

Human Resource Collection DVDs

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Communication is an essential component to the success of your workplace. Conflicts, misunderstandings, and criticism can all affect the way your employees interact with each other.

Whether you want your employees to learn how to listen to each other better or just get past their differences so they can get their jobs done, we offer a number of training DVDs designed to help you and your employees develop improved communication skills.

<p>Breakthrough Listening</p> 	<p>When The Phone Rings</p> 	<p>Resolving Conflicts at the Workplace</p> 	<p>How To Say It</p> 	<p>Getting Ahead by Getting Along</p> 
<p>How To Write and Deliver Great Speeches</p> 	<p>Criticism: Giving and Taking</p> 	<p>Valuing Diversity at the Interpersonal Level</p> 	<p>Telephone Customer Service: Basic and Advanced CSR Skills</p> 	

BREAKTHROUGH LISTENING

Develop good communication skills—by becoming a better listener.

We all know that good communication skills are critical in every business environment. We also know that communication often breaks down. When there's a breakdown, we usually think the solution is to speak more clearly. But often, the solution is better listening.

Each of us has a habitual way of listening—a way of fitting what we hear into our preconceived notions. We are captives of our way of listening, often unaware that what we hear is not what others are saying. Listening is a skill that needs to be developed. In this communication video, viewers watch the communication taking place during a typical morning at an office.

Learning points:

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

WHEN THE PHONE RINGS

Great telephone service doesn't have to be a thing of the past. Even with the advent of email and the Internet, your customers still want to be able to call sometimes and reach a live person. And how that call is handled still makes a huge difference to the success of your organization.

When the phone rings, your employees have only a few seconds to set a tone. To communicate that your company listens to customers and gives them what they need- every single time they call.

Those who answer the phones are speaking for everyone in the company. Make sure they have training.

Teach the ABC's of telephone courtesy:

- Customer service etiquette.
- Taking an accurate message.
- Handling transfers and multiple lines.
- Voice mail and leaving a message.
- Problem calls.

RESOLVING CONFLICTS AT THE WORKPLACE

Six techniques to improve communication skills.

This communication training video is based on the premise that everyone benefits if people resolve conflicts in an open, up-front manner. Six powerful techniques to improve communication skills are explained and demonstrated. Some of these methods may be familiar—for example, replacing the accusatory "You are..." with the expressive "I feel..."

Other techniques are probably new to viewers, who can watch scenes that show these six methods being used to resolve conflicts in common workplace situations.

Learn how to:

- Set limits that build mutual respect.
- Use key words and phrases that establish a spirit of cooperation.
- Build win/win relationships.
- Minimize manipulation, stereotyping, harassment, and intimidation.
- Deal with non-performing co-workers.
- Resolve conflicting job assignments.

HOW TO SAY IT

What do the best managers have in common? The ability to communicate.

Everyone can learn to communicate better. The supervisor who knows how to communicate effectively in person, over the phone, and in writing has a powerful advantage—a built-in way to motivate others and get results. This communication skills DVD gives powerful tips that will help managers say it right every time.

Narrated by television star Mason Adams (Lou Grant, Family Matters), this training video teaches that self-restraint is crucial in business communication. Viewers are reminded that saying the first thing that comes into their heads is bound to cause problems. There is a better approach—first to ask themselves what they want to accomplish, then decide the best way to accomplish it. Dramatic vignettes are shown throughout this communication skills DVD. Supervisors respond "off-the-cuff" with bad results, and then the scenes are reenacted, with each supervisor successfully slowing down to think before speaking, choosing words that gain cooperation and positive results.

You'll learn to tailor each message for its intended audience. For example, senior management may need details; your staff may need simple, directive words; and communicating with clients may require even more preparation and diplomacy. You'll also learn the power of speaking in the active tense, and how to apply these communication rules to your writing as well.

In these times of instant messages and limitless information, the ability to communicate well is becoming more and more important in the business world. With practice, choosing the right words for every situation can become second nature, once you know "how to say it."

GETTING AHEAD BY GETTING ALONG

Viewers of this workplace communication training video learn how to win the respect and cooperation of their peers.

Ross Shafer, our well-known narrator and winner of six Emmy Awards, knows it takes effort to get along with everybody at work. Basing his ideas on the premise that the "people skills" we developed while growing up can help us as adults in the workplace, he presents problems and solutions that will strike a chord for viewers. Told in flashbacks to workplace situations as well as childhood experiences, this workplace communication training video dramatizes conflicts that occur commonly on the job, and reminds us of solutions we all learned at home for getting along with others.

The following rules are demonstrated:

- Truth builds trust.
- Competence wins respect.
- Don't take criticism personally.
- Collaborate and compromise.
- Honor different work methods.
- Support your coworkers.

HOW TO WRITE AND DELIVER GREAT SPEECHES

This public speaking video will make you more poised, confident, and eloquent when delivering presentations. One of the most powerful skills you'll ever use is your ability to inform, persuade and lead other people through effective public speaking. And the good news is: anyone can do it! The secret is to learn the basics, and then take the time to prepare and practice. Watch your confidence grow along with your public speaking skills.

Learning points:

- How to write a speech – tips for vivid and compelling speech writing.
- How to deliver a speech – specific presentation skills leading to a polished delivery.
- Techniques for practicing that will improve the effectiveness of your talk.
- Proven strategies to control public speaking nervousness, so you will look forward to – and enjoy – speaking opportunities.

CRITICISM: GIVING AND TAKING

Understand how to turn criticism to your benefit.

We often hear the term "constructive criticism." Unfortunately, much criticism ends up being destructive. This communication DVD will teach viewers how to give—and take—criticism in ways that benefit the individuals involved, as well as your organization.

In this communication DVD, you'll learn:

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

VALUING DIVERSITY AT THE INTERPERSONAL LEVEL

Help your employees thrive in a diverse environment.

We're all different. We have different work methods, different communication styles, and different personal values. Watch as our cameras follow the sometimes smooth, and sometimes not-so-smooth, interactions within a diverse set of coworkers in a downtown restaurant. All too often, simple biases and assumptions get in the way of open communication.

This diversity training video reminds us that cross-cultural communication is a skill. No one is perfect, but with practice, all of us can become better at it.

Viewers learn four guidelines to help them establish strong connections with coworkers and customers:

- Do I acknowledge and respect differences?
- Am I communicating openly and clearly?
- Is it possible that my words or actions are being misinterpreted?
- Are my assumptions creating barriers?

TELEPHONE CUSTOMER SERVICE: BASIC AND ADVANCED CSR SKILLS

This telephone training video, packed with information about customer service skills, covers all aspects of telephone selling and customer service.

Set in a real-world call center, this telephone training video teaches the skills necessary for smooth, professional customer service over the phone. It shows the right way to make a good impression on customers, and how to handle all calls successfully.

The kind of service that customers receive over the phone is a good indication of how an organization is run. Too often, customer service representatives (CSR) are bogged down by distractions and misunderstandings, hearing what they want to hear and thinking about what they're going to say next. Being an effective listener is the first step toward customer satisfaction.

Viewers learn ten valuable telephone customer service skills:

- Listening effectively.
- Extending common courtesy.
- Avoiding the wrong impression.
- Using the customer's language.
- Gathering customer information.
- Satisfying the angry customer.
- Managing technology.
- Writing effective email.
- Preparing a mental script.
- Closing the conversation.

Each of these telephone customer service skills is explained in detail, which makes it ideal for training—you can use the whole video all at once as an overview, or create training sessions based on just one or two of the skill sets at a time.

Being a customer service representative can be a tough job. The goal of a CSR is to demonstrate customer appreciation and leave everyone feeling fulfilled. By developing your phone reps' competencies, this program will help them become more effective with your customers while at the same time increasing their own job satisfaction and reducing burnout.