

Owen-Stewart Performance Resources Inc.

Fall 2008 New Release & Best Selling Training Resources

- Attitude • Coaching
- Conflict Management
- Customer Service • Ethics
- Harassment • Leadership
- Management & Supervision Skills
- Motivation • Organizational Effectiveness
- Teamwork



www.owenstewart.com



Welcome to our 2008 Fall New Releases Catalogue!

New releases, best sellers and more...

In this catalogue, you'll find more than a dozen brand new resources that have been released in the last couple of months.

They're relevant and cover a broad range of topical subjects—on issues that we all deal with every day.

We've also featured several of our best-sellers—resources that have been proven effective over time.

Ask us for a **FREE 10-Day Evaluation**, or you can preview them **On-Line** at our **NEW website**.

Feel free to call us for assistance or recommendations at **1-800-263-3399**.

We're always pleased to help you achieve your organizational goals!

Have you checked out our New Website?

If not, you're missing a lot!

We've totally revamped our website for the convenience of our customers. And, the feedback we've received is nothing short of 'glowing'.

Here are some of the great new features:



- Comprehensive Searches
- On-line Client Reviews
- Trackable order history
- Downloadable Preview Guides and Workbooks
- FREE Downloadable Pack & Toolkit Modules – yours to use right now!
- Enhanced Ordering Process
- Many more On-Line Previews.

So, if you haven't registered on our new site—please do it today. It will be worth your while. See you there...

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Attitude

FISH!



Imagine a workplace where everyone chooses to bring energy, passion and a positive attitude with them each day. **FISH!** is about attitude and having fun at work. This film explores the tremendous synergy that can result when people are committed to their jobs and their team members. When you catch the energy of **FISH!** there is no limit to the potential you'll release.

17 Minutes

DVD PURCHASE: \$849

AVAILABLE IN FRENCH: \$849

FISH! Culture



This 10-unit program will have a lasting impact on the overall culture of your organization. **FISH! Culture** not only inspires people with the idea of **FISH!**, it lays out a process for people to discuss and experience The **FISH!** Philosophy.

The power behind **FISH! Culture** is that when people use this process, they begin to see the possibility of living a more creative and rewarding work experience. Includes the one and only, **FISH!** video.

80 Minutes

DVD PURCHASE: \$1025

Coaching

Coaching And Counselling: Maximizing Opportunities



This timely program deals with the key skills of coaching and counselling. Passing on knowledge and skills to subordinates and co-workers is essential for the organization to grow and be more productive. This video illustrates the difference between coaching and counselling, and explains how and when to use each style.

24 Minutes

LICENSE PURCHASE: Call for details.

Coaching (Cont'd)

The Practical Coach



Coaching is all about inspiring, encouraging, and challenging your team. It's as simple as noticing how your team is performing and then letting them know you notice. In other words, coaching is the process of letting people know that what they do matters to you. This film offers sensible advice on encouraging good work, correcting poor work, using good judgment and caring about each member of your team.

24 Minutes

DVD PURCHASE: \$925

AVAILABLE IN FRENCH: \$925

Conflict Management

What To Do... When Conflict Happens



No one likes to deal with conflict, but it's unavoidable. Problems that aren't dealt with tend to fester and spread into other areas and relationships. This program acknowledges that it's difficult to confront someone who—in our opinion—is behaving in a way that is disruptive, unprofessional or self-serving. It presents a simple 4-step approach that helps individuals initiate resolution in the most productive way possible.

22 Minutes

DVD PURCHASE: \$1095

Creativity

Celebrate What's Right With The World



This exciting film teaches what a powerful force having a vision of possibilities can be. In his 20-year career with National Geographic, Dewitt Jones has lived the vision of "celebrating what's right with the world." He reminds us to choose to see brighter possibilities and that they can become a reality if we truly believe in them.

24 Minutes

DVD PURCHASE: \$825

AVAILABLE IN FRENCH: \$825

Additional copies at 50% OFF!

Customer Service

Give'em The Pickle!



Your business isn't what you sell; it's who you serve. Meet Bob Farrell, founder of Farrell's Ice Cream Parlor and Restaurant, as he serves up the most important aspect of any service business... taking care of the

customer. What's the best way to do that? By giving out pickles. Pickles are those special or extra things you do to make people happy. Figure out what your customers want and then make sure they get it. Ensure that your employees have the scoop on effective customer service with this fun, lighthearted all-time best seller.

18 Minutes

DVD PURCHASE: \$925

AVAILABLE IN FRENCH: \$925

The Guest, Revised



Treat your customer like a guest in your home. That's the message behind this hilarious new version of the classic bestseller. We all know how to take care of our guests: we welcome them, we take care of

their needs, we thank them for coming and we invite them back. It's that simple and important. Organizational success is dependent upon the level of service delivered to its customers and great service usually comes down to one employee, serving one guest, one day at a time.

15 Minutes

DVD PURCHASE: \$895

Inside Information



Most organizations recognize that exceptional service is vital to winning and retaining customers—but very few treat their internal customers with

the same level of respect and support as they do their external customers. This brand new release shows people how to develop more effective working relationships with their colleagues, particularly those in other departments, through better internal customers service.

27 Minutes

DVD PURCHASE: \$950

Johnny The Bagger



Celebrate the incomparable power of customer service delivered from the heart. Based on the work of noted author Barbara Glanz, this program features the true story of "Johnny," a young man with Down syndrome who made a positive choice about his personal responsibility to provide from-the-heart service and changed the culture of an entire organization. Motivate your employees to take personal responsibility for creating a positive, memorable experience for all your customers.

15 Minutes

DVD PURCHASE: \$1015

Love Your Customers



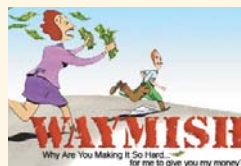
John O'Hurley, from the hit series Seinfeld, narrates this informative video set. The program consists of two parts. Part one, **Love Your Customers** reminds us that there are no small parts only small choices we make about how to treat our customers. In part two, **Love Your Difficult Customers**, you'll see that trying to satisfy an unhappy customer can be frustrating and difficult for even the most skilled service person. But all problems are solvable. This terrific set demonstrates that in whatever line of work, customer service is a direct extension of the way both you and your company are viewed by the customer.

39 Minutes

DVD PURCHASE: \$1075

WAYMISH

Why Are You Making It So Hard... for me to give you my money?



How many customers does your organization lose every day? How many were planning to give you their money but ended up leaving in frustration? It may be more than you think! And these days you can't afford to lose even one good customer. Let this unforgettable program teach your staff the attitudes and behaviours that make customers feel valued so they will buy from you again and again.

28 Minutes

DVD PURCHASE: \$995

What's Your Pickle?



Bob Farrell is back!... and he's more entertaining than ever. This time he hits the road in a fun-filled search for the secrets of the "world-class pickle givers". You'll love the stories and truths he discovers! "If you look and you listen, your customers will tell you what your pickle is." Bob's boundless energy makes it feel like he's there LIVE in your meeting! Use this film to inspire your service providers and help them refine their Pickle-giving skills.

17 Minutes

DVD PURCHASE: \$925

Ethics

Ethics4Everyone

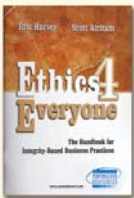


With issues of corporate integrity and accountability in the news daily, perhaps it's time for a program on ethics. Ethics is all about knowing and consistently doing what's right. This versatile film will help people in both areas. Employees learn that ethics is displayed in everything they do, and that everything they do counts. They'll see why ethics is crucial to their success in life and how it can make or break an organization. Poignant video vignettes and expert commentary come together in this highly effective and compelling video.

25 Minutes

DVD PURCHASE: \$1095

Ethics4Everyone Handbook



The title says it all! Read the papers... watch the evening news. There are some serious ethics problems out there. And you must protect yourself by making sure that integrity-based business practices become your way of life. That involves everyone in your organization, and that's what this timely handbook is all about! This is a unique and powerful resource for employees at ALL levels, providing practical information to guide individual actions, decisions, and daily behaviours.

\$10.50 EACH

Quantity Discounts Available



In This Together



This training package presents an engaging look at harassment and respect in the workplace. Seven front line employees from a variety of businesses speak directly to their peers as they lay out the issues of respect and harassment head on. Insightful looks at real situations that will lead employees to make better choices. From dealing with gossip to being in a bad mood, this program utilizes an entertaining, non-threatening opinion survey to create a safe environment where viewers can re-evaluate their beliefs and their actions.

18 Minutes

DVD PURCHASE: \$925

AVAILABLE IN FRENCH: \$925

Leadership

LeaderFISH!



Designed for leaders at every level—from frontline supervisors to CEOs—LeaderFISH! is based on The FISH! Philosophy—incorporating wisdom and core values from great leaders. This is a complete personal development course, excellent for individual or team learning. It offers practical tools, promotes positive leadership and inspires excellence. Support your leaders who want to inspire others, lead genuinely, and leave a legacy of caring, integrity and success.

57 Minutes

DVD PURCHASE: \$795

Leadership: An Art Of Possibility



Focusing on the success of Ben Zander, noted conductor of the Boston Philharmonic, you'll discover a new style of leadership that will give every employee within your organization the ability to participate in the vision! This film demonstrates that the single most important element of leadership is to create an environment that can unlock the full potential of each and everyone inside that organization.

26 Minutes

DVD PURCHASE: \$1045

The Leadership Pickles



Bob Farrell's back... and this time he's giving out Leadership Pickles! Just as customers need pickles—those special things you do for them to keep them coming back—your employees need their pickles too. They want and need certain things from you as their leader. If they get them, they'll follow you and achieve great things. If they don't, their belief and respect for you as a leader may begin to slip. This film will inspire you to be the best that you can be.

16 Minutes

DVD PURCHASE: \$925

AVAILABLE IN FRENCH: \$925

Leading The Way: Negotiating With Influence & Persuasion



This program is designed to teach participants how to move people forward to a specific business outcome using influence and persuasion. We are constantly challenged every day to influence people on all kinds of matters and this film can show you effective behaviours to accomplish these changes. It will teach you to recognize that the key to influencing others is by learning to build relationships, not through control, but by tactfully gaining support and commitment.

24 Minutes

LICENSE PURCHASE: Call for details.

Management/Supervision Skills

Leadership/Management Mix



What makes a good manager? What makes a good leader? Is leadership just a fashionable name for management or are the skills of leadership distinctly different? If leadership is different, what's the best mix of management and leadership? In these challenging times getting it right is even more vital. Engaging you with the issues, this program helps you gain a better appreciation of what it takes to be more successful as a manager and leader.

18 Minutes

DVD PURCHASE: \$825

Management Styles #1: Paternalistic and Collaborative



Management styles can be broadly categorized into four types. This video examines two types: paternalistic and collaborative. Observed through the eyes of a waiter, as two groups of employees and their managers arrive for a business lunch, the characteristics, benefits and disadvantages of each style are examined. The program provides a springboard for further discussion of management styles in relation to the diversity of staff found in any organization.

8 Minutes

DVD PURCHASE: \$295

Management Styles #2: Authoritarian and Delegative



This video examines two types of management styles: authoritarian and delegative. As two recruitment companies meet for their annual bowling showdown, the characteristics of each style are examined. This program is an ideal stimulus for thought and discussion about the benefits, disadvantages and implications of different management approaches in relation to the diversity of staff encountered in any organization.

8 Minutes

DVD PURCHASE: \$295

Managing Generation Y



Three generations are now in the workplace, and the youngest—Generation Y—are making their mark. They view the workplace very differently from Baby Boomers or Generation X. They're looking for balance between their professional and personal lives. This program explores a range of issues and strategies associated with attracting, retaining, effectively managing, and capitalizing on the strengths of Generation Y workers.

18 Minutes

DVD PURCHASE: \$695

It's So Simple



Most people don't think it's possible for a company to love you, or understand how you could love a company. This film shows that it's possible, and you'll be inspired when you discover what happens when fear is replaced by love. It all happens by giving employees the freedom to do their jobs well, the freedom to learn from mistakes, and the freedom to love their work! See why Southwest Airlines is one of the most sought-after employers, and one of the most admired organizations in the world.

14 Minutes

DVD PURCHASE: \$390

Organizational Effectiveness

Abilene Paradox, 2e



Has fear lead you to say "yes" to a proposed group endeavor when "no" was your true response? It's a common dilemma and the reason many organizational efforts fail. This program depicts individuals who support plans they really don't believe in—leading groups to meaningless, costly outcomes. People often "go along to get along" if they have any doubt at all about what will happen if they present opposition. This best-selling, classic shows leaders how to create a workplace where people are free to disagree and are encouraged to voice their true opinions.

26 Minutes

DVD PURCHASE \$1095

ORIGINAL VERSION AVAILABLE IN FRENCH: \$925

Emotional Intelligence



Most of us have been conditioned to believe that emotions are not welcome in the workplace, that team and work decisions should be based upon cold, logical reason. **Emotional Intelligence** shows how forward-thinking organizations are accessing the power of emotions to create better, more productive teams and team members. This important video illustrates how EI can be integrated into the workplace to enhance performance.

22 Minutes

DVD PURCHASE: \$1095

AVAILABLE IN FRENCH: \$1095

Generations: M.E.E.T. For Respect in the Workplace



This program tackles the complexities of effectively working in and managing a multi-age workforce. It provides insights and strategies that will minimize generational conflict and strengthen communication and collaboration. Participants will experience how to use the M.E.E.T. model (Make time to discuss; Explore differences; Encourage respect; Take personal responsibility) to discuss and resolve generational differences in a way that maintains respect and productivity.

42 Minutes

DVD PURCHASE: \$1015

Handling the Baggage



Everyone is influenced by a range of personal circumstances outside of their work—things shaped by personalities, relationships, finances and physical and social environments. Those personal issues can dominate someone so that their performance at work is affected—and they bring their 'baggage' to work with them. This film tackles issues around identifying and dealing with emotional distress at work and is suitable for both managers and employees.

18 Minutes

DVD PURCHASE: \$695

Problem Solving & Decision Making



This program is designed to assist participants in exploring the best practices for problem solving and decision-making. It demonstrates how these practices can benefit leaders, their employees and the entire organization. After identifying the root cause and following six essential steps, this film will guide you to the best ideas and solutions that will yield measurable results.

24 Minutes

LICENSE PURCHASE: Call for details.

Organizational Effectiveness (Cont'd)

The Retail Learning Library



This library is a 7-DVD series that covers a wide range of topics specific to the retail industry. It's a comprehensive resource, dealing with all the issues that face retailers. The many topics covered are: hiring for attitude and proper orientation, building a great team, a five-step selling process, developing leaders, as well as loss prevention techniques. This is a one-stop all encompassing set that will help set your organization apart from your competition.



89 Minutes

DVD SET PURCHASE: \$995

DVD INDIVIDUAL PURCHASE: \$295

Start Right... Stay Right Handbook



Let's face it. Your organization will be only as successful as your employees and successful employees are those for whom success is a mindset. It's a contagious mindset. Even so, you'd be surprised how many employees don't have it! Here's a powerful guidebook for ALL employees, regardless of their level, position, or seniority. Using a straight-talk, real-world approach, it pinpoints the critical behaviours necessary for individual and organizational success.



\$10.50 EACH

Quantity Discounts Available

The Value of Mentoring



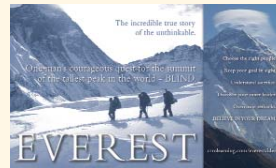
In this program, the purpose and benefits of a mentoring program are explored. Effective and ineffective strategies are examined, laying the groundwork for further discussion regarding the value of mentoring programs, their objectives and the most appropriate means of implementing them to maximize benefits. This is an ideal resource for any organization considering or evaluating a workplace mentoring program.

25 Minutes

DVD PURCHASE: \$595

Teamwork

Everest



Climbing Mount Everest is hard. Climbing Mount Everest BLIND is... impossible. Or at least that's what they told Erik Weihenmayer. This incredible true story follows Erik's quest to reach the summit of the tallest peak in the world—and the amazing team that made it possible. Remarkable, yet unfathomable, Everest is essential training for anyone who has ever worked on a team—or is responsible for making teams strive to reach higher performance goals.

14 Minutes

DVD PURCHASE: \$765

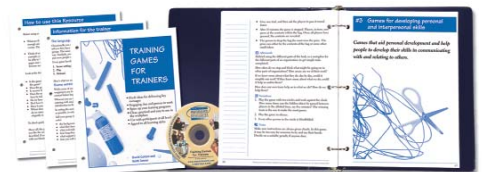
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