

Management Collection DVDs

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Develop your leadership and supervisory skills with these nine high-impact productions.

Your managers and supervisors are expected to fill complex roles. These management training videos will help to develop the leadership talent needed within your organization. We all know that being a manager isn't easy. Roles are changing and today's managers find themselves faced with not only being responsible for the goals of their workforce but for the entire organization as well. These nine top-selling management training DVDs provide proven techniques that are guaranteed to improve productivity and people skills for new managers and seasoned veterans.



Key customer service training points:

1. How to look for positive behavior, and praise often.
2. Earn the trust of the people you manage.
3. Reduce frustrating miscommunications.
4. Nurture teams through development stages.
5. Set goals that can be achieved—and are worth achieving!

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| <p>Be Prepared to Lead</p> | <p>Be Prepared for Meetings</p> | <p>Breakthrough Listening</p> | <p>Criticism: Giving and Taking</p> | <p>Managing People: Key Skills for Great Managers</p> |
| <p>Motivating Your Employees</p> | <p>Performance Coaching</p> | <p>Supervising for Quality</p> | <p>Time Management: Getting Control of Your Life and Work</p> | |

BE PREPARED TO LEAD

Different management situations demand different styles of leadership in order to get the job done. And different types of employees respond better to different methods of direction.

This leadership video defines four distinct management approaches, and helps you see which style you tend instinctively to fall back on when the going gets tough. It then describes which employees respond best to the different methods, and explains how you can modify your own natural approach, using the other techniques as needed to achieve better outcomes.

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

BE PREPARED FOR MEETINGS

How to make meetings twice as productive.

This meeting management video provides a detailed overview of how to prepare for—and conduct—effective business meetings. It gives you a clear understanding of the best approach to take for different types of meetings, so you can structure your meeting according to your goals.

Key training points:

- Design meetings that match your goals.
- Start group participation.
- Maintain pacing.
- Create and stick to an agenda.
- Control problem participants.
- Get results and close on schedule.

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.

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.

MANAGING PEOPLE: KEY SKILLS FOR GREAT MANAGERS

Use this management training video to learn how a "people-first" approach can increase loyalty, retention, and productivity in your workforce.

As a manager, the productivity of your workforce is a primary responsibility. And a major source of productivity is employee satisfaction. Highly motivated employees achieve exceptional results, while unhappy employees either perform poorly or eventually move on, causing disruption and costly turnover. Therefore, one of the most important questions you face is, "How can I help my people to grow and develop?"

Learn how the best managers...

- Clear the obstacles, and provide the support needed to get the job done.
- Isolate and measure the "key drivers" (you always get more of what you recognize).
- See what's right with people, rather than what's wrong (as you celebrate, you achieve).

MOTIVATING YOUR 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.

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.

PERFORMANCE COACHING

Help improve employee performance and retention while creating a more productive workforce with this effective employee coaching DVD.

It's a fact—being a manager is not easy. Your success is contingent on other people doing what you want them to do. Yet, other people can be complicated, inconsistent, and sometimes downright obstinate!

Often, employees don't really know WHAT they are supposed to do, or they don't really know HOW... Or they actually think they ARE doing it, or they think something ELSE is more important. This staff coaching video provides clear guidelines that will help you improving employee performance through mentoring and providing direction and feedback.

There are four key steps to effective employee coaching:

- Identify the shortcomings in an employee's performance.
- Determine the cause and what needs to change to improve performance.
- Get commitment from difficult employees and provide the support needed for change.
- Measure employee performance results and provide feedback.

SUPERVISING FOR QUALITY

Build morale and productivity through engaged leadership with this quality management video.

Workforce values and expectations have changed, and so has the supervisor's role. Supervisors are expected to build employee commitment and involvement, while continuing to fulfill traditional responsibilities of scheduling work, enforcing rules, and monitoring progress. Use this quality management video to build supervisory skills that maintain discipline and command respect, without creating resentment.

Learn how:

- Praise, criticize, and discipline constructively.
- Increase employee involvement and build employee commitment.
- Reduce frustrating miscommunications.
- Gain employee respect and loyalty.

TIME MANAGEMENT:

Time management training that gives you practical tools for getting a handle on your workday so you can get what YOU want out of life.

Overworked? Overwhelmed? You're not alone. All of us are looking for success and satisfaction, one way or another. And a little peace and quiet wouldn't hurt, either! But that's not so easy nowadays, with more and more demands for your time, both at work and at home. Especially if you're a manager.

This time management training video helps you get that balance in life that everyone keeps talking about. The first step is figuring out how to control the way you spend your time.

Time management training tips:

- Prioritize, plan—and stick to it!
- Single out the truly important from the merely urgent.
- Focus on the activity with the biggest payoff.
- Take action now based on results in the future.
- Set goals that can be achieved—and are worth achieving!