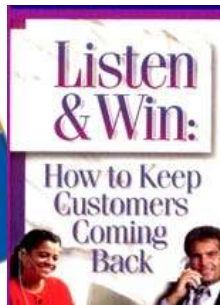


TRAINING MATERIALS CATALOGUE



NEW!

Centre for Customer Care (CCC) Malaysia

(A one-stop centre dedicated to the achievement of customer service excellence)
Suite 3-1, Level 3, THE PLACE, No 1 Jln PJU 8/5G, Bandar Damansara Perdana,
47820 Petaling Jaya Tel: 03-77104752/3152 Fax: 03-77100684
Website: www.centreforcustomercare.com and www.customereyes.net

Master Consultant for:



VIDEO & MANUAL

SERVICE FIRST VIDEO LIBRARY (12 VIDEOS)

Service First, the customer service video library, a powerful video-based training system based on group interaction, that makes it easy to train any number of employees - with no limits, with immediate results, and NO additional cost to educate new staff in the future. It is so easy that you won't have to invest in experienced facilitators or devote a lot of time. There are [12 videos](#), of 15 minutes each, that will allow you to train your entire workforce in the art of exceptional service, with a new and fresh session each week or each month.

(Also available in Bahasa Indonesia and Mandarin)



This book will be given **FREE** for every purchase of a complete set

** While stocks last*

FEELINGS FOR SERVICE RETAIL ENVIRONMENTS (STARTER PACKAGE)

A programme designed to encourage interaction, focuses on personal growth and Development, resulting in superior quality service with customers.

Applies to retail service and skilled labour work environments.

The training package includes:

- Facilitator package with leader guide and 3 videotapes, DVDs or VCDs
- 25 Participant manuals



FEELINGS: CUSTOMER CARE FOR SUPERMARKETS

A programme specifically tailored to the Supermarket industry. It has just been totally re-filmed and rewritten in a modern and up to date store.

The training package includes:

- Facilitator package with leader guide and 3 videotapes, DVDs or VCDs
- 25 Participant manuals



FEELINGS: QUALITY CUSTOMER SERVICE FIRST TIME EVERY TIME

A programme designed to encourage interaction, focuses on personal growth and development. Resulting in superior quality service with customers.

The training package includes:

- Facilitator package with leader guide and 3 videotapes, DVDs or VCDs
- 25 Participant manuals



5-STAR SERVICE FOR HOTELS FOR FRONTLINE STAFF

A programme designed to help Improve and sustain the performance of front-line employees. In the hospitality industry, guests are the key to success. Having a well trained and service oriented staff would help to reach this attainable goal. Five Star Service in any hotel or restaurant environment.

The training package includes:

- Facilitator package with leader guide and 2 videotapes, DVDs or VCDs
- 25 Participant manual



5-STAR SERVICE FOR HOTELS (FOR MANAGERS/SUPERVISORS)

A programme designed to help the hospitality industry maintain and enhance service standards. In this industry, providing good service is essential to survive. With Five Star Service you can teach and reinforce service skills for improving and sustaining the service level.

The training package includes:

- Facilitator guide with PowerPoint on CD
- Participant manual



THE SERVICE PRO: BETTER, FASTER & DIFFERENT

This front-line employee training programme presents a framework for improving service quality where it counts – at the point of contact with the customer. It teaches employees key concepts that win customers and drive loyalty.

Participants will learn how to:

- Recognise the challenges in an economy in which the customer has the power
- Enhance their personal competencies in the area of service quality
- Learn the whys that support specific customer service tactics
- Understand the economic impact service quality can have – personally and for their organization

The Service Pro: Better, Faster and Different package includes:

- Facilitator's Guide which contains step-by-step instructions for a 1 day training programme
- PowerPoint presentation
- Video
- 5 Leader Workbooks
- 5 Copies of The Service Pro Book



THE SERVICE PRO: SERVICE LEADERSHIP

Your leaders should attend this program just before or after they have participated in this training program. It presents proven strategies and techniques to motivate employees and lead an organisation that is truly focused on customers and providing outstanding customer service.

Leaders will learn how to:

- Define reality with customer information, listening strategies and measurement
- Align the system and remove barriers to service success
- Level the playing field with performance boundaries, accountability and recognition

The Service Pro: Service Leadership package includes:

- Facilitator's Guide which contains step-by-step instructions for a 1 day training program
- PowerPoint presentation
- Video
- 5 Leader Workbooks
- 5 Copies of The Service Pro Book



THE COMPLETE MENTORING PROGRAM

Overview: *The Complete Mentoring Program* is a comprehensive, unified, video-based mentoring system.

Key Benefits:

By developing managers into mentors, an organization can create a credible succession strategy built on a foundation of inclusion, self-improvement, and loyalty. *The Complete Mentoring Program* provides all the tools you need to win the war for talent by establishing a system that nourishes high performers, who, in turn, will help develop the next generation. Individual components of *The Complete Mentoring Program* make it easy to breath new life and improved effectiveness into an existing mentoring program.

Key Features:

- The number one video-based mentoring program in the world.
- Over 90 minutes of video realistically models essential mentor behaviors in 6 dimensions.
- A series of organization readiness inventories enables the OD professional or trainer to ensure smooth integration of mentoring into the organizations unique environment.
- An assessment for mentors prepares them for their role by evaluating their own skill readiness to take on mentor responsibilities.
- All the materials the program coordinator/leader needs to competently implement this mentoring—solution!

Description: *The Complete Mentoring Program* is an all inclusive, turnkey package of tested materials for use by program coordinators, managers and trainers. This program offers a mentoring self-assessment inventory and provides the mentor and the mentee each with a separate handbook to guide them as informed participants.

This program is centered on the mentoring model of interpersonal learning as a planned collaborative initiative. The program is grounded in a theory of adult development that concisely describes the precise behavioral responsibilities of the mentor and involves the mentee as an active learner in the mentoring process.

The Complete Mentoring Program is your only choice if your organization needs to prevent the outflow of the knowledge capital that leaves with every employee who does not pass on his/her wealth of experience.

The *Complete Mentoring Program* includes:

- 1 copy of *Becoming a Mentor: A Video-Based Workshop Series* (6 videos)
- 1 copy of *The Step-by-Step Guide to Starting an Effective Mentoring Program*
- 1 copy of the *Assessment of Organizational Readiness for Mentoring*
- 10 copies of the *Principles of Adult Mentoring Inventory*
- 10 copies of *The Manager's Pocket Guide to Effective Mentoring*
- 10 copies of *The Mentee's Guide to Mentoring*
- 10 copies of the *Guide to Mentee Planning*
- 1 copy of the *Principles of Adult Mentoring Inventory: Leader's Guide*
- PowerPoint® Presentation



BECOMING A MENTOR

This stand alone, ready-to-use video workshop can be the centrepiece of your complete mentoring programme. These six videos are also useful to introduce executives and others to the benefits and techniques of mentoring.

Each of the videos in this package demonstrates a single critical mentoring behaviour in the context of collaborative mentor-mentee relationship. Scenes are highly realistic role-plays that model ideal mentoring behaviours for learners. Individuals or mentoring pairs will find these materials ideal for self-directed learning activities.



EXCEPTIONAL SERVICE: SUPERMARKETS

Exceptional Service is a one session, video-based program customised for Supermarkets. Design allows session to be implemented in two or four hours. Content focuses on: your role in service quality; care and concern; value-added service; problem solving and service recovery

The training package includes:

- Facilitator package with leader guide and 1 videotape, DVD or VCD
- 25 Participant manuals



EXCEPTIONAL SERVICE: SERVICE RETAIL (STARTER PACKAGE)

Exceptional Service is a one session, video-based programme. Design allows session to be implemented in two or four hours. Content focuses on: your role in service quality; care and concern; value-added service; problem solving and service recovery.

The training package includes:

- Facilitator package with leader guide and 1 videotape, DVD or VCD
- 25 Participant manuals



THE ESSENCE OF CARING FOR CLINICS, MANAGED-CARE AND HMO'S

The Essence of Caring focuses on attaining excellence in patient relations, customer service and client loyalty through a learning technology specifically designed for the unique needs of clinics, managed care and HMO's.

The training package includes:

- Facilitator package with leader guide and 3 videotapes, DVDs or VCDs
- 25 Participant manual



THE SPIRIT OF EXCELLENCE FOR HOSPITALS LONG TERM CARE FACILITIES

The Spirit of Excellence is designed for hospitals in the health care industry.

The training package includes:

- Facilitator package with leader guide and 3 videotapes, DVDs or VCDs
- 25 Participant manual



FACING THE TIGER: HOW TO TURN CONFLICT INTO POSITIVE CHANGE

Turn conflict into positive change!

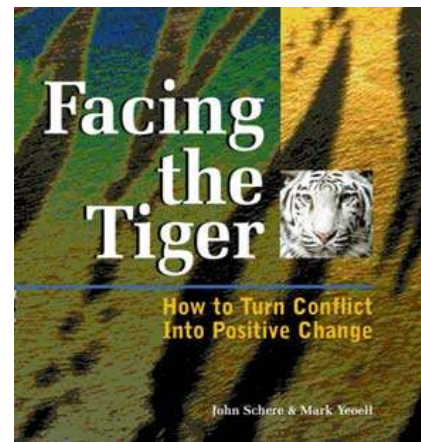
Facing the Tiger, has helped thousands of people face unresolved conflict and has taught them how to release this huge source of untapped potential. Facing the Tiger demonstrates and teaches skills in how to solve conflict problems. When conflict occurs in the future, participants will recognise its sources and then use new knowledge and skills to respond in a more positive and productive way.

Part One: Making Conflict Constructive

This segment of the programme explores why conflict exists and is inevitable in any dynamic relationship. It illustrates strategies for recognising when conflict situations may arise and how to reorient potential problems.

Part Two: Communication Breakthroughs at Work

In this portion of the programme, you will learn a proven five-step process for addressing conflict so that the conflict goes to work for you, creating a new way of seeing things that respects both points of view and generates breakthroughs in understanding and effectiveness.



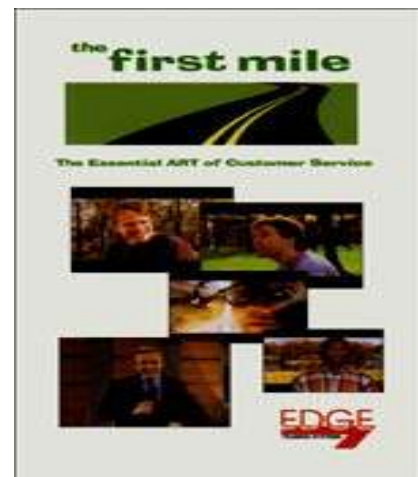
THE FIRST MILE: THE ESSENTIAL ART OF CUSTOMER SERVICE

While customer service training often focuses on “going the extra mile” for customer, this film demonstrates that it is not enough to go the extra mile if you haven’t gone the “first mile”.

What This Video Teaches:

This humorous and engaging film emphasises the basics – the essential art of customer service. Your participants will be involved in the process of learning as the acronym ART (Attention, Respect, and Time) is built interactively, with some special help from veteran game show host Bob Eubanks and a selection of “real person” street interviews.

- A** – Give customer your full **ATTENTION**.
- R** – Treat your customers with **RESPECT** for them as individuals and for the value they bring to your organization as customers.
- T** – Make sure you give each customer enough of your **TIME** to meet their needs.



Customer service is like a long distance race. Just like running, have to start well, stay consistent, and finish strongly. It’s not enough to go the extra mile if you’ve already lost the race in the first mile

MOTIVATING EMPLOYEES

In order for leaders to motivate their employees, they need to know the underlying principles of motivation. To help them apply those principles, "Motivating Employees" balances theory with application and skill development for a hard-hitting, effective, participate programme. The application section contains a survey participants can use to conduct an evaluation of the motivational factors in their area, and an action worksheet to guide them in applying the programme's techniques to their jobs. The video "Keep Up the Good Work" demonstrates a positive model of a leader applying the programmes principles through employee recognition. The skill-building section teaches participants to provide positive reinforcement and recognition to their own employees. This program also includes motivational principles from today's leadership experts, including Peter Drucker, John Kotter, and others.

Participant Objectives:

- Describe several theories of motivation and suggest ways that they can be used on the job
- Understand the role that recognition plays in improving employee morale and motivation
- Identify three areas which offer opportunities to provide positive recognition
- Give honest compliments
- Cite the importance of an employee's positive performance
- Communicate high levels of expectations to employees



DYNAMIC LEADERSHIP FOR THE 21ST CENTURY

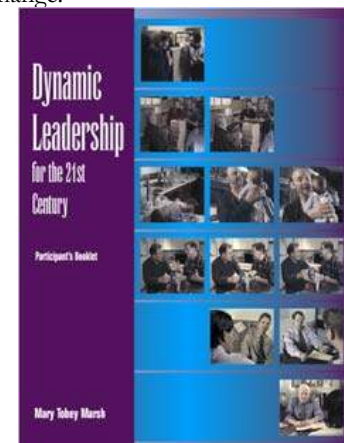
Leadership Training to Open Minds to Think Out-of-the-Box

This exciting video-based leadership workshop draws on compelling wisdom of landmark leaders from Theodore Roosevelt to Colin Powell and Peter Drucker to drive home the overriding importance of effectively leading change.

Leader outcomes will include:

- More openness to change, willingness to encourage change and respond to change.
- Enhanced ability to lead through vision supported by governing values and ethics
- Improved ability to build trust and loyalty in followers
- Implement action of change within a systems-thinking framework

This workshop includes self-study instructions as well as reproducible handouts, action plans, and assessments for easy trainer-lead administration



ATTAINING EXCELLENCE – FOR MANAGERS/SUPERVISORS

A programme which focuses on increasing understanding of customer service elements, sharpening coaching skills for continual improvements and sparks new strategies for enhancing the service level.

The training package includes:

- Facilitator guide with PowerPoint on CD
- Participant manual



TRAINING MANUALS

GRAND CANYON ADVENTURE PACKAGE

Take participants on an unforgettable learning adventure! Set in an adventurous backdrop for enthusiastic participant involvement.

Use *Grand Canyon Adventures* for active learning in

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



More than the usual consensus-building activities

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

Six related activities provide new training flexibility

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

Inspiring video gets participants involved

Start your session with *The River Song*, an 18-minute video that sets the scene for the simulations. It is an all-original, breathtaking video tour of the sites within the Grand Canyon where the simulations take place. It will motivate and focus participants on the activities, and ensure high-impact learning.

Grand Canyon Complete Package includes:

1. Overboard in the Roaring River: Action Plan
2. Lava Falls: Determining the Essentials
3. Up Deer Creek Without a Boatman: Problem-Solving Analysis
4. Stranded in Grand Canyon
5. Incident at Elves Chasm: Action Plan
6. Incident at Elves Chasm: Priority Setting
7. Hiking Out of Lava Falls
8. Up Deer Creek Without a Boatman
9. Overboard in the Roaring River

10 copies of each simulation booklet (90 booklets)

Scenic 18-minute full color video, *The River Song*

Comprehensive Leader's Guide that includes detailed debriefing suggestions, instructions for leading adventure simulations, and valuable tips on involving and motivating participants.

OVERBOARD IN THE ROARING RIVER: ACTION PLAN

A traditional consensus decision-making exercise that uses the standard, popular format of asking individuals and teams to rank-order action plans, then check them against expert advice.



LAVA FALLS: DETERMINING THE ESSENTIALS

This exercise adds a twist to the standard decision-making by asking for a consensus determination of which supplies available to a team are most important. This simulates the real-life dilemma of sorting what is important from a flood of information.



UP DEER CREEK WITHOUT A BOATMAN: PROBLEM-SOLVING ANALYSIS

This exercise asks teams to determine what information is necessary to determine what the problem is, then to solve it. This adventure demonstrates the importance of a rigorous problem solving analysis.



STRANDED IN GRAND CANYON

Additional copies of this simulation for *Grand Canyon Adventures* program. In this activity, set on the Colorado River, the group must find its way out of the canyon using the problem-solving method provided. 1 - 2 hours.



INCIDENT AT ELVES CHASM: ACTION PLAN

Additional copies of this simulation for *Grand Canyon Adventures* program. In this simulation, set on the Colorado River, a crisis has occurred and the group must build consensus and create a plan of action. 1 - 2 hours.



INCIDENT AT ELVES CHASM: PRIORITY SETTING

Additional copies of this simulation for *Grand Canyon Adventures* program. In this simulation, a crisis has occurred and you as an individual and then with the group practice prioritizing. 1 - 2 hours.



HIKING OUT OF LAVA FALLS

Additional copies of this simulation for *Grand Canyon Adventures* program. This activity, based on an actual event and set on canyon trails, gives team members practice in using a proven problem-solving model to accomplish their survival mission. 1 - 2 hours.



UP DEER CREEK WITHOUT A BOATMAN

Additional copies of this simulation for *Grand Canyon Adventures* program. Designed for two leaders or two teams, this exercise provides experience in working together and resolving conflict. Participants will assess their own effectiveness based on three measures of collaboration. 1-2 hours.



OVERBOARD IN THE ROARING RIVER

Additional copies of this simulation for *Grand Canyon Adventures* program. This crisis management simulation, set on the Colorado River, gives groups practice in building consensus and action planning. 1 - 2 hours.



FAST FEEDBACK 2ND EDITION GUIDE & PARTICIPANT WORKBOOK

FAST stands for Frequent, Accurate, Specific and Timely, and FAST Feedback is a new approach to performance evaluation in sync with today's fast-paced, rapidly changing workplace. FAST can be used in conjunction with or as an alternative to six and twelve month reviews. FAST links training directly with ongoing performance evaluation by keeping employees in a constant feedback loop. There are many ways to implement FAST Feedback in your organization, including the customizable forms included in this pocket guide.



LEADING EMPOWERED TEAMS FOR SERVICE QUALITY (LET) – FOR MANAGERS/SUPERVISORS

Leading Empowered Teams is a program that will give managers, supervisors and leaders the kinds of skills they will need to motivate employees, create a service environment, promote customer satisfaction and increase customer retention. LET is for the company that wants top flight managers driving employees to be the very best.

The training package includes:

- Leading Empowered Teams Leader Guide and PowerPoint presentation CD
- 1 Participant book, manager's action plan and Achieving Excellence Through Customer Service book

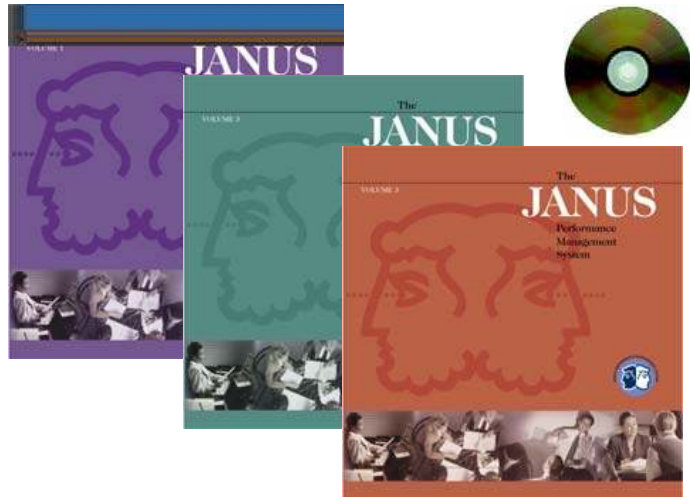


JANUS: PERFORMANCE MANAGEMENT SYSTEM

The Janus Resource System

Janus is a fully integrated suite of materials that provides a comprehensive, step-by-step approach to Performance Management for both appraisers and appraisees. Whether you're designing a performance management or appraisal system or re-working or adding to an existing one, Janus will save you time and money. Janus includes complete training modules on:

- Introduction to Performance Management
- Setting Performance Goals & Objectives
- Giving Feedback
- Coaching
- Handling Unacceptable Performance
- Career Planning
- Action Planning
- Conducting Performance Appraisals
- Performance Initiatives
- Conducting Performance Updates



3 Power-packed Binders with CD's include:

- 10 complete, reproducible training modules
- Behavioural questions for 36 competencies.
- Over 200 pages of one-on-one coaching material for 36 competencies.
- 30 ready-to-use forms and templates.
- 6 reproducible booklets covering Performance Progress, Performance Discussion, Performance Development, and Career Planning.
- Sample appraisals for top-level, good, and poor performers for the following job classes: Clerical, Service/Sales, HR/Training, Technical, and Management.

50 ACTIVITIES FOR COACHING/MENTORING

These activities provide stimulating exercises, realistic case studies, and creative role-plays that will enable your managers and supervisors to sharpen their skills in several key coaching roles - as team leader, facilitator, counselor, and director. Each fully reproducible activity is organized in a user-friendly format with detailed trainer's notes, clear objectives, and suggested variations for customizing the activity to meet your group's needs.

Training Objectives

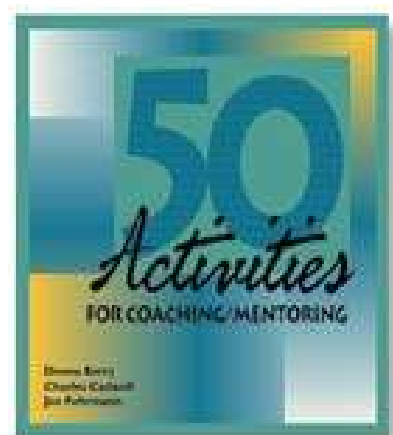
- Introduce mentoring concepts and peer guidance techniques
- Develop skills to express performance improvement goals clearly
- Create open, trusting relationships
- Refine managers' skills in providing constructive feedback

Training Methods

- Team games
- Group discussions
- Icebreakers
- Role-plays
- Questionnaires and written exercises

Time Guidelines

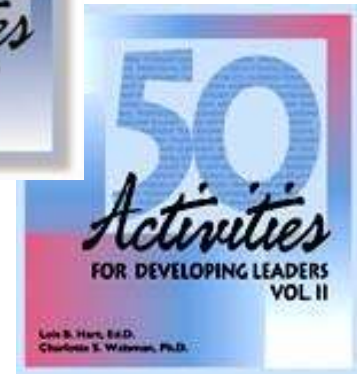
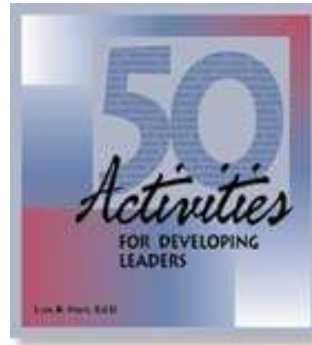
- 34 activities take 1 hour or less
- 6 activities take between 1 and 2 hours



50 ACTIVITIES FOR DEVELOPING LEADERS (VOL. 1 & 2)

This unique volume offers ready-to-use, proven activities to introduce and develop key skills in leadership training. Each activity includes clear objectives, detailed instructions on how to run the activity, and reproducible participants materials. Activities cover:

- Leadership theories
- Team building
- Values and beliefs
- Visionary leadership
- Recognition and rewards
- Change and risk taking
- Professional development
- Mentoring



Training Methods

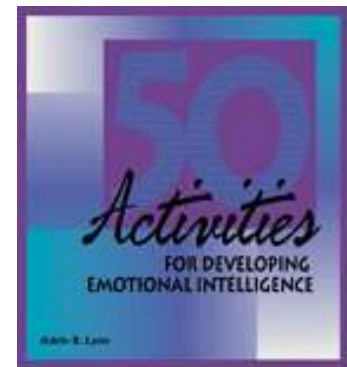
- 16 written exercises encourage personal reflection and development
- 2 role-play scenarios aid the transfer of learning from the workshop to the workplace
- 14 self-assessments help participants identify their values, beliefs and leadership style
- 14 group exercises call on participants to work together towards a common goal
- 4 closure activities provide an interesting way to end a training session

50 ACTIVITIES FOR DEVELOPING EMOTIONAL INTELLIGENCE

Emotional Intelligence explains why, despite equal intellectual capacity, training, or experience, some people excel while others of the same caliber lag behind. Certain competencies are found repeatedly in high performers at all levels, from customer service representatives to CEOs. As trainers we must find ways to build these talents labeled EQ (emotional intelligence quotient). The 50 reproducible activities in this resource book focus on developing the following set of talents: self-awareness and control, empathy, social expertness, personal influence, and mastery of vision.

Selected Contents:

- ✓ Emotional Intelligence – What is it?
- ✓ A Coach's/Trainer's Guide to Helping Leaders Improve EQ
- ✓ How to use this Guide
- ✓ Guide to the 50 EQ Activities
- ✓ Suggested Training Formats
- ✓ Action / Reaction
- ✓ Visions Apply to People Too
- ✓ Advice from the Pros
- ✓ Steps for Growth
- ✓ More Reflections



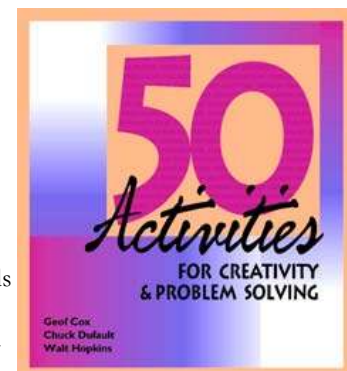
50 ACTIVITIES FOR CREATIVITY & PROBLEM SOLVING

Comes complete with learning objectives, facilitator guidance, and reproducible materials.

Training Objectives

- Develop creative thinking
- Offer new approaches to problem solving
- Develop approaches to problems that will not respond to traditional problem-solving methods

Activities cover – problem analysis, finding solutions, thinking process and implementation of creative problem-solving methods



50 ACTIVITIES FOR SELF DEVELOPMENT

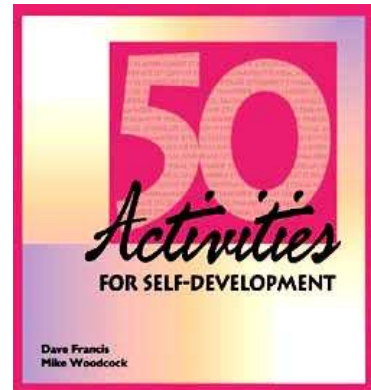
Comes complete with learning objectives, facilitator guidance, and reproducible materials.

Activities cover

- Observation skills
- Influencing others
- Group problem solving
- Reducing stress
- Personal motivation
- Responding to new challenges

Training Objectives

- Identify areas needing particular attention
- Determine a complete personal development plan
- Remove blockages to personal success
- Develop effective managers



50 ACTIVITIES FOR ACHIEVING EXCELLENT CUSTOMER SERVICE

Comes complete with learning objectives, facilitator guidance, and responding materials. Inside you'll find 50 ready-made, proven activities that each require less than an hour to complete. The activities focus on building employee skills in such vital areas as:

- Attitude
- Professionalism
- Communication
- Tools for success
- Asking for the order
- Customer service icebreakers
- Call centres and the telephone
- Handling uncomfortable situations
- Fulfilling needs and providing solutions
- Customers and the Web
- Customer treatment – internal and external



50 ACTIVITIES FOR DEVELOPING COUNSELING SKILLS IN MANAGERS

Comes complete with learning objectives, facilitator guidance, and reproducible materials.

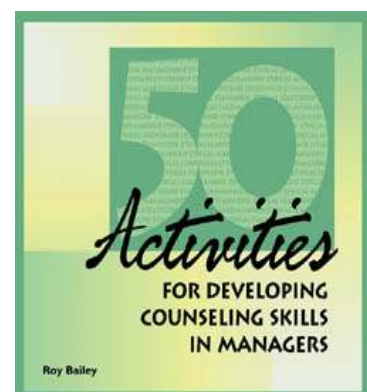
Training Objectives

- Enable managers to concentrate on the personal views, feelings, and opinions of their staff
- Encourage person-centered rather than role-centered management
- Improve interpersonal skills
- Ensure that organizational goals are achieved

Activities

Provide complete coverage of the four stages of counseling:

- Rapport and relationship building
- Challenging problems
- Problem exploration and understanding
- Taking action



50 ACTIVITIES FOR CONFLICT RESOLUTION

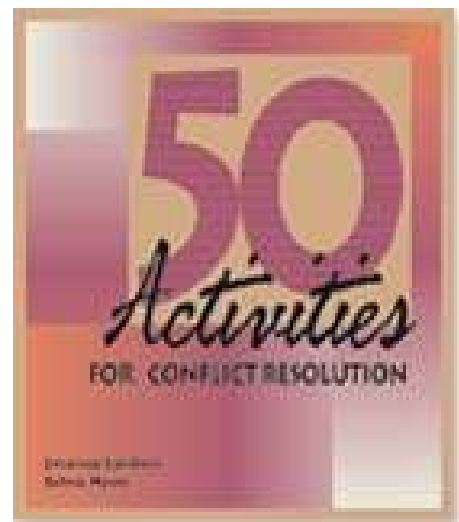
This collection of activities, self-assessments, and exercises is especially useful as a resource to introduce the issue of conflict and its resolution as a part of workshops on management, leadership, communication, negotiation and diversity. The book is fully reproducible and flexibly organized in two sections. Part One includes twenty-five interactive group learning activities to explore conflict and provide practice in skills that help to resolve it. Part Two consists of twenty-five individualized exercises and assessments that are ideal for pre-work prior to group training sessions, or they can be distributed to participants for their own self-development. All of the activities and assessments are reproducible and include participant materials and notes for the instructor.

Part One: Group Workshop Activities

- Two Responses to Conflict: Fight or Flight
- How Can We Both Win? A Quick Demonstration
- Individual Conflict Styles: A Zoological Approach
- Approaches to Conflict: Role Play Demonstration
- When Conflict Creates Stress, Don't Just Stand There...
- Introduction to Listening: A Self Inventory
- Red Flags
- Benefits and Barriers: Exploring Third Party Intervention
- Mismatched? Are You Reading the Non-Verbal Cues?
- Constructive or Destructive Conflict: Lessons to be Learned
- Gaining a Different Perspective
- Assumptions: Who Needs 'Em?
- Portrait of a Peacemaker
- What Kind of Question is That?
- Third-Party Mediation
- Formulating Clear Agreements

Part Two: Individualized Exercises and Assessments

- Self-Assessment in Dealing with Differences
- Analyzing A Conflict: Is It Worth Getting Into?
- In the Heat of the Moment
- How to Deal with Hot Buttons
- Resolving a Conflict through Planning
- Mediation: Test Your Knowledge
- First Thoughts About Others: Perception IQ Quiz
- Uncovering the Hidden Agenda
- Your Turn: A Non-Judgmental Exercise
- Supportive Listening: What's Your Score?
- Escalate vs. Acknowledge: The Choice is Yours
- Eight Different Points of View



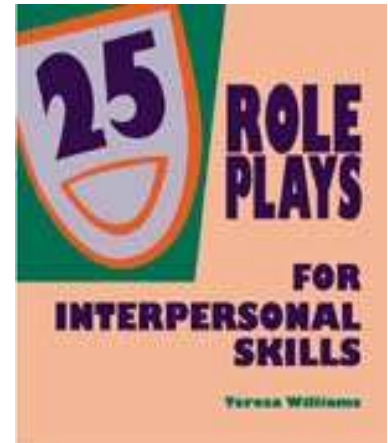
25 ROLE PLAYS FOR INTERPERSONAL SKILLS

Activities Cover:

- Counseling
- Assertiveness
- Negotiating
- Problem solving
- Fact finding and questioning
- Persuasion and influencing

Training Objectives

- Provide opportunities for individuals to test new skills in a risk-free environment
- Provide training in areas that can only be developed by practice
- Obtain feedback from observers to aid personal development
- Enable participants to test their skills in a variety of real-life situations



25 ROLE PLAYS FOR INTERVIEWING TRAINING

Training Objectives

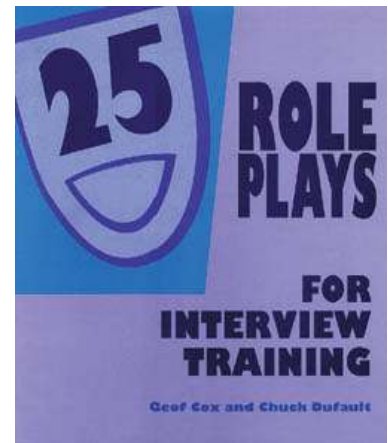
- Provide opportunities for individuals to try out new skills without cost to either the organization or the individual
- Provide training in areas that can only be developed by practice
- Obtain feedback from observers to aid personal development
- Enable participants to test their skills in a variety of real-life situations
- Enable participants to practice in a risk-free environment

Select role-plays to develop skills in each of the five main interview types:

- Selection
- Discipline
- Appraisal
- Separation
- Counseling

Time Guidelines

- Each role play takes between 1 1/2 and 2 hours.



20 TRAINING WORKSHOPS FOR CUSTOMER SERVICE VOL 1 & 2

Enhance customer service at all levels of your organisation with these two volumes of 20 ready-to-use training workshops. Each workshop includes detailed trainer's notes, transparency masters, and participant handouts. All materials are fully reproducible, which makes them an excellent value of your training dollar!

Volume 1

- Develop the core skills at the root of good service
- Overcome common service problem areas
- Enhance the quality of service at all levels of an organisation

Volume 2

- Develop a cohesive customer service policy
- Identify service improvement opportunities
- Measure customer service effectiveness



20 TRAINING WORKSHOPS FOR LISTENING SKILLS

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

Training Objectives

- Demonstrate how effective listening can enhance organisational performance
- Improve interpersonal relationships among staff
- Eliminate common blockages to listening

Selected Workshops

- How Well Do You Listen
- Blocks to Listening
- Listening Between the Lines
- Active Listening
- Communication Styles two-way Communication
- Listening and Stress
- When the Phone Rings
- Remembering What You Hear
- Note-taking
- Concentration

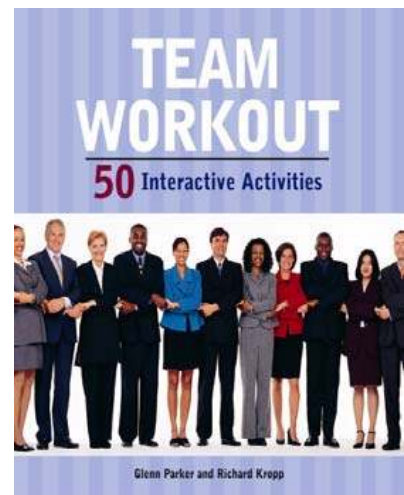


TEAM WORKOUT: 50 INTERACTIVE ACTIVITIES

Two of the world's leading team building facilitators bring you their best icebreakers, assessments, games, and exercises in a user friendly format. Team Workout is for facilitators, team leaders, trainers, and managers who want all the necessary materials and a step-by-step protocol for fast and easy implementation of effective team development. It's all here...the goals, time required, room set-up, materials, and detailed instructions to ensure a no-fault experience. There are even debriefing questions to facilitate the transfer of learning back to the workplace.

Selected Contents

- About the revised volume
- Introduction
- Team building and training
- How to use the activities, assessments, case studies, and other experiential learning methods
- Characteristics of an effective work team
- Creating a team mission
- Forming new teams
- Improving team meetings
- Virtual brainstorming: problem solving for a geographically dispersed team



TRAIN THE TRAINER WORKSHOP

This powerful workshop will help you bring your managers, team leaders and other non-trainers quickly up-to-speed in the basic skills required to develop and conduct training – confidently, competently and with ease. Loaded with practical tips, helpful precautions, checklists and tools, the revised edition includes:

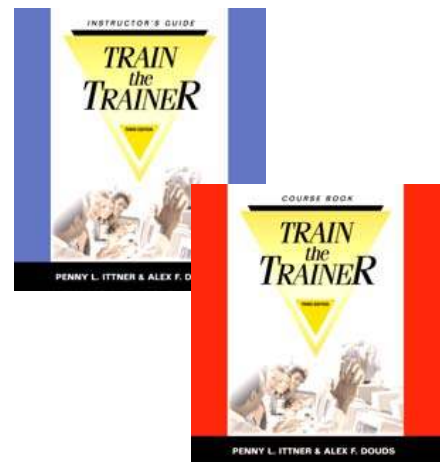
- A completely new chapter on an essential skill in developing training – outlining the training content for a learning objective
- 30 additional overhead transparency masters
- Updated case studies

The comprehensive how-to:

- manual walks first-time trainers through every step of the process of developing and delivering effective training – from using adult learning principles all the way through evaluating the results of training.
- handle problem personalities and situations that can unnerve even the most experienced trainer, including participants who won't talk – and those who won't stop.

Participants will learn how to:

- Identify new ways training can be used in their jobs
- Clearly understand how adults learn so they can teach others
- Analyse training requirements – the first step in successful training
- Develop learning objectives that provide the direction for the rest of their training
- Select the most appropriate training methods
- Develop and use training aids the right way
- Create lesson plans
- Use basic facilitation skills
- Increase participation
- Conduct training using their lesson plans
- Evaluate training
- Transfer newly acquired training skills to the work setting



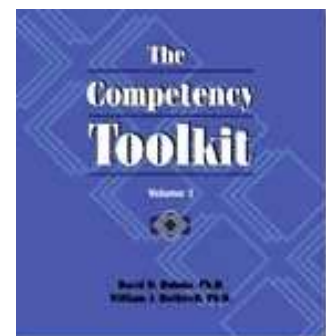
Filled with insights it would take your managers years to gain on their own, Train-the-Trainer, makes it easy for even beginning trainers to do the job experienced trainers once did: Deliver powerful training that is skill-packed, memorable and achieves lasting and positive behavior change.

THE COMPETENCY TOOLKIT

The Competency Toolkit provides everything that is needed for a midrange training/OD department or small consulting firm to provide real competency-based analysis and development. The toolkit literally provides resources to guide practitioners through the whole process, front to back, from sponsorship through development to implementation. Comprehensive and well-researched, the kit is a must for managers and developers who want to do it right.

Selected Contents

- Introduction
- Imported Definitions
- Competencies and the Human Resource Management System
- Support for Competency Programme Development



COACHING FOR RESULTS – A SKILLS-BASED WORKSHOP

This comprehensive new training program takes the approach that coaching is a series of skills to be mastered. The 12 skill modules can be facilitated individually or grouped in a flexible one day or two and a half day workshop.

Participants will:

- Get valuable feedback on their coaching strengths and weaknesses by using the *Coaching Skills Assessment*
- Learn to apply a useful four-step model - get agreement, seek solution, follow-up, and give recognition
- Master 12 coaching competencies including goal setting, delegation, giving feedback, mentoring, and more!

Coaching For Results Workshop Includes:

- Leader's Guide (300 pages)
- Participant Workbook
- 36-Question Coaching Skills Assessment Instrument
- Lesson Plans and 50 transparency masters
- Handouts for experiential skill building activities



INDIVIDUAL HIRING PLAN WORKBOOK

This essential hiring planner walks you through a simple exercise to structure an improved process to Recruit, Evaluate Candidates, and Make the Best Hiring Decision for a specific position. This book reviews your hiring approach and recommends tools and techniques that match your unique hiring need.

This 20-page booklet covers:

- Job description
- Competency identification
- Recruiting techniques
- Assessment tools
- Behavioral interviewing



PERFORMANCE SKILLS TEAMS SERIES: ALL 10 MODULES

Now you are able to train your team with all the performance skills by getting all the 10 modules.



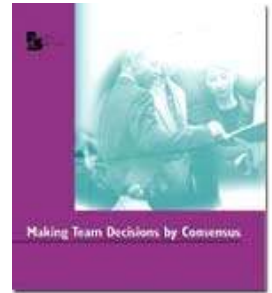
EVALUATING TEAM PERFORMANCE

This workshop provides team members with an analytical framework for thoroughly evaluating nine critical dimensions of team effectiveness. Participants will gain a clear understanding of their team's strengths and weaknesses, and will develop a process for improving team performance



MAKING TEAM DECISIONS BY CONSENSUS

When working in teams, it is critical to make decisions that all team members agree with and support. In this workshop, team members learn four basic decision-making approaches and identify why consensus decision making is most beneficial in a team setting



SOLVING TEAM PROBLEMS

In order for teams to be successful, they must be able to solve everyday problems decisively and effectively. With this workshop, teams will learn to do so while working on an actual problem the team currently faces.



PLANNING FOR TEAM RESULTS

This workshop enables team members to set goals and objectives that in direct support of the team's purpose. Team members will learn to compose goals that are supported by specific measurable objectives.



UTILISING TEAM MEMBERS' ABILITY

This workshop provides a framework by which teams can identify individual team members' strengths and reorganise to more efficiently achieve team objectives. Teams complete this training by developing an action plan to implement improved utilisation of team human resources.



COMMUNICATING EFFECTIVELY IN TEAMS

Improve all key communication skills within the context of achieving team goals. This workshop systematically presents core communication skills such as active listening, giving and receiving feedback constructively, and reacting to others' ideas.



CREATING A SHARED TEAM PURPOSE

The ideal starting point for creating a fully functioning, high performing team, this workshop will help team members establish a mission that can be used to guide the formulation of goals and objectives. A series of skill building exercises will get everyone working toward the common goal.



MAKING TEAM MEETINGS WORK

Meetings are the hub of team communication and decision making. This workshop addresses why meetings should be called, how to prepare them, and most importantly, how to conduct them effectively.



RESOLVING TEAM CONFLICTS

This topic focuses on resolving the types of conflicts that commonly occur in teams. Participants determine their natural conflict management styles and learn techniques for assessing conflicts situations and applying the most appropriate conflict management style for each situation.



COMMITTING TO TEAM APPROACH

This workshop will energize newly formed teams by helping members explore different team roles as well as four stages of team development. By learning through experimental exercises about behaviors that occur at each stage of team development, members will preempt resistance to the team approach.



BUILDING INTERPERSONAL INFLUENCE

Persuasion and the ability to influence are of paramount importance in many business situations. This workshop shows participants how building influence in relationships can help them be more effective in accomplishing their work responsibilities. The course uses the Insight Inventory to identify personality types and tendencies to build influencing skills through improved communication. The workshop is ideal for team leaders, managers, sales and customer service professionals, and anyone else who must maximize their positive impact on others to increase effectiveness on the job.

Performance Objectives

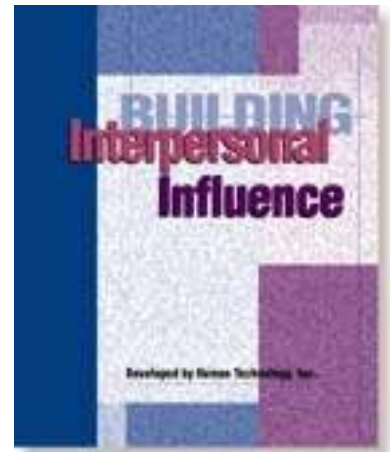
Understand the power of both interpersonal and position influence
Facilitate communication and influence by identifying and adapting to personality styles
Use active listening skills to establish and build relationships

Contents

- Leadership and Interpersonal Influence
- Understanding Individual Differences
- Active Listening
- Reacting to and Proposing Ideas
- Influence in a Team
- Applying Learning

This Workshop Includes

- Instructor's Guide with lesson plans and activities
- Fully Reproducible** Participant Coursebook
- 1 *Insight Inventory*
- Transparency masters



EFFECTIVE LISTENING WORKSHOP

This workshop presents techniques for accurately interpreting both verbal and non-verbal aspects of a message in order to improve overall job performance. Participants will analyze a series of barriers to effective listening and methods to successfully overcome them. The workshop is designed for all employees, managers, supervisors, and leaders whose productivity and performance depends upon superior listening, comprehension, and concentration skills.

Performance Objectives

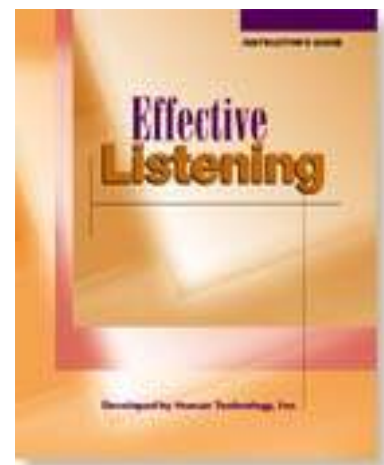
Improve quality and quantity of recall
Improve communication by interpreting feelings and analyzing non-verbal behaviors
Eliminate communication barriers

Contents

Effective Listening
Listening and the Communication Barrier
Overcoming Barriers to Effective Listening
Formulating Responses

This Workshop Includes

- Instructor's Guide with lesson plans and activities
- Participant Coursebook
- Transparency masters
- Audio tape



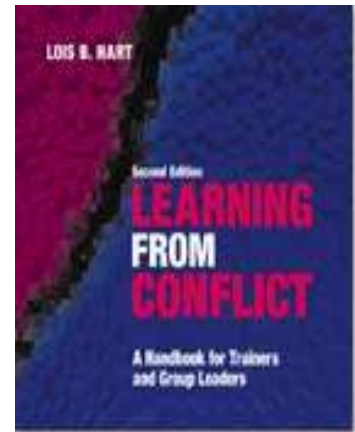
LEARNING FROM CONFLICT

The structure of the book is derived from Dr. Hart's Learning From Conflict Model, a simple, clear model that gives basic guidelines for applying its techniques to the specific needs of the participants. Instructors will learn how to help others accurately name their patterns of conflict, understand their reactions, identify the causes, prevent conflicts from developing and escalating, and apply conflict resolution techniques.

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

Contents

1. Learning From Conflict
2. Planning Your Workshop
3. Teaching About Conflict
4. Getting Started
5. Naming Conflicts
6. Reacting to Conflicts
7. Searching for Causes of Conflict
8. Preventing Conflicts
9. Resolving Conflicts
10. Planning for Conflicts



DEVELOPING EMPLOYEE CAPITAL

Make employees responsible for their own success

Ready to take the next step in employee development? This innovative book provides guidelines for helping managers create work environments where employees can develop themselves, without a great deal of direction.

What's in it for you and your organization? Employees who are skilled at the process of self-development are independent learners and thinkers who are more knowledgeable about the organization, less likely to exit, better able to respond to changing market conditions, and more positive about their jobs. Bottom line: They are more valuable to their organizations.

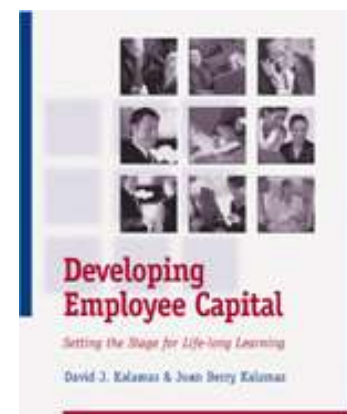
A new way to approach employee and organization development

Developing Employee Capital offers information about both organization development and individual developmental strategies.

Designed to help you and your employees create developmental plans together, it covers everything from online learning and diversity management to job rotation and mentoring.



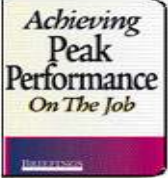

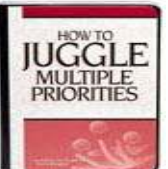

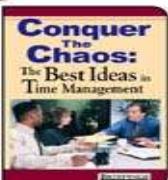
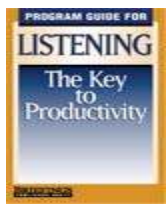
The book is organized into nine chapters:





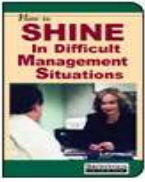

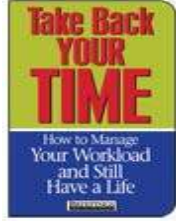
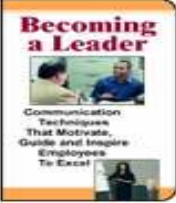
1. Laying the foundation
2. Career planning
3. Training as a developmental tool
4. Establishing and implementing mentoring programs
5. Coaching and development
6. Human resources and strategic plans
7. Educational activities and self-development
8. Environmental management
9. Organization development

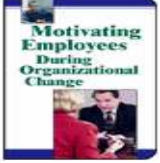


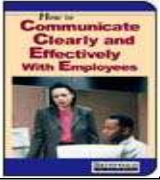

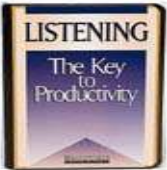
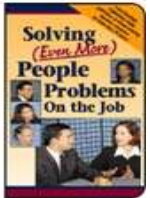
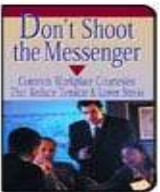


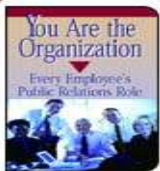



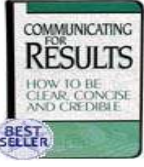
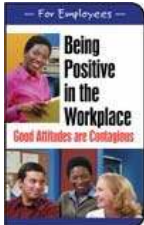
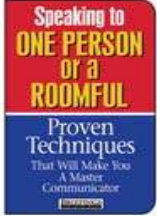

Included are step-by-step instructions for designing, implementing, and evaluating a number of developmental strategies as well as reproducible assessment tools, lists of commercially available tools, process checklists, planning forms, ROI computation guides, a training design matrix, and basic job analysis forms.



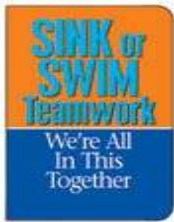
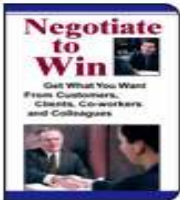
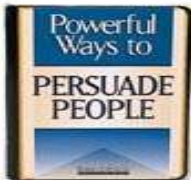


VIDEO COLLECTION








<p>Arrest That Stress : How To Depressurise Your Work Life</p> <p>Workplace stress can mean absenteeism, employee turnover, lower productivity and higher medical expenses. On-the-job stress can be traced back to only two basic causes. In this video you'll identify these stressors – and discover reliable techniques that will help you and everyone in your organisation to cut the stress and ease the strain.</p>	
<p>Do More in Less Time : Tame Your Workload By Dramatically Increasing Your Productivity</p> <p>These “Winning Habits” help you control time, rather than letting time control you. You'll learn to plan wisely and to avoid “Time Traps”. Take control as you learn how to move swiftly from task to task, anticipate downtime and be prepared to use it, create interruption-free zones and much more.</p>	
<p>Achieving Peak Performance On The Job</p> <p>Imagine yourself as more efficient, helpful and productive. You'd know exactly where to begin, what questions to ask and how to get the job done right every time. Quickly discover how to become the super-productive peak performer you're meant to be.</p>	<p>Video</p> 
<p>Managing Stress Before It Manages You</p> <p>You have the right to strive for a stress-free work environment for yourself. As a manager, it's your responsibility to recognise and alleviate stress for you staff.</p>	<p>Video</p> 
<p>How To Juggle Multiple Priorities</p> <p>In today's fast-paced workplace, it's easy to be overwhelmed by countless priorities and an endless cycle of deadlines. The techniques offered in this short video will help you manage responsibilities and take control of your job.</p>	<p>Video</p> 
<p>Get Organised – And Stay Organised : The 7-Day Plan</p> <p>Embark on a seven-day program that's guaranteed to put your work life in order. In this video you'll learn how to clear your workspace, unlog your in-box, organise your work area, create a filing system, filter unwanted e-mail and manage your schedule</p>	<p>Video</p> 
<p>Conquer The Chaos : The Best Ideas In Time Management</p> <p>You can be successful at your job without working 60-hour weeks, straining your family life or going home every night feeling exhausted and frustrated. The key is to manage your time effectively.</p>	<p>Video</p> 
<p>Listening : The Key To Productivity</p> <p>Here's the secret for getting along and being successful at work. In this best-selling program, you'll learn superior listening techniques.</p>	







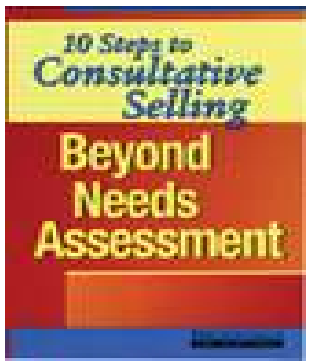
<p>Training To Win : Helping Employees Meet Or Surpass Their Goals</p> <p>Training to win isn't about telling people what to do. It's about helping them discover how to succeed. Once your staff members learn how, they'll start turning out the type of creative solutions that will make your whole organisation excel.</p>	
<p>Leading 20-Minute Meetings That Matter</p> <p>Chances are, you've been to a meaningless meeting and felt the frustration of wasted time and effort. What went wrong? How can you make sure your meetings stay productive, on topic and on time? In this video you'll learn how to prepare for an effective meeting, set up an agenda that attendees will want to follow, break a deadlock in an argument and many more</p>	<p>Video</p> 
<p>Conducting High-Impact, Low-Stress Performance Reviews</p> <p>Deliver meaningful performance reviews pain free! This best selling video will help you take the angst out of the review process. You'll learn how to prepare, avoid traps, address goal-setting and much more.</p>	<p>Video</p> 
<p>Becoming A Coach: Bringing Out The Best In Employees</p> <p>In this video you'll learn all the skills needed to be a good coach including: Taking a personal approach...getting to know each of your "players". The improved rapport between you and your staff will also contribute to a more satisfying work environment.</p>	
<p>How To Shine In Difficult Management Situations</p> <p>How you handle difficult situations can determine whether your employees and your boss see you as an effective manager who conquers the steepest management challenges or just an average one who wilts under pressure.</p>	<p>Video</p> 
<p>Interviewing Techniques That Help You Hire The Best</p> <p>Bad hiring decisions hurt morale, increase your personal workload and can even damage your reputation. Why not stack the odds in your favour the next time and every time you hire? In this video you will learn how to break the interviewing process into 3 manageable stages, gain valuable insight into the candidates technical skill and work habits.</p>	<p>Video</p> 
<p>Take Back Your Time: How To Manage Your Workload And Still Have A Life</p> <p>What's important to understand is that sharpest, most creative work can't be done if you're burned out. Whether you're a workaholic, last minute adrenaline addict or simply just can't say no to your colleagues' requests, you'll discover tips and tactics guaranteed to help you free up your time and get your life back</p>	
<p>Becoming A Leader – Communication Techniques That Motivate, Guide and Inspire Employee to Excel</p> <p>Raise your leadership profile as you learn from this video how to make it easy for others to approach you, give straight answers to even the most difficult questions and encourage dedication among those you work with.</p>	<p>Video</p> 


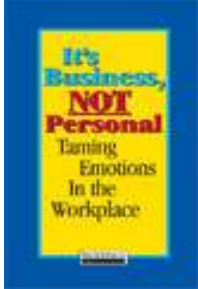


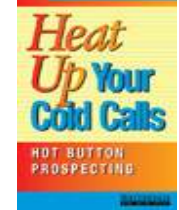


<p>Motivating Employees During Organisational Change</p> <p>Do you cringe when you hear: “But that’s the way we’ve always done it”? Show the downside of “business as usual” and the upside of changing with guidance from this powerful video. You’ll discover techniques to ensure that any change effort is a success.</p>	<p>Video</p> 
<p>How To Resolve Conflict At Work</p> <p>Whether it’s trying to satisfy customers who expect the impossible or co-workers who ask too much, you deal with conflict everyday. You can confidently handle conflicts with the techniques presented in this video.</p>	<p>Video</p> 
<p>Make The Connection: How To Be Effective And Productive On The Phone</p> <p>The telephone is something we all use countless times each day. Can you think of any more basic or essential business tool? Because we use the telephone so often and so easily, we rarely pause to ask whether we’re getting the most from our telephone time. But all of us should consider ways to improve our telephone skills and productivity. Improving phone skills can save you time, make you more money and help you build valuable relationships.</p>	
<p>How To Communicate Clearly And Effective With Employees</p> <p>Communicating clearly and effectively is probably the most important and perhaps most difficult responsibility of any manager.</p>	<p>Video</p> 
<p>Creating A Positive Workplace: Good Attitudes Are Contagious</p> <p>In this video we’ll demonstrate critical strategies for creating a positive workplace. Organisations that invest in their employees and build pride in them see the payoff in productivity. If you take care of your employees, they’ll take care of the work</p>	
<p>.Listening: The Key To Productivity</p> <p>What makes a person easy to work with and effective on the job? How do some people earn the respect of both co-workers and employers? It’s no ‘secret’ or unique personal characteristics. In many cases, it’s simply the ability to listen effectively.</p>	<p>Video</p> 
<p>Solving (Even More) People Problems On The Job</p> <p>Solving people problems without fear or intimidation is what sets good managers apart. In this video, you’ll discover how to deal with a variety of people problems common to most workplaces. You’ll find out how to deal effectively with 8 difficult workplace personalities, change unwanted behaviors, avoid and manage conflict.</p>	<p>Video</p> 
<p>Don’t Shoot The Messenger: Common Workplace Courtesies That Reduce Tension & Lower Stress</p> <p>In this brief video you will learn how to “arrest” bad workplace behavior.</p>	<p>Video</p> 

<p>You Are The Organisation: Every Employee's Public Relations Role</p> <p>This short and entertaining video will give you peace of mind knowing that your employees are representing your organisation with professionalism and style!</p>	<p>Video</p> 
<p>Solving People Problems On The Job</p> <p>One out of every five people in the workplace can be difficult to deal with. This video identifies the most troublesome personalities and shows you how to handle them both tactfully and effectively.</p>	<p>Video</p> 
<p>Communicating With People On The Job</p> <p>Make everyone in your organisation an effective communicator. In this video you'll learn how to handle conflicts successfully, prevent misunderstandings, deliver honest criticism and more.</p>	<p>Video</p> 
<p>How To Give and Receive Criticism</p> <p>Most people dread giving and receiving criticism because it goes against our natural desire to be respected and liked. But done properly, criticism can be a powerful tool to help you and others improve performance.</p>	<p>Video</p> 
<p>Communicating For Results: How To Be Clear, Concise & Credible</p> <p>No matter what your role in the organisation, communicating effectively is vital to getting things done and working productively with people.</p>	<p>Video</p> 
<p>Being Positive In The Workplace: Good Attitudes Are Contagious</p> <p>Every office has them – the “party poopers”. Negativity can get a stranglehold on a workplace. It spreads quickly through an office as a computer virus. Fortunately, the flip side is true, too. A positive attitude is also contagious.</p>	<p>For Employees</p> 
<p>Speaking To One Person Or A Roomful: Proven Techniques That Will Make You A Master Communicator</p> <p>In this video you'll discover how to enhance the two most primary communication tools: your tone of voice and your body language. And you'll learn the exact words to say and what to do in difficult situations.</p>	
<p>Winning Over Even The Most Difficult Customers</p> <p>You'll go beyond service with a smile when you know how to: serenely ignore personal insults from angry customers, calm upset customers, smoothly steer conversations back on track with the 'Great-Now' technique.</p>	

<p>Team-Building Techniques That Work</p> <p>Discover how manage in a way that naturally motivates your staff to work as a team. This short video program offers sensible advice, including how to lead meetings that fire everybody up, plus two simple and fun exercises that help build team spirit.</p>	<p>Video</p> 
<p>Everyone's Teamwork Role</p> <p>How much time and effort is wasted in your organisation because team members don't fully understand one another's roles and responsibilities? This video offers some good technique how to make everyone work as a team.</p>	<p>Video</p> 
<p>Sink Or Swim Teamwork: We're All In This Together</p> <p>Presented in a memorable, documentary-style format, you and your team will discover how to: self manage tasks and achieve goals as a team, apply the 4 guiding principles for becoming a true-blue team player, cooperate, work effectively and productively as a team, employ simple communication techniques to build trust and respect.</p>	
<p>Negotiating To Win: Get What You Want From Customer, Clients, Co-Worker And Colleagues</p> <p>You can get what you want with help from this video program that's destined to become a classic. You'll learn negotiating secrets that the pros use, including how to make smart concessions, recognise a deal-stopper and much more</p>	<p>Video</p> 
<p>Powerful Ways To Persuade People</p> <p>Persuasion isn't a character trait that only some people are born with, or a gift that only charismatic salespeople or politicians possess. It's a simple skill that anyone can develop and master. With some basic skills, and practice, you can learn to influence others and reach agreements more quickly and easily.</p>	<p>Video</p> 
<p>Speak Like A Pro...And Get A Standing Ovation Every Time</p> <p>This video gives you the tools to write and deliver a speech with conviction and finesse, one that will achieve your goals and inspire your audience.</p>	<p>Video</p> 
<p>HIRING SUCCESS: A STEP-BY-STEP GUIDE</p> <p>In this entertaining video, you'll learn techniques that will help you find the best candidate for every position you need to fill--how to determine which applicant is most likely to be successful in your organization and as part of your team.</p>	

<p>THE THREE CORNERSTONES OF CUSTOMER SERVICE AND SELLING</p> <p>Learn to turn good customer service into increased sales and increased customer satisfaction.</p>	
<p>TELEPHONE CUSTOMER SERVICE Basic & Advanced CSR Skills (Call Centre)</p> <p>If you need a heavy-duty video that covers all aspects of telephone selling and customer service, this is your tape. The scene is a call centre. Viewers watch as this very challenging job is broken into ten skill set</p>	
<p>THE CUSTOMER SERVICE CONNECTION</p> <p>Successful companies put customers at the centre of every decision and every transaction. Good customer service requires tact, consideration, and conflict management skills. Understanding customers requires sensitivity to customer cues and the ability to listen. Learn to respond to each customer's needs in ways that both please your customer and build your organisation.</p>	
<p>TELEPHONE COURTESY PAYS</p> <p>Excellent telephone skills increase customer satisfaction and assure that you won't miss important business opportunities. Be confident that your company is presenting a professional telephone image.</p>	
<p>DEALING WITH THE IRATE CUSTOMER</p> <p>Everyone who deals with the public will sooner or later be faced with a customer who is angry or upset. This video shows simple communication techniques that can help employees manage these stressful situations and find effective solutions before things get out of hand.</p>	
<p>TELEPHONE COURTESY : YOU ARE THE COMPANY</p> <p>This concise, 12-minute programme will assure that everyone who picks up the phone in your office or business knows how to demonstrate good telephone courtesy and understands how important the telephone image you project can be to your business</p>	
<p>SERVING CUSTOMERS – HELPING PEOPLE</p> <p>This video shows your employees how being themselves will naturally lead to better customer service. The basis of great customer service is "people helping people." Remember that the customer in front of you, or on the other end of the phone line, is a person just like yourself.</p>	

<p>SMILE: IT'S A RIDE YOU'LL NEVER FORGET</p> <p>SMILE! Is for people and organisations who want to deliver great customer service – and have a great time doing it!</p>	 <p>Complete SMILE! training package</p> <p>25-page Facilitator's Guide</p> <p>10 Buttons</p>
<p>LISTEN & WIN: HOW TO KEEP CUSTOMERS COMING BACK</p> <p>Each time you do business with a customer, it's a listening test. This video will only help you become the listening expert that customers truly appreciate.</p>	 <p>Listen & Win: How to Keep Customers Coming Back</p>
<p>THINK LIKE A CUSTOMER, ACT LIKE THE OWNER</p> <p>Make sure every customer is a satisfied customer with assistance from this new hit video. In just minutes, your staff will learn superior customer service techniques, including how to deal with and win back even the angriest customer.</p>	 <p>Video</p> <p>Think Like the Customer, Act Like the Owner</p>
<p>COMMUNICATING WITH CUSTOMERS</p> <p>This video provides you with some guidelines to avoid the common pitfalls that can keep you from providing superior customer service. To do this, the video covers the eight most common problems that block effective communication with customers and offers ways to help you avoid them.</p>	 <p>Communicating With Customers</p> <p>BEST SELLER</p>
<p>Speaking With Confidence, Clarity and Charisma</p> <p>How many good ideas have you had shot down in a meeting? With guidance from this video, you'll find out how to present your ideas with power, think fast when asked a tough question and even where to sit in a meeting for maximum influence, plus much more!</p>	 <p>Video</p> <p>Speaking With Confidence, Clarity and Charisma</p>
<p>7 THINGS NEVER TO SAY TO YOUR CUSTOMERS</p> <p>Seven deadly service statements ... they sound ominous, don't they? And for good reason. Some of these statements may seem perfectly innocent on the surface and there may be times when you're tempted to try using one or more other them to improve a difficult service situation. But more often than not, you'll find that you've unwittingly only made things worse. With the advice presented in this new program, you'll learn to avoid these service killers and naturally end up providing customers with the care and professional service they deserve ... boosting customer loyalty to new heights!</p>	 <p>7 Things Never to Say to Your CUSTOMERS</p>
<p>BEYOND NEEDS ASSESSMENT: 10 STEPS TO CONSULTATIVE SELLING</p> <p>There is a difference between making sales and making customers, between one-shot orders and long-term relationships. The key is to become a problem solver rather than a product seller. With this video, you'll see that comprehensive needs assessment goes beyond simply asking questions. It also means building rapport with prospects so you can determine their real needs and then fill those needs with real benefits.</p> <p>With this video, gain loyal customers, profitable sales and the satisfaction of knowing that your product or service provides a genuine solution to your customer's problems.</p>	 <p>10 Steps to Consultative Selling</p> <p>Beyond Needs Assessment</p>

<p>HIRING SECRETS: 12 TIPS TO GET CANDIDATES TO REVEAL THEIR TRUE SELVES</p> <p>We all have our war stories about people who interviewed so well and then turned out to be so wrong. Hiring problems are common – they eat up time and money. Did you know the average cost of a bad hire is about two and a half times the person’s salary?! There are proven ways to get applicants to show who they really are – and not just tell you what you want to hear. In this new program, we unveil 12 “hiring secrets” to get job candidates to reveal their true selves.</p>	
<p>IT’S BUSINESS, NOT PERSONAL: TAMING EMOTIONS IN THE WORKPLACE</p> <p>Keeping your cool in tricky workplace situations isn’t always easy. That’s why we’ve developed the new video “It’s Business, Not Personal: Taming Emotions in the Workplace.” Presented in an entertaining, late-night talk-show format, this program illustrates how to tame your emotions when dealing with your boss, co-workers and customers.</p>	
<p>WHAT CUSTOMERS REALLY WANT</p> <p>Keeping customers happy means giving them what they want, when they want it, with no unpleasant surprises. This video shows how all employees can give customers quality service by making customers feel valued and by exceeding their expectations.</p>	
<p>BETTER BUSINESS GRAMMAR</p> <p>This video offers dozens of tips you can use right away to avoid grammar and usage errors that can ruin your chance to make a good first impression. It identifies mistakes that can make you sound unintelligent—mistakes that could cost you a job or promotion.</p>	
<p>HEAT UP YOUR COLD CALLS</p> <p>Prospecting is a never-ending task. Open doors and break the ice with “hot button” prospecting. The techniques in this video will help you take the chill out of your cold-calls and put the sizzle back into your sales.</p>	
<p>EVERYONE’S CUSTOMER SERVICE ROLE</p> <p>Every employee—even those not on the organization’s frontline—serves as an important link in the customer service chain. This video demonstrates how the actions of every team member can strengthen—or break—the chain vital to customer service success.</p>	
<p>MANAGING SALES STRESS</p> <p>In sales, effort equals income. Effectively managing stress will allow you to maximize your effort every day. Master your stressors, and you’ve mastered your job. The stress management techniques in this video are the tools you can use to keep your personal stressors under control.</p>	

BOOKS COLLECTION

CUSTOMER SERVICE BEST PRACTICES

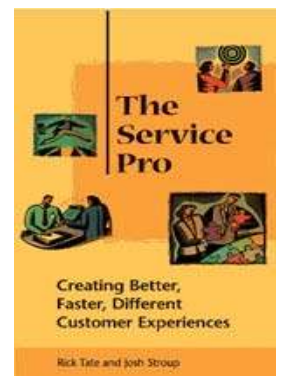
This manual includes 38 carefully chosen articles, training tools, case studies and job aids that you can use to positively impact your customer service through training, benchmarking, and new processes. With an emphasis on what, why, and especially how-to, the information in this book will help customer service managers, trainers, and frontline associates develop more effective policies and procedures.

All materials are fully **REPRODUCIBLE** which makes them especially useful as handouts, job aids, newsletter items, and training tools. In addition, selected resources are included on diskette for easy customisation and reproduction. We make it easy for you to add, delete, or change information to suite your special need. All materials are provided in Microsoft Word, so within minutes you can add your company name and logo to give your resources a customised look.



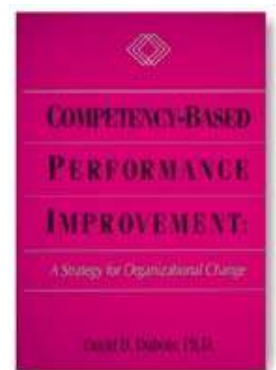
THE SERVICE PRO: CREATING BETTER, FASTER, DIFFERENT CUSTOMER EXPERINCES

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



COMPETENCY-BASED PERFORMANCE IMPROVEMENT

This important book presents a systematic approach to analysing and improving performance in organisations. The most promising approaches to systematic strategic needs analysis, competency model development, curriculum design, learning intervention design and development, and programme evaluation are explained. The author shows step-by-step, how best to implement competency-based performance improvement programmes. In addition, case studies of three organisations (private and governmental) detail the actual experiences and benefits that these organisations realised in their performance improvement efforts.

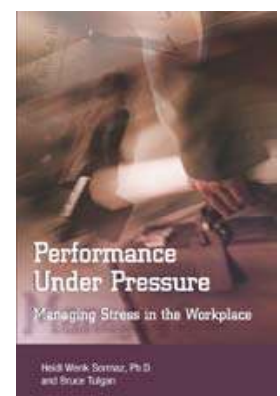


PERFORMANCE UNDER PRESSURE: MANAGING STRESS IN THE WORKPLACE

This book focuses on the two essential skills required to perform well under pressure; perceiving a situation in an optimal way and using the physiological boost associated with stress to your advantage. It presents new and proven strategies for dealing with time, anger, people, fatigue and evaluation pressures. It also introduces an effective four-step method for optimal energy management.

Topics include :

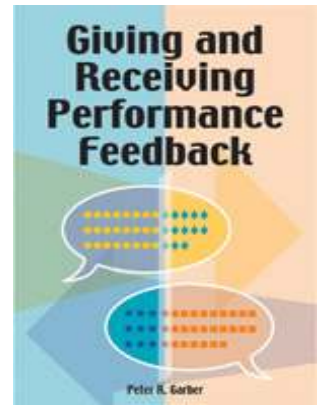
- Managing the stressed-out employee: Signs and symptoms to look for and how to productively discuss the problem with the employee.
- Self-assessment and other tools for developing effective stress management skills and habits
- The costs of poorly managed stress – and the potential benefits of well-managed stress.
- Organisational best practices for stress management in your work group or organisation.



GIVING AND RECEIVING PERFORMANCE FEEDBACK

This book explores the limitations of traditional evaluation systems and introduces positive, alternative approaches including new concept, Self-Directed Feedback.

Now you can offer employees all the performance information they need to grow personally and professionally. Using forms, questionnaires, case studies, and action plans, the author presents step by-step guidelines to make feedback about the negative side of performance easier to give – and easier to swallow.



MANAGING INFORMATION & HUMAN PERFORMANCE

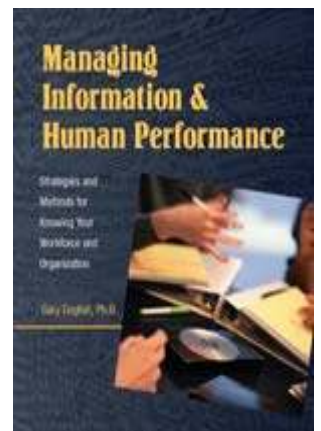
Learn how to establish a system that enables you to gather, process, and make available internal information in your organisation – quickly, easily and inexpensively.

Avoid the high costs of poor information:

- Poor quality
- Resistance to change
- Lack of commitment to strategic initiatives
- Turnover
- Lack of motivation
- Misdirected rewards system

The book is packed with techniques and tools to enable you to:

- Gather information, using mini-surveys, focus groups, interviews, performance reviews and records
- Understand what people do by studying work processes, using process mapping, flow charts and block diagrams
- Design, administer and analyse internal surveys
- Develop an information utility that allows management to connect to and analyse internal information – such as information circles or an office of performance improvement.

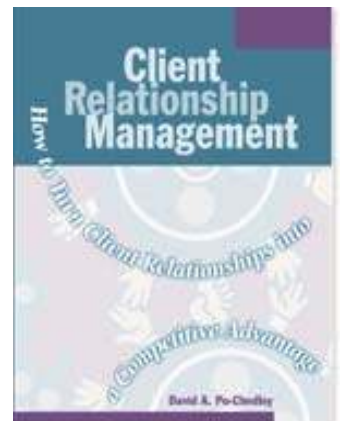


CLIENT RELATIONSHIP MANAGEMENT

This book reveals how to truly excel at meeting client needs – and lock in future business, client testimonials, increased referrals and client loyalty. Insightful and full of common sense, this book sheds new light on managing the six elements of successful client relationship management: The client relationship, relationship/project initiation, planning, implementation, closeout, and application/service plan.

Practical tools for critical stages of the relationship designed to move the effort forward smoothly, without mishap.

- **Decision Matrix.** Establish relationships with key stakeholders at the right time. Ensure they the information to make a favorable decision.
- **Stakeholder Analysis.** Get the right people involved at the right time. Develop relationships that foster their support and buy-in for the project.
- **Presentation Guide.** Gather information on buying habits and communication preferences of the target group.
- **Communication Matrix.** Document what information stakeholders desire, when they want it and how they want to receive it.
- **Relationship Extension Plan.** Identify additional opportunities to serve your satisfied client.



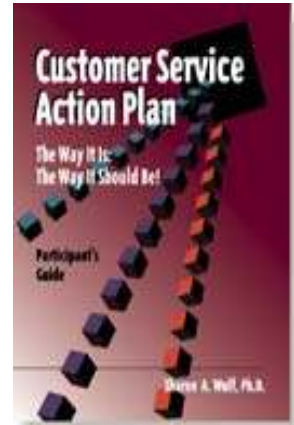
CUSTOMER SERVICE ACTION PLAN

Good Customer service is easy to recognise, but often difficult to consistently deliver. This stimulating new training tool will help your work groups and teams evaluate your customer service practices and problems and develop new focus and action plans. Using an engaging card sort activity participants interact and build consensus on priorities, practices, and problems, and then develop action plans. This easy-to-administer activity is ideal training for customer service associates, call centre and managers, group leaders, as well as internal customer support people, project teams and supervisors.

The result will be renewed awareness, better communication, improve focus, and practical action plans to improve your internal and external customer service.

This Training Package Includes :

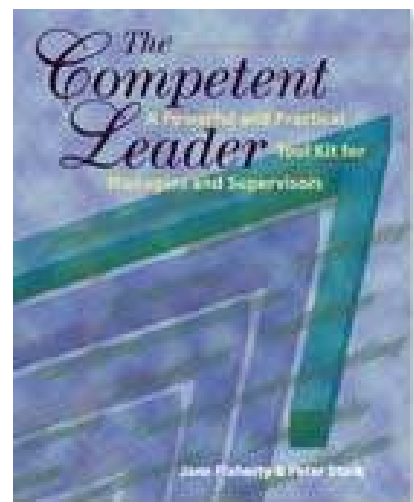
- Comprehensive Leader's Guide with background interpretation, values profiles, lesson plans, and transparency master
- 42 laminated cards
- Card Sorting Board
- Five 32-page Participant Action Guides



THE COMPETENT LEADER

Learn what skills are required to be a successful leader in today's business environment. The Competent Leader concentrates on the interpersonal skills required to be a great leader. Most people in supervisory, managerial, or other positions of leadership have exceptionally strong technical skills but are not equally strong in their interpersonal skills. This is because most people are hired and promoted based on how well they perform the "operational" functions of a position. This book will aid both new and experienced leaders in concentrating on the necessary skills to fine-tune their relationship-building skills. The Competent Leader is written in an easy-to-understand "how-to" format, it offers action planning guides and assessments which help transfer newly learned skills back to the workplace. Contents:

- Understanding the changing role of supervision
- Building your confidence and self-esteem
- Leading organisational change
- Setting goals and planning action
- Managing time to accomplish your goals
- Communicating effectively
- Delegating to succeed through others
- Coaching to improve performance
- Conducting valuable performance reviews
- Building a high-performing team
- Selecting and hiring winners
- Facilitating productive meetings
- Developing consensus
- Managing conflict
- Negotiating for win/win results
- Delivering extraordinary customer service
- Solving problems creatively
- Cultivating and empowered workforce
- Creating a motivating environment
- To be a leader



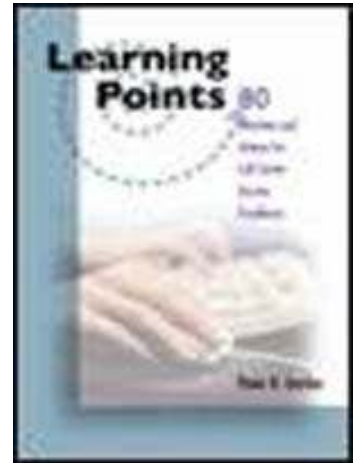
LEARNING POINTS: CALL CENTRE SERVICE EXCELLENCE

Organisations with call centres are on the cutting-edge of an exciting and dynamic technological revolution that is taking place in customer service today. To succeed, your employees must understand the principles of call centre customer service and how to apply them in an increasingly complex and challenging environment.

With this book, you can prepare your employees to successfully meet the requirements of all the customers who call into your centre. These fun, engaging, and easy-to-use activities provide a variety of ways to learn more about call centre customer service and how to satisfy callers' heightened expectations.

In just minutes, your employees will gain insights, tips, and guidance that will enable them to...

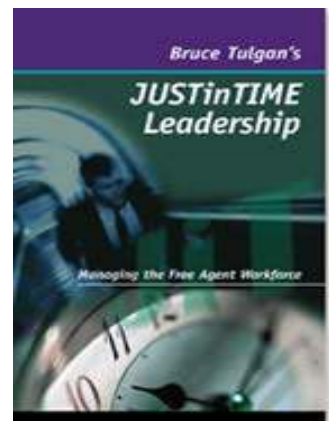
- Build rapport on the telephone
- Take time to really understand the customer
- Use technology, customer information, and other tools of their trade effectively
- Provide solutions to customers, not more problems
- Support their team and contribute to its success however they can
- Help other team members by sharing information
- Respond to problems in ways that ensure they keep the customer's business



JUST IN TIME LEADERSHIP

Just in Time Leadership is a highly innovative approach to management founded on extensive, timely research. The basic assumption of Just in Time Leadership is quite simple: the new economy will increasingly demand that companies move beyond static long-term staffing models toward a more fluid model; in response, most successful companies will organise themselves around small core groups of longer-term employees and rely on large fluid talent pools. For managers, this will mean drawing on the fluid talent pool as needed to staff projects, tasks, and responsibilities; consequently, a whole range of management practices will undergo fundamental changes.

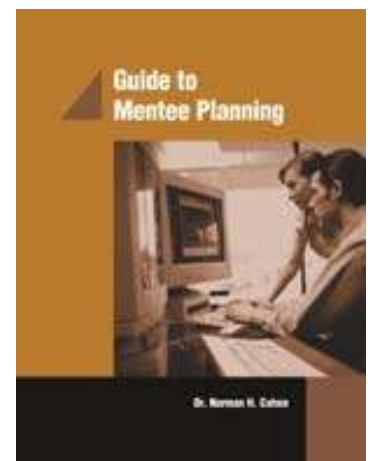
Just in Time Leadership gives leaders and managers a running start on these changes. The practices it outlines are best practices for getting the advantage by maximising human talent in the unpredictable, high-speed, high-tech, knowledge-driven, fiercely competitive, new global economy.



GUIDE TO MENTEE PLANNING

The Guide to Mentee Planning includes nine forms specifically designed to assist mentees in organizing and recording their plans for learning during their involvement in the mentoring program:

1. Mentee Profile Form
2. Mentoring Session Record
3. Activities and Action Plan Checklist
4. Review of Resources
5. Learning Plans
6. Guide to Mentee Networking
7. One Year Mentoring Calendar
8. One Year Networking Calendar
9. Self-Assessment of Mentee Readiness



Detailed guidance for filling out each of the forms is provided to ensure that mentees construct a systematic and realistic plan to achieve their unique career and professional development goals. The Guide also contains a special section on "A Contemporary View of Networking" for mentees who want to maximize networking as a significant learning opportunity.

RIGHT PERSON, RIGHT JOB: GUESS OR KNOW

We've all done it - hired someone who wasn't a good fit or simply couldn't do the job. Or promoted an employee who wasn't up to the new responsibilities. You don't have to make the same time-consuming and costly mistakes again. In this groundbreaking book, Chuck Russell shows you the only way to hire and retain employees in today's competitive environment - by using testing and assessments.

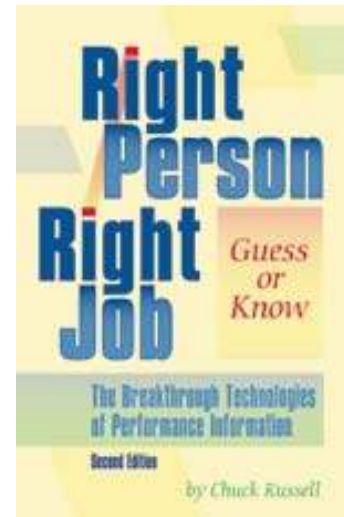
With over 1,000 assessments available today in the United States alone, Russell alleviates your confusion by providing comparative analysis of a variety of tools and instruments. He brings you up-to-date on the latest developments in testing and assessment technology - new tools that require less time, are relatively inexpensive and don't require outside expertise to administer or evaluate.

Learn how to use assessments and testing to:

- Get the right person in the right job quickly
- Head off violence and drug-related accidents and negligent hiring lawsuits
- Ensure and document objective and non-discriminatory hiring practices

Topics include:

- The role of testing and assessment in the selection process
- Evaluating assessment tools
- Using assessment with existing employees to solve performance problems, engineer teams, re-organize, re-structure, conduct success planning and coach executives
- Legalities of using testing and assessment
- A recommended selection process



THE STRATEGIC DEVELOPMENT OF TALENT

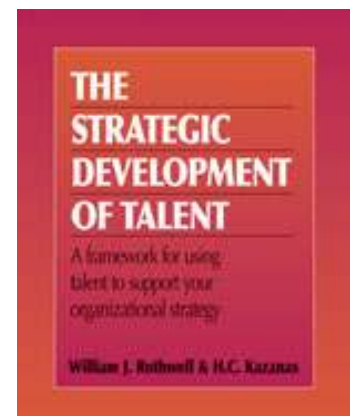
Completely updated and revised, the latest edition of the classic book used around the world provides valuable insight to help you develop a comprehensive and unified plan for learning in your organization.

The Strategic Development of Talent moves beyond HRD to apply the principles of strategic business planning to talent management, knowledge management and workplace learning, and it has been retitled to underscore this emphasis.

Anyone who wishes to use talent to support organizational strategy - including CEOs, operating managers, and HR, HRD and WLP practitioners - will find this text both informative and practical.

You'll learn how to:

- Develop a vision for talent development
- Formulate a purpose or mission
- Analyze present strengths and weaknesses and future threats and opportunities
- Assess needs
- Benefit from environmental scanning
- Choose and implement a strategy
- Evaluate the overall effort



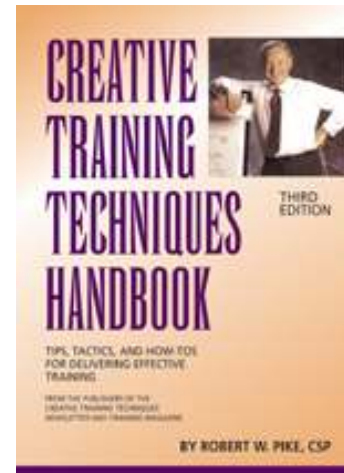
The Strategic Development of Talent includes dozens of exhibits, a template to guide you through the process and a self-assessment instrument to determine your readiness.

CREATIVE TRAINING TECHNIQUES HANDBOOK

This key resource for all training professionals has been carefully revised and updated. The focus continues to be on delivering results, not just training. All the basics are covered - how to tap into learners - motivation, customizing for your audience, great presentation techniques, and creative activities that you can use.

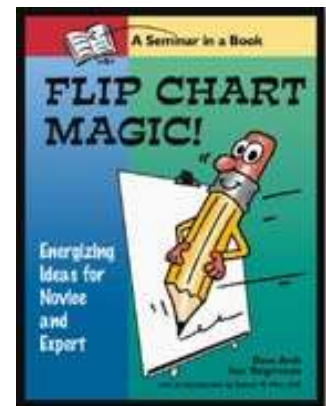
Contents:

- Chapter 1: Creative Genesis
- Chapter 2: Presentation Preparation
- Chapter 3: Learner Motivation
- Chapter 4: Visual Aids
- Chapter 5: Group Involvement
- Chapter 6: Creative Materials
- Chapter 7: Creating Effective Resource Materials
- Chapter 8: Presentation Techniques
- Chapter 9: Customizing Training
- Chapter 10: Closing the Circle



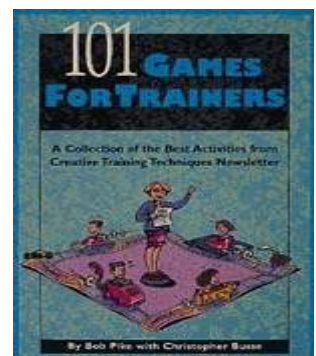
FLIP CHART MAGIC

Flip Chart Magic takes you step-by-step through the process of building and using effective flip charts in training sessions. Divided into three sections with color coded pages (Need to Know / Nice to Know / Where to Find), the book comes with its own set of flip chart markers so that you can immediately begin applying the concepts and principles presented. Flip Chart Magic is literally "A Seminar In A Book!" The front half of the book is a more basic course and the back half of the book is a more advanced course on the subject of effective flip chart use. Flip Chart Magic also contains a "Bonus Section" with seventeen transparency masters for combining the overhead projector with the flip chart to increase its effectiveness even more! Includes a Mr. Sketch® Scented Marker four-pack, with markers in red, green, blue, and yellow.



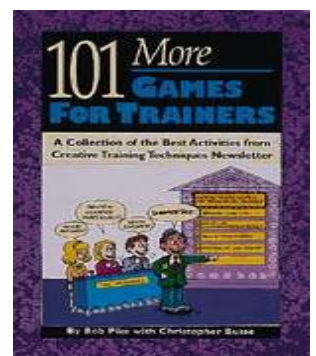
101 GAMES FOR TRAINERS

101 of the best games from Creative Training Techniques Newsletter gathered into one book. These classroom-tested games, exercises, and activities add spark and energy to your training Sessions – and help adults really learn without even knowing it. Included are games for improving Communication skills, developing conflict resolution skills, breaking the ice, creating team players And more.



101 MORE GAMES FOR TRAINERS

Now Bob Pike brings you 101 More Games for Trainers. This is your sourcebook for engaging Participants while they are in your classroom. You'll find dozens of games, exercises, and Activities specifically designed to bring a weary group back to life; lead an audience through a Spirited, comprehensive review session; break the ice and grab participants attention; and more.



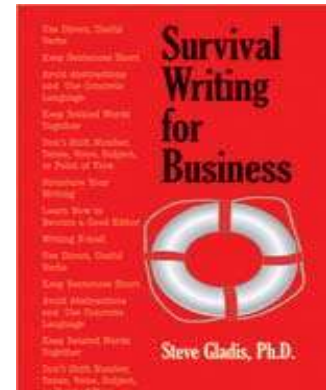
SURVIVAL WRITING FOR BUSINESS

To write well, you need to keep it clear and concise. But for many who struggle with writing reports, memos, e-mails, and other necessary correspondence on the job, that's easier said than done. This no-nonsense book is a virtual lifeline to writing success. Author Steve Gladis has been a writer all his life. He has published numerous magazine and journal articles as well as 11 books.

Survival Writing for Business presents, in an easy-to-follow format, his top tips for writing clearly and briefly. The book answers your most pressing questions about writing, shows you what works and what doesn't, and reveals dozens of shortcuts you can apply today for instant results. The chapters also contain numerous examples that illustrate the content and make the lessons learned memorable.

Guidelines include:

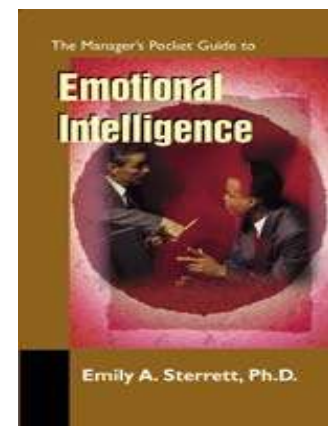
- Use direct, useful verbs
- Keep sentences short
- Avoid abstractions and use concrete language
- Don't shift number, tense, voice, subject, or point of view
- Structure your writing
- Write with style
- Become a good editor
- Write to your audience



An entire chapter is devoted to e-mail—the new backbone of business correspondence. Learn cutting-edge strategies that will help you keep e-mail brief, leave emotions out, stick to the point, avoid flaming, and much more.

MANAGER'S POCKET GUIDE TO EMOTIONAL INTELLIGENCE

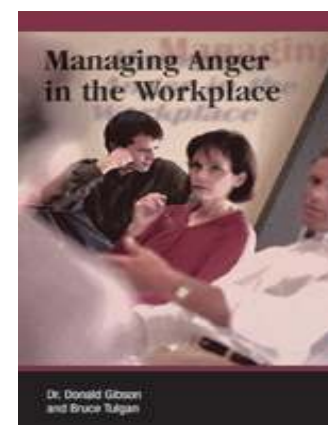
One of the keys to becoming a true leader is emotional intelligence. Emotional intelligence quotient (or EQ) encompasses qualities that go beyond general intellectual intelligence and technical competency. EQ includes self-awareness, self-control, self-confidence, motivation, empathy, and competencies in the social environment. These hallmarks of a true leader can be learned. The activities in this guide will help strengthen the reader's EQ skills, resulting in a more successful career and a more satisfying life.



MANAGING ANGER IN THE WORKPLACE

Relationships at work tend to be interdependent, competitive, hierarchical, overexposed, and compulsory. Keeping the interests of yourself, your boss, your peers, your subordinates, your vendors, and your customers in alignment all the time is impossible.

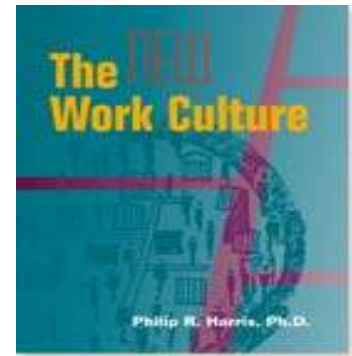
Meanwhile, you must also contend with competitors and unpredictable markets. Thus, for most people, work involves a constant juggling of-and wrestling with-competing interests. Whether the stakes are pecuniary, psychological, or both, they are always on the line in every interaction at work. While the workplace is an environment more likely to provoke feelings of anger, the consequences of poorly managed anger in the workplace may be much greater than in other contexts. At the same time, if managed effectively, anger can be a positive and productive emotion producing valuable data, as well as considerable motivation.



Managing Anger in the Workplace will help you understand the costs and benefits of anger in the workplace; diagnose anger and common anger syndromes; use the underlying causes of anger as data to continually improve relationships, systems, practices, and policies; and manage anger in yourself, in others, and in your team.

THE NEW WORK CULTURE

This book is a reference for leading-edge managers approaching the 21st century: a comprehensive guide to the new work culture. *The New Work Culture* deals with organizational transformation challenges, perspectives on the new work environment, human resource development in the meta-industrial work scene, and strategies to exercise leadership in high-tech corporations. This is an ideal resource for everyone from the MBA student to executives to HRD managers, providing a roadmap to the new work environment in the Information Society.



THE STRATEGIC DEVELOPMENT OF TALENT

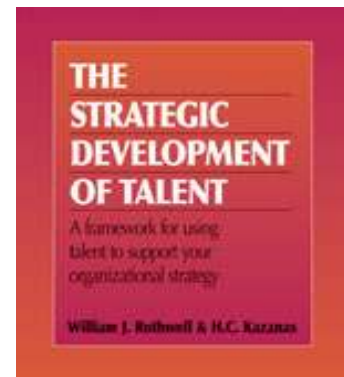
Completely updated and revised, the latest edition of the classic book used around the world provides valuable insight to help you develop a comprehensive and unified plan for learning in your organization.

The Strategic Development of Talent moves beyond HRD to apply the principles of strategic business planning to talent management, knowledge management and workplace learning, and it has been retitled to underscore this emphasis.

Anyone who wishes to use talent to support organizational strategy's including CEOs, operating managers, and HR, HRD and WLP practitioners' will find this text both informative and practical.

You'll learn how to:

- Develop a vision for talent development
- Formulate a purpose or mission
- Analyze present strengths and weaknesses and future threats and opportunities
- Assess needs
- Benefit from environmental scanning
- Choose and implement a strategy
- Evaluate the overall effort

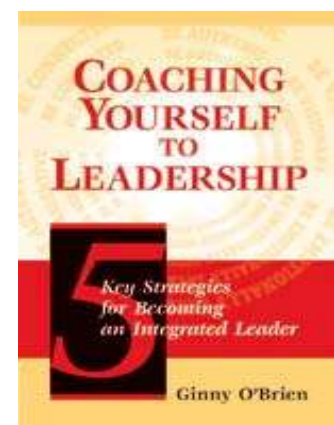


COACHING YOURSELF TO LEADERSHIP

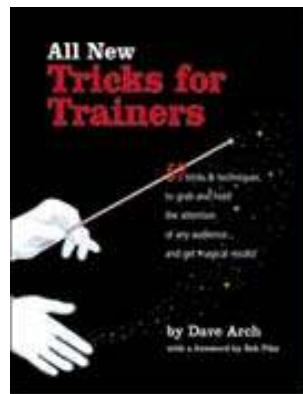
What would happen if a respected business coach gave you a new model for leadership that could help you achieve the happiness, productivity and fulfillment at work you so desire? It would change your life. That's exactly what author Ginny O'Brien has done. She's a certified business coach who draws on an approach she's used successfully for years in her practice to develop effective leaders. It integrates competencies from three domains of leadership—self, work and others—and emphasizes both masculine and feminine elements of strength. O'Brien's themes—be authentic, visionary, emotionally intelligent, an assertive communicator and connected to others through relationships and alliances—are covered in-depth in separate chapters. Exercises, tools and specific guidance are also provided to help you turn the information presented into everyday practices. The purpose of the book is not to help you become the next Jack Welch—being a great leader doesn't mean you have to get to the top. Rather, it is to provide you with practices and techniques that will transform you into a more positive, authentic leader who can make work better for yourself and those you currently lead.

Sample topics:


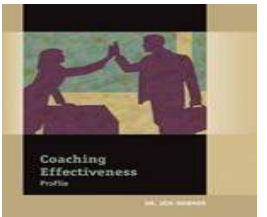
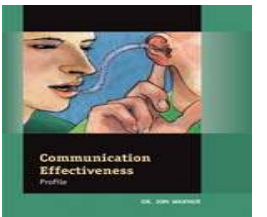


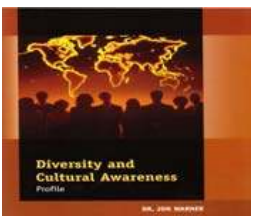
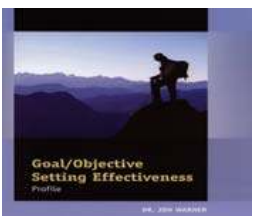
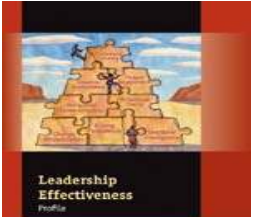
- Identifying values: Getting to the core of you
- The dilemma of defensive behaviors
- Leadership and parenting: The same skill set
- Dealing with people you don't respect
- Assertive vs aggressive
- Passive-aggressive communicators: The Alienators
- The art of asking powerful questions
- Managing your fear
- The problem with delegating perfection

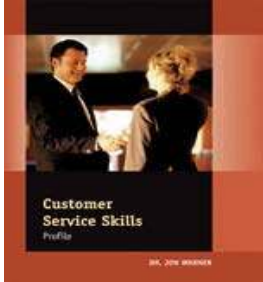

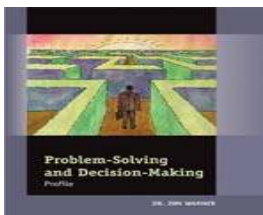
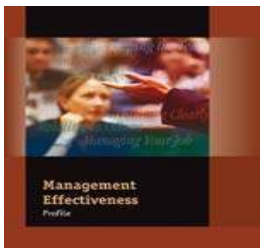
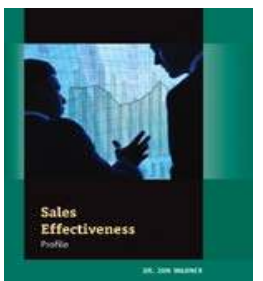
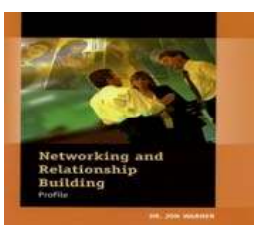
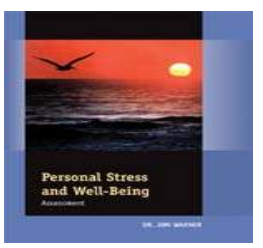


ALL NEW TRICKS FOR TRAINERS



**PROFILING
AND
ASSESSMENT
TOOLS**

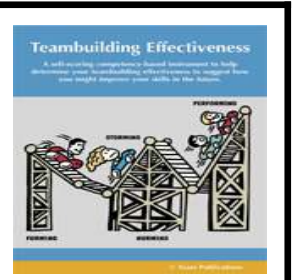
<p>CHANGE MANAGEMENT EFFECTIVENESS PROFILE</p> <p>This profile provides a detailed process for assessing an individual's capacity to handle minor or major change. This is done by measuring change management ability in several categories.</p> <p>The paper assessment (Package of five)</p>	
<p>COACHING EFFECTIVENESS PROFILE</p> <p>The Coaching Effectiveness Profile provides a detailed process for assessing an individual's capacity to coach others. This is done by measuring coaching ability in seven separate categories.</p> <p>The paper assessment (Package of five)</p>	
<p>COMMUNICATION EFFECTIVENESS PROFILE</p> <p>Getting your message across in a way that is clear and coherent is a critical skill in both organisational and personal life. It looks at the large and often complex subject of communicating with others.</p> <p>The paper assessment (Package of five)</p>	
<p>CREATIVITY AND INNOVATION EFFECTIVENESS PROFILE</p> <p>We all have the potential to increase our level of creativity. This profile provides a detailed process of assessing an individual's existing capacity to be creative.</p> <p>The paper assessment (Package of five)</p>	
<p>CUSTOMER SERVICE COMMITMENT PROFILE</p> <p>This profile is designed to help individual's understand how much "service excellence" is offered to the customer. The level of service excellence they offer and that is offered by the organisation as a whole are assessed.</p> <p>The paper assessment (Package of five)</p>	
<p>DIVERSITY & CULTURAL AWARENESS PROFILE</p> <p>This will help individuals understand how much awareness and commitment exists towards the diversity of individuals and different backgrounds in their organisation.</p> <p>The paper assessment (Package of five)</p>	
<p>GOAL/OBJECTIVE SETTING EFFECTIVENESS PROFILE</p> <p>This profile looks at the task of goal setting. The instrument seeks to measure goal setting effectiveness in seven separate categories.</p> <p>The paper assessment (Package of five)</p>	
<p>LEADERSHIP EFFECTIVENESS PROFILE</p> <p>There are some broad categories from which most good leaders will draw. Ideally, these categories should be viewed as pieces in a 'leadership jigsaw'. Although no one piece makes for effective leadership by itself, each piece does work in combination with the others to reveal a fully integrated model.</p> <p>The paper assessment (Package of five)</p>	

<p>CUSTOMER SERVICE SKILLS PROFILE</p> <p>This easy-to-use assessment solves one of your biggest headaches in customer service – ensuring consistency in your staff’s performance. How? By giving employees a clear picture of their unique strengths and areas they need to work on – and the motivation to acquire all the skills of an all-around good customer service giver.</p> <p>The paper assessment (Package of Five)</p>	
<p>LISTENING EFFECTIVENESS PROFILE</p> <p>A relatively small number of people can actually listen with true understanding and empathy. This profile provides a highly structured process through which to assess an individual’s current capacity to listen attentively.</p> <p>The paper assessment (Package of five)</p>	
<p>PROBLEM SOLVING & DECISION MAKING PROFILE</p> <p>The Problem Solving & Decision Making Profile provides a highly structured process through which to look at the topic of problem solving.</p> <p>The paper assessment (Package of five)</p>	
<p>MANAGEMENT EFFECTIVENESS PROFILE</p> <p>This is a competency-based diagnostic instrument that will give your key leaders a valuable snapshot of their strengths and weaknesses. Once they recognise their own competencies, they can explore where to concentrate their improvement efforts so they can manage even more successfully in the future.</p> <p>The paper assessment (Package of five)</p>	
<p>SALES EFFECTIVENESS PROFILE</p> <p>In an increasingly competitive world, an effective salesperson needs a wide variety of skills and competencies in order to be successful. This profile provides a clear indication of an individual’s effectiveness in each skill/competency area, as well as interpretative information to use personal action-planning.</p> <p>The paper assessment (Package of five)</p>	
<p>NETWORKING & RELATIONSHIP BUILDING PROFILE</p> <p>This provides a detailed process for assessing an individual’s existing capacity to network with others and highlights area where improvements might be possible.</p> <p>The paper assessment (Package of five)</p>	
<p>PERSONAL STRESS & WELL-BEING ASSESSMENT PROFILE</p> <p>Understanding the nature of stress at a detailed level is the basis upon which we can start to manage it effectively. This profile provides a simple but thorough process by which we can better understand our own stress handling skills.</p> <p>The paper assessment (Package of five)</p>	

TEAMBUILDING EFFECTIVENESS PROFILE

This instrument looks at the ability to effectively build a team using the Forming, Storming, Norming, and Performing model. It is critical to understand the stages through which a typical team will travel over time. Within these stages seven categories of teambuilding competency can be derived.

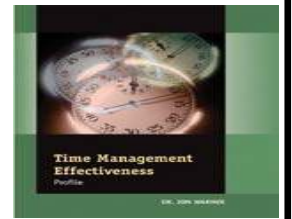
The paper assessment (Package of five)



TIME MANAGEMENT EFFECTIVENESS PROFILE

The Time Management Effectiveness Profile assesses an individual's existing capacity to manage his or her time efficiently and highlights specific areas where improvement might be possible.

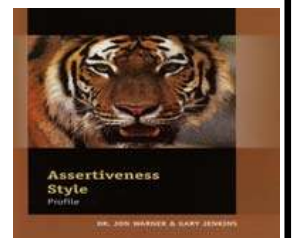
The paper assessment (Package of five)



ASSERTIVENESS STYLES PROFILE

The Assertiveness Style Profile reveals an individual's use of four distinct assertiveness styles. Full interpretation and explanatory notes are also included for personal action planning and improvement.

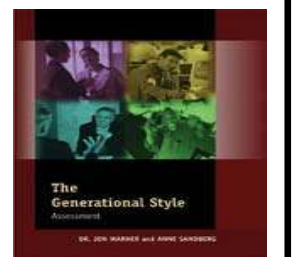
The paper assessment (Package of five)



GENERATIONAL STYLE ASSESSMENT

Chances are, you've struggled with someone older – or younger – who just doesn't see things your way. This assessment will help you understand the differences between the generations and identify ways to "flex" your own behavior to better work with or manage people of all ages.

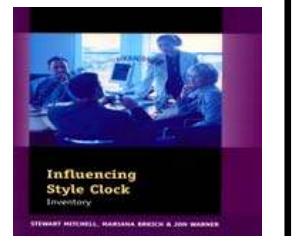
The paper assessment (Package of five)



INFLUENCING STYLE CLOCK

You can use the Influencing Style Clock to help your employees identify and improve the ways they influence others at work. It is a powerful tool for training, teambuilding, career counseling, personal development and sales training.

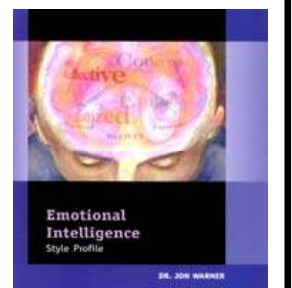
The paper assessment (Package of five)



EMOTIONAL INTELLIGENCE ASSESSMENT

The EISP uses Degree of Structure and Motivation as scales to create a four-quadrant grid that describes the style of Emotional Intelligence people are most likely to use. The four styles – Reflective, Conceptual, Empathetic, and Organised – are plotted in the quadrants relative to the individual's score. Interpretive material is included.

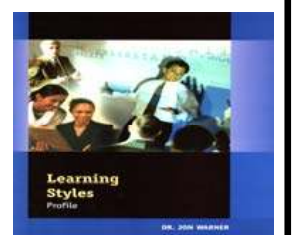
The paper assessment (Package of five)



LEARNING STYLES PROFILE

Based in the research of some of the leading experts in the field, Learning Styles Profile provides the concepts and insight into adult learning that every trainer needs. Identify your employees' strengths and weaknesses in the ways in which they learn.

The paper assessment (Package of five)



SURVEY OF ORGANIZATIONAL CLIMATE

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

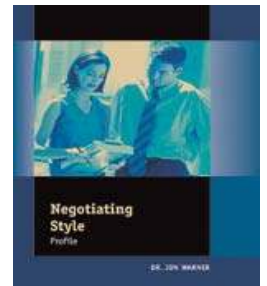
The paper assessment (Package of five)



NEGOTIATING STYLES PROFILE

This instrument integrates fully with the conflict instrument in looking at the 'levels of energy' and 'levels of empathy' that may be used in a negotiation. The instrument plots individual scores in all quadrants of a grid, which reveal their use of four distinct negotiating styles – these are the styles of Pushy bullying, Quietly manipulating, Carefully suggesting, and Confidently promoting.

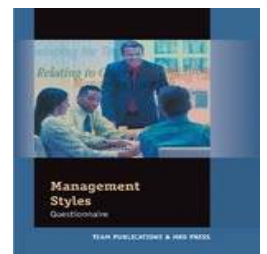
The paper assessment (Package of five)



MANAGEMENT STYLES QUESTIONNAIRE

The Management Styles Questionnaire will shed new light on your management style using Douglas McGregor's two highly influential ways of viewing people's motivation in the workplace: Theory X and Y

The paper assessment : (Package of five)



HRD DISCstyles: UNDERSTANDING BEHAVIORAL STYLES FOR IMPROVED COMMUNICATIONS

The HRD Press DISCStyles assessment has been crafted specifically to assist organizations in understanding how behaviors impact the success of their employees—and how it all links to the bottom line. Based on theories originally developed by Dr. William Marston in the late 1920's, and adapted for effortless facilitation and corporate buy-in, our DISCStyles assessments is a highly validated tool trusted by several Fortune 500 companies, the United States Military, and professional consultants worldwide.

This easily administered 30-item assessment includes use of three interpersonal settings to maximize contextual authenticity (work, home, social). Each of the three standard interpretive graphs are plotted enabling a complete view of your preferred style, and since the DISCStyles assessment can be completed in only 10–15 minutes you gain valuable time for individual coaching sessions or group discussions.

Product Benefits:

- Gain awareness of personal strengths and motivations
- Uncover career development opportunities
- Improve methods for interpersonal communication
- Enhance conflict resolution ability
- Create 360-degree feedback for your leaders
- Build and strengthen teams
- Improve professional relationships internally and externally

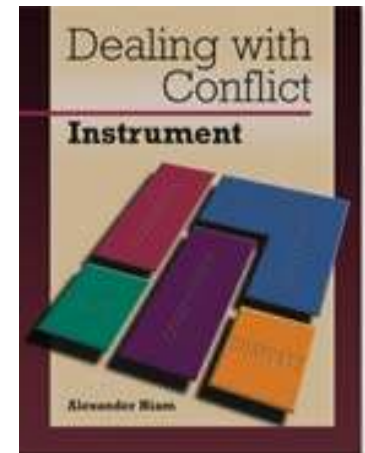


DEALING WITH CONFLICT INSTRUMENT

Most of us are less skilled at handling conflict than we should be. Although studies show that a negotiating behavior is usually the best response to a conflict situation, negotiation is a difficult endeavor—one that requires considerable skill and thought. The normal negotiating behavior, as typically practiced in business and social contexts, does not generally produce high levels of satisfaction for either participant. The Dealing with Conflict Instrument (DWCI) will help change this by encouraging conflicting parties to shift to a more collaborative style in order to find and pursue shared interests, creating a win/win outcome.

The Dealing with Conflict Instrument presents five conflict-handling styles. The five styles; accommodate, avoid, compromise, compete, and collaborate, encompass all the effective ways of dealing with conflict. By completing the Dealing with Conflict Instrument-Self, participants will learn about their own natural style tendencies, while the information gathered from the DWCI 360-Degree Feedback set will give them insight into how they are perceived by others when resolving conflicts. The combined results of these assessments indicate which styles of conflict resolution need the most improvement.

Participants will explore the characteristics of each conflict-handling style which will help them develop greater style flexibility. In order to decide which style is best in a given situation, they will learn to dissect situations, using Conflict Situation Analysis. DWCI is a significant improvement over conventional conflict assessments. It shortens usage time, produces clearer and more user-friendly results, and includes helpful support material. DWCI is compatible with most existing training programs and is the easiest way to update assessment materials.



CONFLICT RESOLUTION STYLES

Dealing with Conflict:

Conflict Resolution Styles Participant's Coursebook

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

It is a powerful tool for teaching employees how to handle conflict and minimize the stress, frustration, anxiety, and sleeplessness it can cause. The video is also a strong way to head off the potential high costs to business when conflict is not recognized—ranging from avoidance and third-party mediation to physical threat and violence.

Conflict Resolution Styles uses real life, emotionally charged business scenarios to demonstrate and discuss five different approaches to handling conflict:

Accommodate (I lose, you win)—You put aside your needs and desires and give in to the other person's demands.

Avoid (I lose, you lose)—You avoid, postpone, or prevent a conflict and neither party wins because the conflict remains unresolved.

Compromise (We both win, we both lose)—You resolve the conflict quickly and efficiently by seeking a fair and equitable split between your respective positions.

Compete (I win, you lose)—You seek to win your position at the expense of the other party.

Collaborate (I win, you win)—You cooperate with the other party to find a resolution with a mutually satisfying outcome.



THE COMPETENT SUPERVISOR QUESTIONNAIRE

Today's supervisors face far greater challenges than any of their predecessors. The good news is that they need master only five basic skills to excel in their roles and progress to higher levels of responsibility.

Here's a tool you can use to help supervisors identify their strengths in these key areas and the skills they need to improve upon:

- Set direction
- Plan and organize
- Coach/develop people
- Measure and manage performance
- Maintain effective relationships

The self-scoring questionnaire can be completed in just a few minutes.

Participants review 25 typical workplace scenarios and choose the actions they would take in these situations. The booklet includes rich interpretation and planning notes to help participants transform what they've learned into a plan for developing their own effective supervisory style.



Sample scenarios:

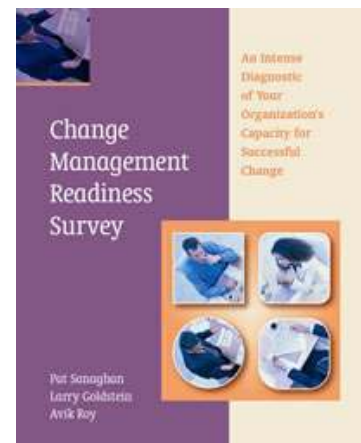
- You have just been appointed to a supervisory role for a team of people that you have not met before. They have a reputation for being difficult to manage.
- Two members of your team have not been collaborating well in recent months and even have had a few public arguments.
- Some 360-degree feedback from team members you have recently received suggests that you could do a little more to listen attentively.
- An enterprise-wide directive requires every team to cut costs by 10 percent over the next six months.

THE CHANGE MANAGEMENT READINESS SURVEY

How can you ensure that the major organizational change you are planning - to your structure, strategy, operations, production, or culture - will be successful?

Begin the change process with this intense diagnostic of your organization's capacity to change. You can bring problems to light, build commitment to change, gain company-wide support, improve communication and increase your chances of success - quickly and cost-effectively. Do your homework upfront so that your change dollars pay off.

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



INTERACTING WITH OTHERS

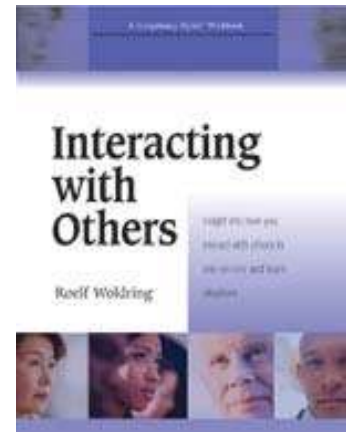
Interacting With Others Profile is a self-assessment and workbook that explores how you interact with people in the workplace. For example, do you initiate interactions with others—or let others connect to you? Are you lively when dealing with people — or calm and reserved? Do you enjoy friendships, networking and dialogue with a large number of people—or longer, more in-depth conversations with a few?

We all know that interacting with others is key to success. What many professionals have yet to learn is how to become aware of and capitalize on strengths in this area. By completing this assessment, you'll gain an objective measurement of what you know and don't know about how you interact with others in one-on-one and group situations. Just as important, you'll gain potent ideas for expanding this important skill.

The profile focuses on five behavior areas:

- The way you initiate contact and communicate with others
- The kind and level of energy you bring to your interactions with others
- How you express your ideas, emotions, interests, and feelings to others
- How you interact with others when in group situations
- The number of people with whom you maintain contact and stay involved

You'll quickly discover new information about yourself by reading 25 questions, recording your answers on the score sheet and then interpreting your results. By implementing the actions for improving your effectiveness at the end of the workbook, you'll be on your way to making new and positive behaviors a part of your everyday life.

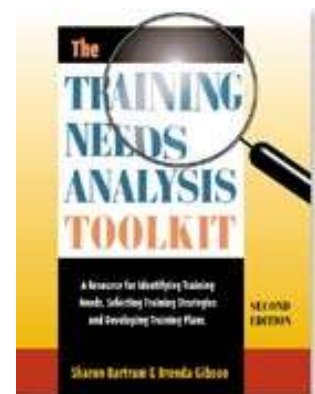


THE TRAINING NEEDS ANALYSIS TOOLKIT

Make your training count! Whether you are a seasoned or inexperienced training professional, making your training count is the number one way to influence the future success of your organization. The way to do this is to match all training directly to the needs of the organization and the people in it. This unique manual will show you how to do just that! Use this Toolkit as a resource for analyzing training needs, selecting training strategies, and developing training plans to meet the identified needs. This all new second edition contains 22 reproducible instruments and surveys for gathering information at all levels of your organization. It includes proven techniques for transforming your data into realistic training strategies and solutions.

With this Toolkit you will be able to:

- Provide focus and direction to your training investment
- Identify top priority training needs and learn techniques for meeting them
- Systematically plan for training
- Explore a variety of ways to gather information at all levels of an organization
- Transform information into realistic training strategies and plans
- Measure your training department's return on investment
- Quantify the contribution training makes to overall organizational growth and success



Revised Edition Includes:

Expanded chapters to provide guidance on analyzing and implementing the information produced by the instruments

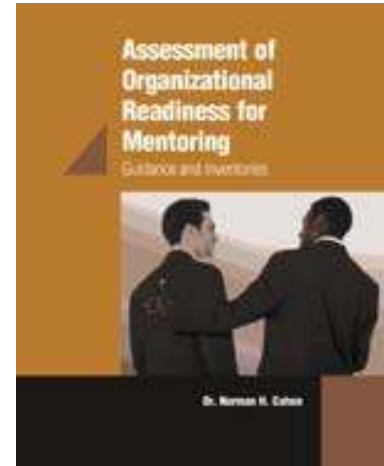
- More detailed outlines to assist with the analysis
- An easy-reference flow chart of actions
- New methods for collecting information
- A new section on analyzing results for each instrument included

ASSESSMENT OF ORGANIZATIONAL READINESS FOR MENTORING

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

12 Inventories:

1. Mentees
2. Mentors
3. Matching of Participants
4. Program Operation
5. Plan of Program Meetings
6. General Informational Meetings
7. Seminars for Supervisors
8. Orientation Sessions&emdash;Mentors
9. Orientation Sessions&emdash;Mentees
10. Training Seminars&emdash;Mentors
11. Training Seminars&emdash;Mentees
12. Evaluation



As decision makers, coordinators should view the process of completing the inventories as a pragmatic opportunity to genuinely create a mentoring program which truly reflects the employee development philosophy of the organization.

THE INFLUENCES STYLES INVENTORY QUESTIONNAIRE & TRAINER'S GUIDE

Detailed Description: The *Influence Styles Inventory* (ISI) assesses three communication styles that people use to influence others: Passive, Assertive, and Aggressive. Drawing on current research that integrates the importance of assertiveness with interpersonal communication and influence, this assessment will give managers an opportunity to analyze their influence styles.

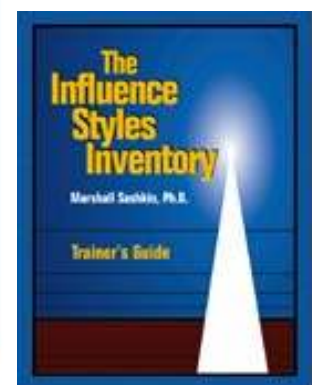
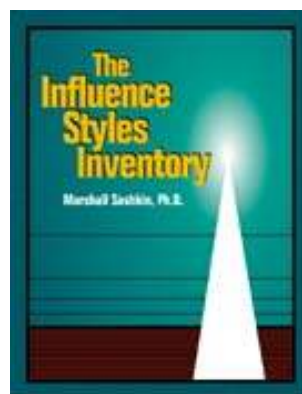
The concept of assertiveness, and its superiority over either aggressive or passive styles, has been demonstrated as effective by more than twenty - five years of research. Even so, many people still confuse assertion with aggression or are unclear about the difference. The ISI is a tool not only for examining one's preferred style but for developing a practical understanding of how the three styles can be seen to be different, in action. In this way, respondents can begin to learn how to use assertion effectively, as a distinct alternative to aggression or passive avoidance.

A brief, clearly - written interpretation section gives detailed explanations and comparisons of the styles, in terms of the feelings communicated, the specific behaviors used, the verbal expressions associated with each, and the aims of each style. This is followed by explicit discussion of how one might develop better assertion skills.

The instrument takes about 10 minutes to complete and score. Scoring is simple and visual, resulting in a graphic display and comparison of the three style preferences.

Use the ISI in workshops on:

- Assertiveness training
- Management development
- Conflict management
- Interpersonal communication

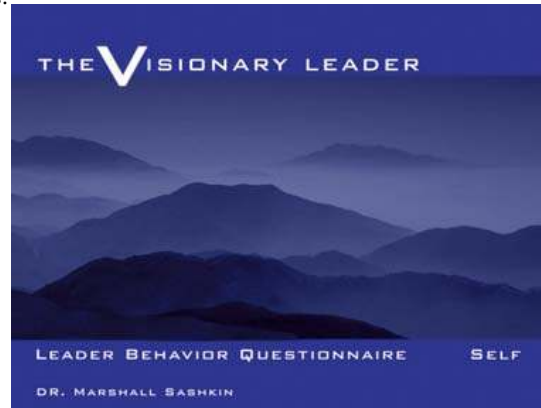


THE VISIONARY LEADER – LEADER BEHAVIOR QUESTIONNAIRE

Now all of your managers can assess their own leadership behaviors and characteristics and identify specific ways to improve their leadership effectiveness. This research-based instrument helps leaders determine what changes or further skill development are required for them to make full use of their capabilities for visionary leadership. Through the use of both a "Self" questionnaire and "Other" questionnaires (filled out by 3-6 colleagues), leaders are able to gain an accurate 360° assessment of their leadership style in three critical areas: leader behavior, leadership characteristics, and effect on organizational culture.

The Questionnaire is made up of 50 items measuring 10 key leadership scales:

- Focus
- Respect for self and others
- Communication
- Bottom line orientation
- Trust
- Length of vision span
- Risk
- Organizational leadership
- Empowerment
- Cultural leadership



A Trainer's Guide includes technical details on the development of the instrument, detailed training designs, a lecturette on leadership, and overhead transparency masters. *Becoming a Visionary Leader* and *New Vision of Leadership*, supporting participant handouts, explore the cognitive and behavioral skills of truly visionary leaders.

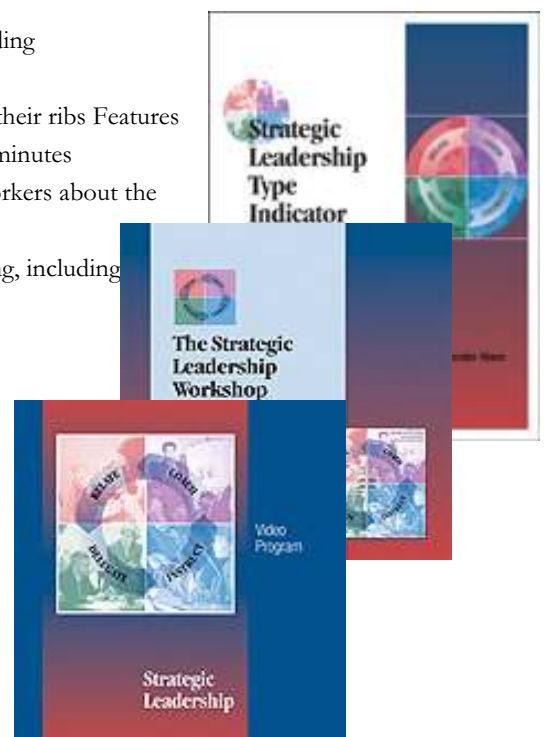
STRATEGIC LEADERSHIP TRAINING PROGRAM

The Strategic Leadership Type Indicator (SLTi) is a self scoring assessment of 64 items embedded within 16 cases. The SLTI determines the degree to which you use coaching, teaching, relating or delegating styles correctly according to the capability and motivation of your subordinate.

Key Benefits

- Create a structured framework for leadership development € Improve leadership ability across the whole organization through constant reinforcement of a systematic management system.
- Basic and intuitive; a new - down in the trenches, prescription for leading
- Basic and intuitive; so it's relevant for first time supervisors
- Basic and intuitive; you can train managers quickly and it will stick to their ribs Features
- Participants can take and self score this easy-to-use assessment in 30 minutes
- 360 feedback sets are available for exploring the perceptions of co-workers about the appropriateness of the leaders use of strategies.
- Facilitators Manual contains up to six hours of ready-to-deliver training, including PowerPoint® presentation and a Participant's Workbook.

The Strategic Leadership Video. Add to your Strategic Leadership training program with this great new 18-minute video program. Cover all the concepts and implications of the Strategic Leadership process either in a classroom or self-development setting using this video.



ORGANIZATIONAL RECOGNITION ASSESSMENT FOR MANAGERS

Studies show that recognizing employees for their good work is one of the most effective ways to motivate them. So why don't more managers say "thank you" or give praise?

This assessment measures beliefs and expectations, past and current experiences, and organizational variables that influence your managers' use of recognition. It will help your organization clarify why your managers use or don't use recognition and help your managers better understand their strengths and weaknesses in this often-overlooked area. Create a baseline for creating and sustaining a culture of recognition

The 54-statement, self-scoring assessment provides feedback in six dimensions that have a significant influence on why managers use or don't use recognition:

- Impact on performance
- Beliefs about recognition
- Ability to do recognition
- Passion for recognition
- Organizational support for recognition
- Organizational context for recognition



Includes examples and exercises for applying the information in the real world to motivate employees, increase their performance, provide practical feedback, make it easier for them to get the work done and build a more positive and productive work environment. Use Organizational Recognition Assessment for Managers in a group or individually. Either way, you'll foster the skills that will inspire even the most difficult employees to do their best.

Bob Nelson is a motivational specialist and author of 1001 Ways to Reward Employees and 1001 Ways to Energize Employees.

MANAGEMENT DEVELOPMENT QUESTIONNAIRE & ADMIN MANUAL

The MDQ is a competency-based self-assessment that identifies a manager's strengths and weaknesses and pinpoints areas for development. The foundation that the MDQ is built on is a set of 20 key competencies shown to be critical to successful managerial performance.

The 160-item questionnaire takes approximately 35 minutes to complete and measures 20 competency dimensions covering the following five factors:

- Managing Change
- Planning and Organizing
- Interpersonal Skills
- Results Orientation
- Leadership

MDQ Admin Manual

The Administrators manual contains everything a trainer needs to administer, score and interpret the MDQ including:

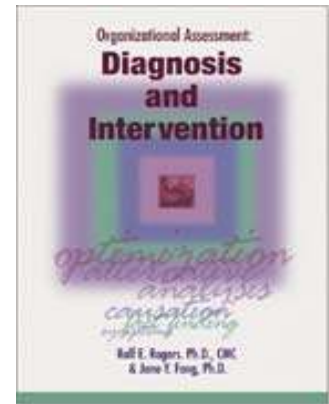
- How the MDQ competency model was developed
- Linkage between HRD strategies and the MDQ competency model
- Administering the MDQ questionnaire
- The self scoring method including directions
- Learning and development guidance for each competency (20)
- Reliability, validity, and inter-scale correlations
- Sample computer generated MDQ report (available only as a service through HRD Press)



ORGANIZATIONAL ASSESSMENT DIAGNOSIS AND INTERVENTION

From strategy formulation to change implementation, management decides what will be done, how it will be done, who will do it, and what the ultimate outcome should be. Unfortunately, this is not a precise, predictable process. Every day, organizations fail because they selected the wrong people, the wrong market, the wrong equipment, the wrong product or service, or the wrong process. The process of choosing one strategic or operational alternative over another may be the difference between success and failure. Although we can not achieve certainty in this decision-making process, we can reduce the degree of uncertainty by developing and following a consistent framework for analyzing the organizational process to maximize our chance of making the best decisions.

This book uses a time-tested, step-by-step, practical framework for identifying and assessing organizational issues and for choosing optimum solutions. It is written in an easy, readable style, and uses real world case studies from the authors own consulting experiences to explain the assessment and intervention process.



TRAINING GAMES SET COLLECTION

THE STRATEGIC LEADERSHIP GAME

The game consists of two rounds:

Game A simulates a typical task assignment. Participants are delegated a task with clear output criteria, but without any useful support or structure. They'll experience first-hand the performance pressure, anxiety and failure employees feel when assignments are handed over to them without appropriate instruction or feedback.

Game B also simulates a routine assignment. But participants are placed in pairs, one as manager and one as employee. The manager is responsible for supporting the employee's efforts. They'll discover how the appropriate type of leadership makes tasks easier to do and instills a sense of accomplishment.

Key Benefits

- You hire people for jobs, but you manage their performance of tasks.
- Effective managerial leadership is making sure people perform the right tasks well.
- It takes ongoing effort to manage peoples' performance.

Includes: Tangram puzzle pieces, Leader's Guide, Work Orders Pad, Coaching Cards Pad, Master Solution Sheets (set of 5) and CD-ROM with slide/handout masters.



THE NEW SALES GAME

The New Sales Game is a highly interactive facilitated program that uses presentations, group discussion, games and activities to help sales representatives better understand their customers and develop strategies to become more effective solution providers. Participants will evaluate where they are and where they need to be through a creative Customer Focus Tool and easy-to-implement Action Plan. The training concludes with an entertaining group game to drive home key points

Participants will learn how to:

- Focus on the real needs and perceptions of their customers
- Proactively become solution providers
- Determine your company's value added services

The complete training package includes:

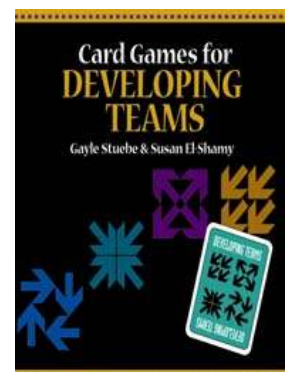
A comprehensive Leader's Guide, one participant booklet, one Customer Focus Tool, sixteen overhead transparency masters, game Board and playing materials.



CARD GAMES FOR DEVELOPING TEAMS

This is a versatile team development tool. The playing cards contain behavioural characteristics of effective teams designed to stimulate thinking and discussion.

Card Games for Developing Teams includes discussion games, card sorting and assessment games, acting and artistic games, as well as games involving the implementation of behaviours for team effectiveness. A learning objective is given for each game and activity along with a short summary and the approximate time needed. The simplest and most effective way to use the cards is for group discussion games and activities.



TEAM BUILDING BLOCKS: PRACTISING GROUP COLLABORATION

Renew your teams with this stimulating, hands-on training tool. Team Building Blocks gives your teams an easy-to-implement, effective, and enjoyable opportunity to practice and refine their problem-solving and communication skills.

Using the set of 14 polished wood blocks, participants work together in performing engaging exercises. Your teams will be motivated and stimulated by solving problems, reaching consensus, and resolving differences while involved with these experiential puzzles. The game comes complete with 14 wooden blocks and a 148-page activity manual, which includes 18 detailed activities, facilitator note, post-activity commentary, and solutions.

Exercises cover

- Information sharing
- Diversity
- Trial and error learning
- Inter-team consultation
- Risk taking
- Time management
- Coaching



Training Objectives

- Illustrate the principle of “cooptation”—the competitive and cooperative nature of teamwork
- Highlight the importance of information sharing and collaboration between teams
- Demonstrate the negative impact of distrust among team members