

Human Resource Collection DVDs

Usual Price: RM6,300
Special Promo: RM4,300

- Includes delivery to anywhere in Malaysia and Singapore
- Promotion ends on 31 January 2010



+603-77104752/3152

www.centreforcustomercare.com
www.customereyes.net

Hone your knowledge of personnel management and employment law.

As a human resources manager, you have a lot of responsibility within your company. Use this set of nine human resource training videos as a guide to help ensure that your workplace maintains a respectful atmosphere, while keeping yourself protected against any potential legal problems.

As a human resources manager, you hold a lot of responsibility within your company. Not only do you have to find viable candidates for employment, you also have to develop your existing employees, all while making sure your organization continues to be a diverse and harassment-free place to work. This set of nine human resource training videos will make your job a lot easier!



Key customer service training points:

1. How to recognize and respond to sexual harassment.
2. Twelve basic employment law issues.
3. Steps for properly disciplining and terminating employees.
4. You'll learn the four common discipline mistakes
5. You'll learn the importance of thinking about what exactly gets rewarded in your organization.

<p>Harassment & Diversity: Respecting Differences</p> 	<p>Hiring Success</p> 	<p>Legal & Effective Hiring</p> 	<p>Performance Appraisals: Getting Results</p> 	<p>Positive Discipline</p> 
<p>Preventing Sexual Harassment: The Manager's Role</p> 	<p>Successful Termination</p> 	<p>Avoiding Common Discipline Mistakes</p> 	<p>Motivating Employees</p> 	

HARASSMENT & DIVERSITY: RESPECTING DIFFERENCES

Managing in a diverse workplace can be a challenge, but every manager has the responsibility to maintain a harassment-free workplace!

While sexual harassment gets the bulk of the attention, there are other forms of workplace harassment that can be just as detrimental. Diversity in business should be celebrated, but unfortunately our differences carry the potential for harassment. Cultural backgrounds, age, religious beliefs, nationalities, and physical abilities are all targets for workplace discrimination, but they are also categories that are protected under law.

Managers will learn:

- An appreciation for diversity in the workplace.
- Awareness of conditions that may lead to harassment, and what to keep an eye out for.
- Policies and practices that help keep the workplace harassment-free.
- How to respond to a claim of harassment.
- Harassment investigation procedures and proper discipline.
- Why harassment must be taken seriously.

HIRING SUCCESS

This HR video will help you find the keepers when you're hiring employees.

In this entertaining HR video, you'll learn "best practice" techniques that will help you find the ideal candidate for every position you need to fill—combined with proven hiring procedures for determining which applicant is most likely to be successful in your organization and as part of your team.

Follow two story lines as we cover the hiring process in a large company as well as in a small business. Regardless of its size, your organization will benefit from this systematic approach to hiring the right employee for the job.

Key training points:

- The legal as well as the practical aspects of hiring employees.
- How to find the hidden messages in a resume.
- The value of an initial phone interview—what to ask and what not to ask.
- Guiding rules that will help you avoid illegal questions.
- Hiring Assessments: How to determine if the candidate is a good fit.
- Procedures to follow for getting more useful information when checking references.

LEGAL & EFFECTIVE HIRING

A hiring DVD that serves as the manager's guide to playing by the rules and avoiding legal liability.

Finding new employees can be a daunting task. As a manager, you are expected to make an informed decision, yet the legal environment is such that you constantly have to watch your step. Every question you ask a candidate is fair game for a potential lawsuit. And other parts of the hiring process can be just as sticky.

This hiring DVD explains proper hiring procedures that help you select the right applicants while at the same time protecting yourself and your organization from legal liability.

Learning points:

- How to base the interview and selection on a well-written job description.
- Questions you may—and may not—ask.
- Special issues raised by the Americans with Disabilities Act.
- How to use a matrix for comparing candidates objectively.

PERFORMANCE APPRAISALS: GETTING RESULTS

How to conduct performance appraisals that get the best from your employees, and tackle poor performance before it becomes a habit.

Effective performance appraisals add value to your organization. They motivate your top employees to do even better. And they tell underperformers exactly what is expected and how to improve.

Unfortunately, performance appraisals are often regarded as mere formalities. Performance reviews are sometimes administered late—or skipped altogether. Clear guidance falls by the wayside, and halfhearted work goes unchallenged.

In this performance evaluation training video, you'll follow two story lines. One involves a small business taking steps to formalize a review process for the first time. The other presents a large corporation attempting to energize an existing system. Watch as two very different managers prepare for challenging review meetings—and see them apply skills that defuse tension and achieve the desired results.

Learn:

- Critical elements to cover in your performance evaluation process.
- The advantages of sticking to a regular schedule.
- The importance of fairness and consistency.
- The nuts and bolts of formats and record-keeping.
- Methods of motivating the top producers.
- How to deal with underperformers.
- Skills for the face-to-face review meeting.
- The value of employee feedback.

POSITIVE DISCIPLINE

Use this employee discipline DVD's six-step process to turn problem employees into valuable contributors.

You have a discipline problem with an employee. You've tried looking the other way. You've tried gentle reminders. Maybe you've even tried getting mad. Nothing changed. So now what do you do? How do you handle the situation in the best possible way for the employee and for your organization?

This new employee discipline DVD gives you six steps of positive, progressive discipline which begin with coaching and escalate to stronger measures only as needed to solve the problem. In many cases, employees will respond early in the process. But if not, the later steps help you address continuing performance shortcomings calmly and professionally.

You'll see the best ways to:

- Clarify what's expected.
- Convince the employee that change is necessary.
- Get the employee's agreement to change.
- Come up with an action plan together.

PREVENTING SEXUAL HARASSMENT: THE MANAGER'S ROLE

This sexual harassment DVD shows you how to protect your company—and yourself—from sexual harassment claims.

As a manager, you have considerable responsibilities to prevent sexual harassment claims in your workplace. But how do you know what qualifies as unwelcome sexual behavior and what does not? What conduct should trigger an investigation, and how do you stop this activity before it even gets to that point? This sexual harassment DVD shows you common workplace situations, and helps you evaluate whether this behavior would interfere with a reasonable person's ability to do his or her job.

You'll learn about:

- Hostile work environment harassment
- Quid pro quo sexual harassment
- Constructive knowledge
- Unwelcome vs. welcome workplace behavior

SUCCESSFUL TERMINATION

Terminating employees can be the hardest part of management. This essential training video will help your managers terminate problem employees properly, and in compliance with the law. It will also help managers avoid terminations by teaching performance management techniques that can sometimes help an at-risk employee salvage his or her job.

Part 1: Progressive Discipline:

- Identifying the problem employee.
- Right and wrong responses.
- Documenting expectations.

Part 2: Lawful Terminations:

- Maintaining respect.
- Organizing discharge discussions.
- Preparing for the discharge.
- The termination meeting.

AVOID COMMON DISCIPLINE MISTAKES

Use this employee discipline video to identify and avoid the legal pitfalls that make disciplinary actions risky.

Handling disciplinary problems is one of the toughest tasks any manager faces. This powerful employee discipline video helps managers take proper disciplinary action that is appropriate as well as effective. Best-selling author Dick Grote leads the discussion by showing you how to conduct disciplinary conversations that lead to genuine commitment and change.

You'll see four different scenarios showing common mistakes that could result in charges of discrimination, defamation of character, wrongful discharge, or constructive discharge.

You'll then learn the five questions to ask yourself before beginning any disciplinary action. These questions help put personal opinion aside, and ensure that all employees are treated the same. This consistency will protect you, and your company, against legal actions.

You'll also learn a three-step approach that can help avoid the "I vs. You" confrontation, and focus energies on the inappropriate behavior. The employee discipline video ends with eight specific pointers that keep disciplinary discussions on track.

MOTIVATING EMPLOYEES

How to motivate employees: When employees feel appreciated, they are motivated to do more work—and do better work.

Research shows a direct correlation between recognition on the one hand, and productivity and retention on the other. Therefore, one of your most vital responsibilities as a manager is motivating your employees through consistent recognition. You'll also learn the importance of thinking about what exactly gets rewarded in your organization. Since you always get more of what you recognize, it's good to ask yourself, "Is this the behavior or activity that I really want to motivate?" When the wrong things get recognized, employees can become confused and demoralized. This video encourages you to focus your time and energy on what's right within your workgroup.

Recognition can be a powerful business tool. When our efforts are recognized, we feel valued and our satisfaction grows. As our satisfaction increases, so does our loyalty, and our motivation. And one person at a time, we build a strong and vital organization.

This employee motivation video shows how recognition can help bring out the best in your staff, energizing employees toward greater accomplishments.

You'll learn how to implement four fundamental principles of motivation:

- Praise must be honest and authentic.
- Employee recognition should be specific and timely.
- Rewards are most motivating when tailored to the individual.
- Managers should highlight positive behavior when motivating employees, praising often and genuinely.