Appraisal

This program proves that appraisal interviews can be positive experiences for employer and employee, but only if both parties stick to the fundamentals - evaluating the past, consolidating the present and planning for the future.

The Dreaded Appraisal - deals with three typical problems anyone running appraisals is likely to face:

1. Shy Sharon - bottles up her opinions and worries, so her team leader (Bryan Murray) never discovers how she feels. He rushes the appraisal, treating it as a chore which they both have to go through.
2. Touchy Tracey - easily takes offence; every comment is seen as a personal criticism. Her team leader (Dawn French) gets drawn into an argument about her personality, not her performance.
3. Aggressive Al - takes over the interview; he sees it as an opportunity to appraise the organisation. He accuses everyone except himself of being inefficient. Not surprisingly, his manager (Robert Lindsay) is exasperated and loses control.

After failing miserably at first, each manager learns the techniques of conducting appraisals. Sharon is asked open questions and feels encouraged when her team leader praises her abilities; Tracey is asked to analyse her own performance through self-appraisal and Alan is told to focus on facts and agrees to realistic, measurable targets.

Included with the main title, or available for separate purchase is a short program: the Appraisee Preparation Program (3 mins) to help staff prepare for appraisals. Julian Hollosay talks to Tracey, Sharon and Alan about their expectations of the appraisal and how they can achieve their objectives.

Duration: 25 Minutes

RENTAL: \$350 +GST PURCHASE: \$2000 +GST

Producer: Video Arts U.K.



Performance Review

Appraisal should be a positive, challenging experience that helps individuals to improve their performance, managers to manage better and makes organisations more attractive and productive places in which to work. Unfortunately not all appraisal discussions achieve this result and some don't even come close.

Success depends on how both parties, the appraiser and the appraisee, behave. If they don't think appraisal matters, if they see it as a box-ticking, form filling exercise, if either of them is badly prepared, if the appraiser lacks the necessary skills, if the appraisee is one of the awkward squad, then no-one should be surprised when the discussion turns out to be a waste of time.

This pack contains two programs. The first illustrates how appraisers should handle every manager's nightmare, the appraisee's who are defensive, silent, weepy, bolshie, bored or skilled at avoiding a discussion that sticks to their own performance.

The second demonstrates what the appraisee can do when they find themselves being appraised by a boss who isn't any good at it.

Key Training Points:

- Understand how, as an appraiser, they should handle difficult behaviour from those they are appraising.
 - Silence
 - Avoiding sticking to a discussion of their own performance.
 - Boredom.
 - Defensiveness.
 - Tears.
 - Rudeness.
- Identify specific actions, which they can take to improve their appraisal discussions.
- Understand how, as an appraisee, they should prepare and use information about their past and present performance, together with their plans and aspiration for the future, to achieve a positive result from their appraisal discussions, even if their boss is not a good appraiser.

Duration: 50 Minutes

RENTAL: \$350 +GST each part PURCHASE: \$2000 +GST each part

Producer: Video Arts U.K.



I'd Like A Word With You (New Version)

The need for a discipline interview usually arises when someone's work performance is not up to the desired standard. But, as many of us recognise, it is never easy to admonish someone you work with.

In "I'd Like A Word With You" the three characters from the Video Arts programs on interview techniques - Ethelred the Unready, Ivan the Terrible and Gillian the Silent, highlight the pitfalls and consequences of an ill-conceived approach.

Between them they illustrate the classic errors in handling discipline interviews:

- Failing to check the facts on standards and performance before the interview.
- Jumping too quickly to conclusions.
- Becoming so emotionally involved in the encounter that its real objective, improving performance, is never attempted, let alone reached.

The program illustrates the three key stages of the discipline interview:

- Establishing the gap between agreed standards and actual performance.
- Exploring the reasons for the gap.
- Agreeing how to eliminate the gap.

The discipline interview is never agreeable, but managers who heed the lessons of "I'd Like A Word With You" can avoid making a drama out of a crisis and overcome potentially damaging workplace problems with comparative ease.

Duration: 29 Minutes

RENTAL: \$350 +GST PURCHASE: \$2000 +GST

Producer: Video Arts U.K.

Can You Spare A Moment (New Version)

Many people are still not comfortable talking about their personal problems openly at work but in general we've come a long way from the "lunch is for wimps" attitude that characterised business just a few years ago. Indeed today people are more concerned about how they can achieve work/life balance rather than being macho about their workload.

The drivers for this change in focus are not hard to find. Market competition is fierce, the pace of work is intense and change is endemic. Add to this environmental stressors such as commuting and the ongoing demands of home life and it is no surprise that companies are looking ever more seriously at the ways in which they can support their staff.

It's within this context that forward-thinking managers need to develop their counselling skills. All managers will face the issue of dealing with staff whose personal problems are affecting their work and

they need the know-how and sensitivity to address such situations.

Key Points:

- Complements any interview skills or management course.
- Suitable for inexperienced managers, team leaders or personnel staff.
- Realistic yet light-hearted drama reinforces key messages.
- Key sections are ideal for supporting role-plays.

Duration: 25 Minutes
RENTAL: \$350 +GST PURCHASE: \$2000 +GST
Producer: Video Arts U.K.

Absence Minded: Managing Absenteeism

Absenteeism is as common as the general cold and it costs businesses a lot of money. But when someone calls in sick, it doesn't necessarily mean that they're ill. They could be having difficulties because of bullying or experiencing childcare problems. Or they could be just having a game of golf. Even a slight change in the working environment can affect some people's motivation and lead to days off work.

This engaging and humorous program shows a manager who doesn't realise he has an absenteeism problem until it is pointed out to him. He is then persuaded to keep a video diary, so that his team can air their thoughts on the department. This helps the manager to realise that when he takes a positive approach, he can actually reduce the levels of absenteeism quite dramatically.

Key Training Points:

The program shows managers how to deal with this sensitive subject area in three simple stages.

1. Acknowledging the problem
2. Identifying the reasons
3. Agreeing a solution

THE BENEFITS

- Covers all aspects of managing absenteeism, including the return to work interview.
- Enables managers to acknowledge, prepare and implement appropriate procedures for managing absenteeism.
- Contains a series of actions that will help managers to implement an agreed solution effectively.

Duration: 23 Minutes
RENTAL: \$350 +GST PURCHASE: \$2000 +GST
Producer: Video Arts U.K.

Empowering Appraisal

The annual appraisal (or annual review) is an opportunity for managers to assess their team's performance and tackle areas that need improvement in the year ahead.

The Empowering Appraisal contains everything you need to start, run or improve a company appraisal system. This program uses a realistic drama to outline frequently-made mistakes and suggests ways to improve the skills needed to conduct effective interviews. It also stresses the importance of making objectives measurable, realistic and achievable.

The benefits:

- Demonstrates how to make appraisal interviews a productive two-way process which will motivate and empower employees.
- Provides guidelines for introducing an objective setting scheme throughout any organisation.
- Shows how to prepare for the appraisal.
- Sets objectives which are realistic and achievable.
- Shows how to measure objectives and monitor results.

Duration: 61 Minutes
RENTAL: \$350 +GST PURCHASE: \$2000 +GST
Producer: Video Art U.K.

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Reinventing Appraisals Video Series

A step-by-step guide on how to plan and review employee performance

Part 1 – The Performance Management Cycle

This video explains why it is important for performance appraisals to include performance planning up front. This planning and reviewing cycle is called “performance management”. It leads to clearer expectations, improved communication and an objective basis from which to review and develop employee performance.

Duration: 11 Minutes
RENTAL: \$350 +GST PURCHASE: \$650 +GST
Producer: Ash Quarry Productions Aust.

Part 2 – Setting the Overall Goal

This video will teach a simple, practical formula for writing a job goal that is both meaningful and motivating. Viewers will learn about the three steps in planning performance and appreciate why the process works best when it is a collaborative effort between manager and employee.

Duration: 11 Minutes
RENTAL: \$350 +GST PURCHASE: \$650 +GST
Producer: Ash Quarry Productions Aust.

Part 3 – Determining Key Result Areas

This video provides step-by-step procedures for managers and employees to collaborate and develop key result areas that address both the activities to be completed and the results to be achieved. This means the job holder will be clear about what he/she is aiming to achieve, as well as why he/she is expected to achieve it.

Duration: 12 Minutes
RENTAL: \$350 +GST PURCHASE: \$650 +GST
Producer: Ash Quarry Productions Aust.

Part 4 – Identifying Performance Standards

Viewers learn how to identify standards in a collaborative way that increases commitment. Plus they'll discover easy ways to write quantitative and qualitative performance standards. The advantage of having specific performance standards is that the manager and employee have a fair and objective basis to review performance later.

Duration: 12 Minutes
RENTAL: \$350 +GST PURCHASE: \$650 +GST
Producer: Ash Quarry Productions Aust.

Part 5 – Managing Change & Developing Performance

In a performance management system, plans should be flexible and used to help manage change. This video will help your participants discover why setting performance plans will also help clarify development needs and understand why performance plans are the basis for accurately and objectively reviewing job performance.

Duration: 13 Minutes
RENTAL: \$350 +GST PURCHASE: \$650 +GST
Producer: Ash Quarry Productions Aust.

The Improving Performance Series

Skills for managers to talk to staff about poor performance

Introductory Video - Solving Work Problems

This video covers job planning, counselling, disciplining and communication skills for managers.

Duration: 21 Minutes

The Three-Step Model

Peter Quarry explains his powerful three-step formula for improving performance

What's The Problem? Duration: 13 Minutes

What's Causing The Problem? Duration: 14 Minutes

Solving The Problem Duration: 13 Minutes

The Case Studies

Peter Quarry demonstrates a positive, structured approach in these four realistic case studies.

Phil's Case Duration: 20 Minutes

Phil's work is late and he is making mistakes

Ian's Case Duration: 18 Minutes

Ian's work is sloppy. He is constantly late or absent and he drinks excessively.

Jude's Case Duration: 20 Minutes

Jude is a conscientious researcher but is not showing initiative.

Heather's Case Duration: 24 Minutes

Heather is angry about inconsiderate team members.

PURCHASE EACH: \$295 +GST
SERIES PURCHASE: \$1760 +GST
Producer: Ash Quarry Productions Aust.



LALC: Assessing and Developing Performance

This video describes the best ways to measure, assess and develop the performance of employees at all levels. Features Professor Mike van Oudtshoorn, Organisational Psychologist, Organisation Individuation Practice, UK.

Duration: 13 Minutes

PURCHASE: \$295 +GST

Producer: Ash Quarry Productions Aust.

LALC: Emotional Intelligence

This program explains the concept of emotional intelligence and how it can help managers and leaders to improve their performance.

Key Training Points:

- EQ vs. IQ in predicting personal and professional success.
- Key elements in EQ.
- How to develop EQ.

Duration: 15 Minutes

PURCHASE: \$295 +GST

Producer: Ash Quarry Productions Aust.

LALC: Learning From 360 Degree Feedback

This program explains the common reactions people have to receiving 360 degree feedback. Get practical advice on how to build on strengths and identify areas for improvement.

Key Training Points:

- Why people get surprised when getting 360 degree feedback.
- Understanding and using the information received.
- Asking questions to follow up.
- Overcoming the natural reaction of defensiveness.
- Creating a 'feedback rich' environment.

Duration: 14 Minutes

PURCHASE: \$295 +GST

Producer: Ash Quarry Productions Aust.

Discussing Performance

This Australian training DVD will motivate managers and team leaders to make Performance Feedback Discussions a success. It will show them the value in: Focusing on outcomes; tackling contentious issues and identifying training needs and formalising forward planning.

Duration: 20 Minutes

RENTAL: \$350 +GST PURCHASE: \$750 +GST

Producer: Our Bizness Aust.

Improving Attendances

Equip your managers with the skills and knowledge they need to carry out effective return-to-work interviews. The W.A.R.M. approach to dealing with absenteeism illustrated in the drama programs shows managers how to be supportive and motivating, while also emphasising the employee's responsibility to come to work.

Developed by Hugh Murray, the W.A.R.M. mnemonic provides you and your managers with a four-step process for conducting return-to-work interviews with all types of employee. It's simple, easy to remember and allows the interview to progress naturally through four distinct phases:

1. Welcome them back; tell them they were missed.
2. Absence - discuss the absence; what caused it? Are they fit to work?
3. Responsibility, it may not be their fault, but it is their problem.
4. Move on and focus on getting back to work.

This program illustrates realistic return-to-work interviews with four completely different types of absentee: the genuinely sick person; the stressed single mother; the de-motivated, disabled colleague and the guy who thinks sick leave is part of his holiday entitlement. The program shows that by using the same W.A.R.M. process, all return-to-work interviews can be carried out in the same effective way.

Duration: 19 Minutes

RENTAL: \$350 +GST

PURCHASE: \$1500 +GST

Producer: Fenman U.K.

Millennium Part 4 – How Leaders Provide Performance Feedback

Explores the skills needed to support employee development in learning organisations. Topics include: the fear factors, what is performance feedback, how do you best provide performance feedback, who should provide feedback to whom, feedback and leadership.

Duration: 17 Minutes

RENTAL: \$350 +GST PURCHASE: \$750 +GST

Producer: Quality Media Resource U.S.A.



Coaching and Performance Feedback Millennium Part 7

This program provides eight short dramatisations that explore the complexities of coaching and providing performance feedback in rapidly changing work environments. Each dramatisation leads the learner through a workplace situation and up to a decision point. Here we stop and consider the alternative choices for action. Then the program continues and presents the consequences of the choices made. Comments from a panel of leadership and management experts help draw the lessons from each scenario.

Duration: 60 Minutes

RENTAL: \$350 +GST PURCHASE: \$750 +GST

Producer: Quality Media Resources U.S.A.

TAT: 10 Steps to Flawless Appraisal Interviews

Performance appraisals are one of the most unpopular managerial tasks. Psychologist Peter Quarry gives ten practical tips on how to conduct an appraisal interview to achieve positive and useful outcomes that will benefit the employee and whole organisation.

Key Training Points:

- How to avoid nasty surprises.
- What to base the appraisal on.
- Using forms and rating sheets.
- Getting commitment to the discussion.
- The rules of giving feedback.
- Making sure there is a positive outcome.

Duration: 16 Minutes

PURCHASE: \$295 +GST

Producer: Ash Quarry Productions Aust.

TAT: 360 Degree Feedback

Why is feedback essential for high morale and high performance? How does 360° feedback work and why are successful companies encouraging all staff to seek it? These questions and more are answered in this practical program.

Duration: 17 Minutes

PURCHASE: \$295 +GST

Producer: Ash Quarry Productions Aust.



TAT: Conducting Successful Discipline Interviews

Many managers confuse a discipline interview with a counselling or coaching session. In this Take-Away Training, Psychologist Peter Quarry, explains the purpose of a discipline interview, when to conduct one and the practicalities involved.

Key Training Points:

- 3 levels of 'progressive disciplining'.
- Adapting the discipline interview.
- The role of documentation.
- Preparation.
- Discipline interview structure.
- Dealing with strong reactions.

Duration: 17 Minutes

PURCHASE: \$295 +GST

Producer: Ash Quarry Productions Aust.

TAT: Counselling Poor Performers

How do you deal with an employee who is just not performing to the standard you require? How do you tell them and get an improvement while maintaining or even improving your working relationship? Sounds impossible? This program describes a 6-step approach that has been successfully used by thousands of team leaders and managers.

Duration: 16 Minutes

PURCHASE: \$295 +GST

Producer: Ash Quarry Productions Aust.

TAT: Energy and Enthusiasm

Discover the psychology of being positive and gain an edge over others by developing and maintaining high levels of energy and enthusiasm.

Duration: 18 Minutes

PURCHASE: \$295 +GST

Producer: Ash Quarry Productions Aust.

TAT: Essential Counselling Skills

Silver Series

Whether you are in customer service, work in a team or manage people, counselling skills are increasingly recognised as vital for interpersonal effectiveness. Learn the three main skills of counselling you can apply in situations such as dealing with an upset client, personality clashes within a team or career counselling an individual.

Duration: 14 Minutes

PURCHASE: \$295 +GST

Producer: Ash Quarry Productions Aust.

TAT: Giving Personal Feedback

How do you tell someone they are disrupting the team? Or that the way they handle customers is careless? Discover how to give personal feedback so that it gets the results you want.

Duration: 17 Minutes

PURCHASE: \$295 +GST

Producer: Ash Quarry Productions Aust.

TAT: Learning to Learn

Staff at all levels these days need to be able to learn more and more and to learn it faster. This is why it is so important to be a good learner. This program explains the concept of a 'learning organisation' and gives a practical five-step formula for developing this crucial skill.

Duration: 17 Minutes

PURCHASE: \$295 +GST

Producer: Ash Quarry Productions Aust.

TAT: Managing Performance

Learn why so many performance appraisal schemes fail and why performance management processes are a better way of ensuring high productivity and high morale. Discover how to set performance standards and objectives, even when performance is hard to measure.

Duration: 15 Minutes

PURCHASE: \$295 +GST

Producer: Ash Quarry Productions Aust.

TAT: Preparing for Your Appraisal

This program encourages staff to take an active role in their performance appraisal discussion. Learn how to prepare by evaluating your own performance, and developing a list of questions and issues to raise. Become more empowered to ensure that you get what you want out of the interview.

Duration: 15 Minutes

PURCHASE: \$295 +GST

Producer: Ash Quarry Productions Aust.

TAT: Reducing Absenteeism

Silver Series

Absenteeism is any leave not arranged in advance by the employee. It is a costly issue for organisations, but there are some steps you can take to help minimise it.

- Understand the Problem
- Implement a Policy
- Reschedule and Restructure workload
- Recognise and Reward Attendance
- Create an Exciting Workplace
- Create a Safe and Healthy Workplace
- Improve Management Practices

Duration: 14 Minutes

PURCHASE: \$295 +GST

Producer: Ash Quarry Productions Aust.

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

RENTAL: \$350 +GST

PURCHASE: \$1995 +GST

Producer: Angel Productions U.K.



Seeing Red Cars

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.

Hosted by Laura Goodrich, trainer and consultant, this unique and engaging program helps audiences make better decisions, combat negativity, and create a positive environment.

Duration: 10 Minutes

RENTAL: \$350 +GST PURCHASE: \$995 +GST

Producer: Star Thrower U.S.A.

No Smoke Without Fire

This programme is an excellent introduction to grievance handling and discipline. It shows any manager or team leader with responsibility for staff that it is vital to distinguish between the two. They should learn a flexible, problem-solving approach to grievances, and a firm but equitable approach to a breach of discipline.

Duration: 20 Minutes

RENTAL: \$350 +GST PURCHASE: \$1000 +GST

Producer: Video Arts U.K.

Giving Feedback

We give feedback day-in day-out, with our team and with our peers.

This program shows a simple model for formal and informal feedback, and a demonstration of an emotionally intelligent approach. Made with the Hay Group and based upon its Emotional Competence Inventory.

Key Training Points:

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

Duration: 35 Minutes

RENTAL: \$350 +GST PURCHASE: \$990 +GST

Producer: Supernova U.K.

Giving Feedback - Advanced Skills

Feedback Solutions

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

Key Training Points:

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

Duration: 22 Minutes

RENTAL: \$350 +GST PURCHASE: \$650 +GST

Producer: Ash Quarry Productions Aust.

Receiving Feedback - Advanced Skills

Feedback Solutions

This program provides specific advanced skills for dealing with the five most common difficult situations when receiving feedback. This program will give you the knowledge and skills to receive useful feedback from other people in various difficult situations.

You will discover practical tools to use when the person giving you feedback:

- Doesn't really say anything useful.
- Criticises you in public.
- Is long winded or rambling.
- Is vague in their feedback.
- Makes an aggressive personal attack.

Duration: 14 Minutes

RENTAL: \$350 +GST PURCHASE: \$650 +GST

Producer: Ash Quarry Productions Aust.

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Giving Feedback - Basic Skills

Feedback Solutions

How do you give feedback to another person in the workplace? This video demonstrates how to structure the feedback you give to ensure that it is specific, balanced and timely. This video is aimed at staff at all levels and encourages everyone to take responsibility for giving feedback to others.

Key Training Points:

This program will give you the knowledge and skills to give feedback to other people about their job performance, behaviour, suggestions and ideas.

Specifically, by the end of this program, you will know:

- why everyone has a responsibility to provide feedback to others
- how to structure the feedback you give so that it is specific, balanced and timely.

This program includes seven activities:

1. Activity 1: Self-assessment
2. Activity 2: Personal barriers to giving feedback
3. Activity 3: The video
4. Activity 4: Overcoming the barriers
5. Activity 5: Planning to improve
6. Activity 6: First steps
7. Activity 7: Test yourself

Duration: 15 Minutes

RENTAL: \$350 +GST PURCHASE: \$650 +GST

Producer: Ash Quarry Productions Aust.

Receiving Feedback - Basic Skills

Feedback Solutions

How well do you request or receive feedback? This program demonstrates the basic skills of how to request feedback, how to ask probing questions to get more detail and how to make sure you can use the feedback to improve your job performance. It will give you the knowledge and skills to receive constructive feedback from other people about your job performance, behaviour, ideas and suggestions.

Key Training Points:

- How to ask for feedback from another person.
- How to ensure the feedback will help you improve your job performance.

Duration: 15 Minutes

RENTAL: \$350 +GST PURCHASE: \$650 +GST

Producer: Ash Quarry Productions Aust.

Series Purchase: \$1990 +GST

Painless Performance Improvement

Have you ever given up on a poorly performing team member? Are you trying to manage a team member's bad attitude?

Real change only happens when the decision to change comes from the person doing the changing. The Painless Performance Improvement provides managers with a simple and proven technique to help team members improve their own poor performance without the drama, pain or conflict often associated with performance issues.

Supervisors will relate to scenes of management gone awry as well as employee's favourite excuses and sidetracks. Used with the accompanying 85 page Manager's Reference Guide, leaders will find this package an indispensable resource for improving the performance of their team. Performance Improvement is Painless when you:

- State what you've observed.
- Wait for a response.
- Remind them of the Goal.
- Ask for a solution.
- Agree together on the best solution.
- Follow through to ensure success.

DVD includes full length Role Plays and a PowerPoint Presentation.

Key Training Points:

- Managers and supervisors will learn how to:
- Focus on performance – not attitude.
- Intervene rather than confront.
- Recognise and deflect common sidetracks.
- Follow the six steps to performance improvement.

Duration: 23 Minutes

RENTAL: \$350 +GST PURCHASE: \$1500 +GST

Producer: Media Partners U.S.A.



Productive Counselling

People Skills Series

Productive Counselling will show you the major traps managers, team leaders and others fall into when counselling. Learn the difference between advice style and question style counselling. Find out techniques that will help when handling an unmotivated employee or gaining commitment for improved performance.

Key Training Points:

- Learn how to move from an “advice” style of counselling to a “question” style of counselling.
- Learn when each method is appropriate and how to use each method.

Duration: 12 Minutes

RENTAL: \$350 +GST

PURCHASE: \$495 +GST

Producer: Ash Quarry Productions Aust.

Discipline Interviewing

People Skills Series

Disciplining poor performers should be done fairly and with adequate preparation and documentation. Avoid legal problems and ensure a constructive and positive outcome from disciplinary interviews by using this six step process.

Key Training Points:

- Discover successful Discipline Interviewing with these six steps:
- Stay calm
- Be clear and specific
- Offer help
- State consequences
- Put in writing
- Set review date

Duration: 12 Minutes

Rental: \$350 +GST

PURCHASE: \$495 +GST

Producer: Ash Quarry Productions Aust.

Handling Difficult Situations

People Skills Series

Program 1: Dealing with Conflict (12 minutes)

Conflicts at work waste an enormous amount of time and energy. In this video see practical examples of five different styles of dealing with conflict. Discover your own natural style of handling conflict.

Program 2: Mediating Disputes (25 minutes)

Learn a step-by-step method for resolving disputes, personality clashes and other conflicts.

Program 3: Handling Difficult People (14 minutes)

Learn practical skills to deal with the know-all, the aggressive person, the joker, the complainer and the dodger.

Program 4: Discipline Interviewing (12 minutes)

Disciplining poor performers should be done fairly and with adequate preparation and documentation. Learn the six key elements to ensure a constructive outcome and avoid legal or industrial problems.

Program 5: Giving Bad News (12 minutes)

It is always difficult to communicate bad news. Redundancies and terminations are the hardest but there are also budget cuts, restructuring and changes to roles and responsibilities. Learn the three essential steps of communicating bad news effectively to minimise conflict and trauma.

Rental: \$350 +GST each

Purchase: \$495 +GST

Duration: 75 Minutes (Series)

PURCHASE: \$2035 +GST (Series)

Producer: Ash Quarry Productions Aust.

3 Easy Ways to Order

By email...

trainingtools@bigpond.com

By post...

PO Box 339
JOONDALUP WA 6919

By phone...

(08) 9304 8214



Performance Excellence Series

In the same way that athletic coaches help their teams achieve Performance Excellence, workplace coaches need to help team members reach their full potential and be the best they can be. This six-volume series demonstrates the basic principles of how to effectively coach another person, regardless of whether the person is a staff member, peer, manager or even a customer. It analyses and demonstrates six core coaching skills, which can be used by anyone to ensure teamwork, commitment and the best performance from everyone.

Well-known psychologist and performance management consultant Peter Quarry hosts each video, incorporating dramatic vignettes, to deliver key training points in a wide range of workplace situations.

Program 1 - Coaching to Clarify Expectations (14 minutes)

Program 2 - Coaching to Build Skills (13 minutes)

Program 3 - Coaching to Enhance Confidence (13 minutes)

Program 4 - Coaching to Encourage Flexibility (15 minutes)

Program 5 - Coaching to Resolve Conflict (15 minutes)

Program 6 - Coaching to Develop Motivation (11 minutes)

Rental: \$350 +GST each Purchase: \$650 +GST each

Duration: 81 Minutes (Series)

PURCHASE: \$3102 +GST (Series)

Producer: Ash Quarry Productions Aust.

Balanced Scorecard

Creating a High Performance Workplace Series

This program shows how Mobil and Centrelink are using the Balanced Scorecard to measure performance against strategic goals. The Balanced Scorecard uses both financial and non-financial Key Performance Indicators, which management and staff establish for the whole organisation as well as for local teams.

Duration: 13 Minutes

RENTAL: \$350 +GST PURCHASE: \$550 +GST

Producer: Ash Quarry Productions Aust.



Rewarding Performance

Creating a High Performance Workplace Series

Mobil and Centrelink know that to continually improve their overall performance they need to recognise the individual, team and organisational achievements. This program sets out steps for achieving high performance by establishing a system of ongoing recognition and reward.

Duration: 13 Minutes

RENTAL: \$350 +GST PURCHASE: \$550 +GST

Producer: Ash Quarry Productions Aust.

Can We Talk?

Coaching Challenges Series

Marie wants to talk to fellow team member Claude about the problems caused by his late deliveries. But how does she start? How can she handle her anxiety and fear of what might happen? In this program you will discover answer to these common questions:

- Why are people so fearful of giving feedback, especially when it is about something that needs changing?
- How do you prepare yourself for giving feedback?
- What are some practical ways to get started?
- What do you say to get your message across effectively?
- How can you minimize, or even avoid, conflict developing?

Duration: 10 Minutes

RENTAL: \$350 +GST PURCHASE: \$650 +GST

Producer: Ash Quarry Productions Aust.

So You Agree With Me?

Coaching Challenges Series

Leon wants to talk to his manager about her leadership style as he, and the other team leaders, thinks she is too autocratic, but she disagrees with him. How can Leon turn her around so that she becomes motivated to change her behaviour? In this program, see the simple yet effective techniques to:

- Give constructive feedback to anyone, even to a manager.
- Use evidence and examples to make your case.
- Explain the negative consequences of someone's behaviour.
- Use a two-step method for gaining clear agreement on the need for change.

Duration: 9 Minutes

RENTAL: \$350 +GST PURCHASE: \$650 +GST

Producer: Ash Quarry Productions Aust.

What's Really Going On?

Coaching Challenges Series

Dana has noticed a change in Brad's performance. Previously a star performer, he is doing the minimum necessary. He agrees that his work has slipped, but he is vague about the reason. In this program, see Dana use the following skills to uncover the real (and surprising) issue.

- Avoid pre-judging the situation
- Ask 'drill down' questions
- Show empathic responses
- Use active listening and summarizing
- Display flexibility to deal with whatever comes up

Duration: 9 Minutes

RENTAL: \$350 +GST PURCHASE: \$650 +GST

Producer: Ash Quarry Productions Aust.

Why Are We Stuck?

Coaching Challenges Series

Martin is Kim's mentor. He has been getting frustrated with her because even though she is highly intelligent, she talks too much. He and others have tried telling her, but she either can't or doesn't want to change. They are stuck! But then Martin changes tack. In this compelling video, learn how to deal with personal style problems that are resistant to change:

- How to establish the trends in personal behaviour
- How to use the power of 'the here and now'
- Establishing the motivation for change
- How to develop an action plan that ensures real improvement and change

Duration: 9 Minutes

RENTAL: \$350 +GST PURCHASE: \$650 +GST

Producer: Ash Quarry Productions Aust.

Duration: Series – 37 Minutes

Purchase Series: \$1995 +GST

Working Attitude

In Working Attitude we introduce viewers to the issue of attitudes at work. We explore how your attitude to co-workers affects both yours and their work. And we investigate forming good workplace habits, working in a team and co-operating with fellow workers. We examine the types of attitudes favoured by employers, and show scenarios exploring the effects of different moods at work. We also suggest steps to help find solutions and resolve negative emotions at work.

Duration: 26 Minutes

RENTAL: \$350 +GST PURCHASE: \$495 +GST

Producer: VEA Aust.

We Need To Talk

This business management resource has been designed by professionals, with extensive people management experience in a variety of industries. The result is a superbly structured program for use in a self-study or facilitated situation. Give managers the confidence to handle difficult or sensitive discussions with employees.

The content details the seven steps that comprise a successful agenda for such meetings, and the key counselling techniques. These are presented through typical workplace scenarios.

Your managers and your organisation will benefit enormously from the confidence boost that this video will provide.

Duration: 26 Minutes

RENTAL: \$350 +GST PURCHASE: \$995+GST

Producer: Nicholas & Smith Aust

Who Are THEY Anyway?

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 someone 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 organization's customers.

This entertaining and enlightening program, "Who Are 'They' Anyway?" and the accompanying Facilitator's Guide are designed to help you and your organization 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.

Duration: 12Minutes

RENTAL: \$350 +GST PURCHASE: \$750 +GST

Producer: Workplace Publishing



Skilful Appraisal

This program fills the gap that other appraisal programs leave. It helps you decide what to say and how to say it.

There are a lot of excellent products available which look at the processes and steps involved in appraisal. They cover the basics like getting the environment right, preparation, agreeing an agenda and so forth. But they miss out development of the specific skills needed to conduct an appraisal interview. Skilful Appraisal says that you, as the appraiser, must think about the effect you are having on the other person. How will they feel or react to what you are saying and the way you are saying it?

It uses scenes from appraisal interviews in which you can hear the thoughts of the person being appraised as the appraiser asks them questions and gives them feedback. It illustrates each of the core skills of appraisal, showing how to decide what works and what does not in any situation. But because the key issue is the effect you are having on the appraisee, there are no rules. The appraiser will always have to consider the particular individual and situation in judging how to praise, criticise, question, summarise and even listen.

Skilful Appraisal includes role-plays and discussion topics designed to enable people to develop their skills by means of practice followed by feedback. Whatever your learning style, there comes a point at which you have to try out the skills and get feedback on how you are doing. The program provides all the support necessary to help you do this.

Key Training Points:

- Listening
- Praising
- Criticising
- Questioning
- Summarising

Duration: 26 Minutes

RENTAL: \$350 +GST PURCHASE: \$1500 +GST

Producer: Fenman U.K.



Succeeding at Work

A new job can be an exciting opportunity and this program will help prepare you to make the most of it. In addition to comments made by a number of employers and advisers, the program provides a case study of Mike, who has just accepted his first fulltime job.

Key Training Points:

- Workplace culture.
- What your employer will expect from you.
- What you should expect from your employer, including payslips and superannuation.
- Working conditions: what you need to know; how to deal with discrimination, harassment and violence.

Duration: 17 Minutes

RENTAL: \$350 +GST PURCHASE: \$495 +GST

Producer: VEA Aust.

The Leadership Pickles

What Bob Farrell did for customer service in the runaway hit "Give 'em the Pickle", he is now doing for leadership with "The Leadership Pickles!" A fun and exciting new video from Media Partners, The Leadership Pickles! combines Bob's passion for serving others with powerful leadership stories to create a memorable and motivating message for leaders of all kinds.

Just as customers need pickles — those special things you do for them to keep them coming back - your employees need their pickles too. They want and need certain things from you as their leader. If they get them, they'll follow you and achieve great things. If they don't get their leadership pickles, their belief and respect for you as a leader may begin to slip.

Being in leadership is a tough job. It requires you to be the best you can be. The Leadership Pickles! will inspire you to give your employees their leadership pickles!

Key Training Points:

What defines a leader? According to Bob Farrell...

"Leaders are those who SERVE the people who SERVE the customer"

- Spread enthusiasm
- Inspire confidence
- Demonstrate integrity

Duration: 16 Minutes

RENTAL: \$350 +GST PURCHASE: \$1500 +GST

Producer: Media Partners U.S.A.



Managing Discipline and Grievance

This training resource delivers 21 fresh, invigorating activities for dealing with disciplinary and grievance issues. The activities are designed to motivate managers and develop their confidence in managing discipline and grievance. The focus is on helping participants develop a positive approach, at the same time as enabling them to develop skills and techniques for managing these issues effectively.

PURCHASE: \$495 +GST
Producer: Fenman U.K.



Managing the Poor Performer

This training manual will equip your managers with the skills to quickly spot changes in behaviour and performance, and identify the reasons behind these changes. Causes of poor performance are broken down into a framework in terms of willingness to work, and the ability to perform required tasks. This framework enables your managers to objectively assess the under performer and identify steps to improve performance.

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



ACTIVITY MANUAL: Dealing with Difficult and Aggressive Behaviour

Give people the skills they need to handle anything their job throws at them - confidently, professionally and calmly. When you're asking people to deal face to face with the public, there can be risks to them and to your organisation. The learning and skills development from this powerful pack provide extra safety, greater security and more confidence for your staff. Each activity is targeted on getting the best possible outcomes from even the worst case scenarios. All the activities focus on developing individual and organisational effectiveness in dealing with difficult and aggressive behaviour - whatever the source. Using these activities you'll be able to: Show people some exceptionally important tactics - give them the practice they need in a safe environment. Knock down the barriers to dealing effectively with difficult situations. Help your people become superbly equipped, more confident and ready with effective and highly professional rapid responses.

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



Achieving High Performance

Here are 20 tried and tested activities for developing strategies, practising skills and eliminating blocks to effectiveness. Each is designed to develop your manager's performance management skills: to enable successful teams to achieve really high performance, and poorly performing teams to achieve success.

PURCHASE: \$395 +GST
Producer: Fenman



ACTIVITY MANUAL Performance Management & Development Toolkit

This activity pack is highly recommended for organisations working towards Investors in People. Take your organisation right through the process of establishing an effective performance management and development programme for all your employees. The 15 sessions provide you with a clear framework and structure to guide you through about a year's work. They are designed to be used with senior managers, as well as team leaders and team members, encouraging the involvement of people throughout your organisation.

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



ACTIVITY MANUAL: Managing Discipline and Grievance

This is a training resource that delivers 21 fresh, invigorating activities for dealing with disciplinary and grievance issues. These activities are designed to motivate your managers and develop their confidence in managing discipline and grievance. The focus is on helping participants develop a positive approach, at the same time as enabling them to develop skills and techniques for managing these issues effectively - ideally avoiding the use of the formal procedures. It works alongside your organisation's discipline and grievance policies. It gives your managers the skills and confidence to put these policies into practice in the workplace. And because these activities focus on core people management skills, rather than current legislation, it won't date. It'll be the most referred to trainer's activity pack in your resource library for years to come!

PURCHASE: \$495 +GST
Producer: Fenman U.K.





ACTIVITY MANUAL: Managing for Better

Attendance

Give your managers and HR personnel the confidence and skills to focus on an attendance problem, understand it correctly and resolve it well, rather than skirt around the issues. Help them explore all the factors involved in absence, including the personal and legal aspects. This pack provides a raft of ideas, techniques and processes which managers can use for maximum impact.

Purchase: \$495 +GST
Producer: Fenman U.K.



ACTIVITY MANUAL: Motivation in

Practice

Motivation in Practice gives you practical exercises and discussions that help your managers identify factors that motivate both individuals and teams, whether applying theories of Maslow, Herzberg, or McGregor. In addition, you've got ready-to-run activities that apply motivation to day-to-day management issues as team briefings and performance reviews. During Activity 12: Motivating your team, participants identify key features of a highly motivated and effective team. Drawing upon these features and the five stages of team development, participants produce their own action plan for motivating their teams at work. They'll return to the workplace with a clear forward plan for helping their team achieve higher performance.

PURCHASE: \$495 +GST
Producer: Fenman U.K.



ACTIVITY MANUAL: Performance

Management for Frontline Managers

This pack equips you with 20 ready-to-run activities to ensure your new and front line managers have the skills, knowledge and ability to unlock the full potential of their people. These ready to run activities take an extremely hands-on approach, breaking down what can be a daunting range of responsibilities into manageable tasks. Each responsibility is approached from a practical point of view - so your managers will learn not only how to identify training requirements within their team, but also how to ensure these needs are accurately transferred to the training department. They'll learn why performance reviews are so important in developing their people, as well as how

to obtain specific information to carry out a fair and objective assessment.

Purchase: \$495 +GST
Producer: Fenman U.K.



ACTIVITY MANUAL: Reducing Absenteeism (30 Practical Exercises)

Here are 30 practical exercises designed to provide hard-pressed trainers and managers responsible for people development with no-nonsense solutions to reducing absenteeism - fast and effectively. These exercises have been designed to help managers in their quest to reduce absence in the workplace. All the exercises are tried, tested and easy to use; ideal for short timeslots; packed with fresh ideas for dealing with key issues.

With this easy to use and innovative new manual you will have:

Practical strategies for managing attendance

Training in performing and reporting return to work interviews

Essential principles of disciplinary and counselling interviews

Purchase: \$495 +GST
Producer: Fenman U.K.



ACTIVITY MANUAL: Skills of Appraisal & Performance

Are you implementing a new appraisal system or updating and improving the one you have? This pack contains all the ready-made training materials you need to get everyone practising effective performance review skills. Learn how to set up and implement a modern appraisal system with this practical activity pack. Among the many subjects covered, it includes sections on performance pay, appraising manual workers and understanding an appraisee's perspective. It also shows how to link appraisal and review systems with the Investors in People standard. Learning applications include:

- Performance appraisals
- Questioning skills
- Feedback
- Communication skills
- Objective setting

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



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