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Watch for this symbol. English language programs marked with this symbol are also available as a Blended Learning Pack. See page 2 for more information on the benefits of E-Learning.

Feature Title...

Jamie's Kitchen Fifteen Lessons Series



This two-part series featuring world-renowned chef Jamie Oliver will give your people a clear insight into leadership and teamwork. Jamie's passion and vision transformed a bunch of unemployed kids into an efficient, organized team, capable of running a first-class London restaurant, Fifteen.

50 MINUTES

DVD SET PURCHASE: \$1849

Fifteen Lessons on Teamwork identifies the key stages of team development – forming, storming, norming and performing. It follows Jamie's young trainee chefs as they move through these stages to come together as an effective unit. **25 MINUTES**



DVD PURCHASE: \$1170 • BLENDED LEARNING PACK: \$1470

Fifteen Lessons on Leadership demonstrates that leadership is an activity and not a position. Leaders and potential leaders will identify with Jamie's honesty and openness. The program covers five key learning points backed up by real examples from Jamie's journey: lead the way, show them how, believe in them, deal with it, and learn and adapt. **25 MINUTES**



DVD PURCHASE: \$1170 • BLENDED LEARNING PACK: \$1470

PROGRAM CONTENTS:

DVD, Leader's Guide, Self-Study Workbook and PowerPoint Presentations.

DVDS AVAILABLE IN FRENCH

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Offers End April 2, 2010.

ASSERTIVENESS

Assert Yourself: Learning to be Assertive



Assertive behaviour means saying what we want, need, feel, think or believe in, in ways that are direct, honest and appropriate, but also respecting the rights of those we are addressing – treating ourselves and those we work with as professional adults. By behaving more assertively your staff can be more positive, more creative and better equipped to get their job done effectively.

28 MINUTES

DVD PURCHASE: \$1099 • BLENDED LEARNING PACK: \$1399

Say the Right Thing



Real assertiveness involves clear yet respectful communication, particularly in the face of stress and conflict. By behaving more assertively your staff can be more positive, more creative and better equipped to get their job done effectively. This program teaches the techniques of assertiveness and focuses on assertiveness as a skill to improve individual performance.

40 MINUTES

DVD PURCHASE: \$950

Say What You Want

This program illustrates why many 'people problems' can be attributed to behaviour that is inadequately assertive. A general introduction to assertiveness training at work, **Say What You Want** has a wide range of applications for interpersonal skills courses at all staff levels. The program presents six core training points illustrated by the experiences of a manager: decide what you want, say it clearly and specifically, why how you say it counts, avoid being manipulated or side-tracked, listen, and aim for a win-win result.

27 MINUTES

DVD PURCHASE: \$950

Straight Talking



This program is designed to give your people the confidence they need to get their views and ideas noticed. Techniques of assertiveness are shown in action in a series of different settings from a management meeting to a one-on-one conversation between colleagues. **Straight Talking** shows that the basic rule of assertive behaviour is honesty, and demonstrates why aggressive behaviour doesn't work in the long run.

27 MINUTES

DVD PURCHASE: \$1099 • BLENDED LEARNING PACK: \$1399
DVD AVAILABLE IN FRENCH

BENEFITS OF E-LEARNING



Interactive Self-Study...

Effective learning to fit your schedule.

- Computer-based programs appeal to those who use computers as part of their daily activities
- Easy to blend with other methods of learning
- Each section is percentage scored, giving learners and trainers an immediate sense of what needs to be improved
- Great for pre-course support – assess knowledge, attitudes and skill level before your training sessions
- A variety of question styles to keep learners engaged
- Ideal as a post-course tool – refresher for lessons learned
- Accessible across all sites, whatever the size of your organization
- A quick and flexible solution to individual learning needs

Note: Interactive Self-Study CD-ROMs are only available on English language titles.

CHANGE MANAGEMENT

Days of Change



Although we seem capable of coping with considerable change in our domestic lives, at work we often display an inability to adjust to new demands. This program provides a simple model to help people analyze their own reactions to change. **Days of Change** will help everyone get in touch with the positive, creative and refreshing aspects of change and overcome the negative ones.

6 MINUTES

DVD PURCHASE: \$950

Jamie's School Dinners Managing and Living With Change



Chef Jamie Oliver wanted to transform school dinners from processed, ready-made junk into tastier, more nutritious meals. He also needed to convince

dinner ladies, head teachers, government ministers and thousands of school kids to support this radical plan. This 2-part program brings change to life in an easy to understand and inspirational way.

52 MINUTES

DVD SET PURCHASE: \$1849

DVD AVAILABLE IN FRENCH

Managing Change (Part 1) 26 MINUTES

Dealing with change is difficult, but managing change is even harder. Part 1 covers four key learning points that will help you manage and deliver a successfully change process of your own – passion, people, planning and perseverance.

DVD PURCHASE: \$1099 DVD AVAILABLE IN FRENCH

Living with Change (Part 2) 26 MINUTES

At some point every single member of your workforce will be confronted with change. By taking your employees through the four different stages, they'll soon realize that it doesn't have to bring with it widespread fear and confusion. The stages are identified as: Reject it, Resist it, Reflect on it and Resolve it.

DVD PURCHASE: \$1099 DVD AVAILABLE IN FRENCH

The Ultimate Change Show



Change is both normal and constant but is seldom popular. Through the professional management of change the process can be rewarding and exciting. This video shows the pitfalls of change and how best to manage it successfully.

30 MINUTES

DVD PURCHASE: \$950

COACHING

The Coach



Managers play an important part in the way their teams learn. **The Coach** shows how they can use coaching to teach practical tasks and interpersonal skills to the people who work for them. It draws the analogy between a manager who captains a football team, and the way he manages his teams at work, to show the skills that he needs to develop.

23 MINUTES

DVD PURCHASE: \$950

DVD AVAILABLE IN FRENCH

Coaching for Results

Through effective coaching, managers can encourage and motivate staff, change attitudes, bring in new ideas and increase job satisfaction. **Coaching for Results** presents a three-step model to enable your managers to introduce a coaching culture into your organization.

25 MINUTES

DVD PURCHASE: \$950

The Helping Hand



In this amusing drama, a manager who knows nothing about coaching has plenty to learn. The program shows how, with the right teaching, the manager is able to improve his staff's performance and motivation, and that coaching is an invaluable tool for helping individuals and the business develop together.

37 MINUTES

DVD PURCHASE: \$1099 • BLENDED LEARNING PACK: \$1399

DVD AVAILABLE IN FRENCH

COACHING (Cont'd)

Pass it On



It's essential that managers pass on knowledge and develop the skills of the people who work for them. This program uses clear messaging, humor and practical, believable examples of how to get coaching right (and wrong). It also demonstrates the way in which effective coaching can facilitate development through any organization and how personally rewarding it is for the coach as well.

25 MINUTES

DVD PURCHASE: \$1099 • BLENDED LEARNING PACK: \$1399

You'll Soon Get the Hang of It



This program is the definitive program on the techniques of one-on-one training. Managers must undertake careful preparation and understand what is to be taught, and to whom the teaching is to be given. The lessons show how to put the training into context, break the process into digestible chunks, and ensure the trainee practices at every step. This must be followed by praise and encouragement, and with a review at every stage of progress.

27 MINUTES

DVD PURCHASE: \$1099 • BLENDED LEARNING PACK: \$1399

DVD AVAILABLE IN FRENCH

COMMUNICATION

Feedback for Performance



Using feedback is a skill central to the success of any team and its leader. Everyone needs recognition when they are doing well and guidance when they could be doing better. This program offers clear guidelines for giving feedback and also explains how to make the most of feedback when you are on the receiving end.

18 MINUTES

DVD PURCHASE: \$950

DVD AVAILABLE IN FRENCH

COMMUNICATION (Cont'd)

The Grapevine (Revised)



People do need to know what's going on, especially if there's something that could affect them personally. Sometimes, when faced with a lack of information, people start to speculate and begin spreading rumours as fact. Once the rumour mill starts grinding it's very difficult to stop – and even more difficult to correct any misinformation. **The Grapevine** shows what can happen when people suspect the worst and start to make things up for themselves.

28 MINUTES

DVD PURCHASE: \$1099 • BLENDED LEARNING PACK: \$1399

Put it in Writing



Everyone can improve their written communication skills. This program succeeds in explaining the techniques required to get your point across in writing – clearly and persuasively, even if you aren't a natural writer. Learning points include: gathering relevant information, planning, identifying the purpose, using the "active" voice, avoiding business jargon, using short sentences and paragraphs and checking and proofing your work. This program is ideal for anyone who finds it difficult to get started on a written task, or who wants to write more persuasively.

20 MINUTES

DVD PURCHASE: \$1099 • BLENDED LEARNING PACK: \$1399

Report Writing



This program outlines the six steps to successful report writing. By focusing on the objectives, organizing points into related groups and using the four Ps (Position, Problem, Possibilities and Proposals) you will present a constructive and compelling argument. The engaging video shows how avoiding the use of jargon and keeping words, sentences and paragraphs short and simple will improve your overall effectiveness.

20 MINUTES

DVD PURCHASE: \$1099 • BLENDED LEARNING PACK: \$1399

DVD AVAILABLE IN FRENCH

COMMUNICATION (Cont'd)

Telephone Behaviour: The Rules of Effective Communication



In this amusing and highly memorable story, an assistant manager of a marketing department is preparing to give the local business community a short seminar on professional telephone skills. But her own skills leave a lot to be desired. Fortunately someone is on hand to show her the mistakes she makes and help her overcome her shortcomings.

34 MINUTES

DVD PURCHASE: \$1099 • BLENDED LEARNING PACK: \$1399
DVD AVAILABLE IN FRENCH

CREATIVITY

Ideas into Action Series



This four-part series looks at the barriers to fresh, profit-related creative thinking and suggests some simple but powerful ways to overcome them. It shows how stimulating constant creativity and innovation is key to coming up with viable ideas for products and services, and processes and procedures that your customers (internal and external) really want. The series includes: **Ideas Into Action**; **The Blue Movie**; **The Red Movie** and; **The Green Movie**.

53 MINUTES

DVD PURCHASE: \$2745

Part 1 of the series, **Ideas into Action**, is available as a **Blended Learning Pack** for \$1050. 

CUSTOMER SERVICE

The Case of the Vanishing Customer



In the peaceful village of Striving-under-Stress, emotions are getting in the way of business relationships. Enter amateur sleuth Miss Craddock, who explains how people can recognize and control their emotions. With Miss Craddock's assistance, the whole town learns to put themselves in their customer's shoes and act in a way that offers help.

27 MINUTES

DVD PURCHASE: \$950

CUSTOMER SERVICE (Cont'd)

The Customer is Always Dwight

Every organization has processes. Achieving 100 per cent quality the first time – and every time – requires everyone in the process treating the next person in the line as an internal customer. They should discover their internal customer's requirements – and how to meet them. This video makes the point that it is the responsibility of managers to act as process 'owners', maintaining the links with all the people in the process chain.

21 MINUTES

DVD PURCHASE: \$950
DVD AVAILABLE IN FRENCH

Demanding Customers: Customer Care Made PERFECT



This amusing video demonstrates the techniques for making demanding customers satisfied. Several realistic scenarios draw on the everyday experiences of front-line staff and the characters they face. In a wrong-way scenario, the video shows how easy it is to enrage and frustrate these demanding customers. Then, when the staff adopt the PERFECT technique they manage to change the outcome. The PERFECT technique is: Polite, Efficient, Respectful, Friendly, Enthusiastic, Cheerful and Tactful.

25 MINUTES

DVD PURCHASE: \$1099 • BLENDED LEARNING PACK: \$1399

How to Lose Customers Without Really Trying



Customers can be trying; not all of them are pleasant. It's easy to annoy them – just be aggressive or defensive. This program provides a memorable demonstration of the do's and don'ts of customer care, which include finding the real need behind a request, agreeing upon a solution with a customer, and seeing things through to a successful conclusion.

32 MINUTES

DVD PURCHASE: \$950

Call 1-800-263-3399

5

If Looks Could Kill



Written by behavioural expert Dr. Peter Honey, this light-hearted customer-service program raises some simple but key issues, and expresses them in a professional, down-to-earth manner. Any staff viewing this program will learn how to deal with customers by being professional and choosing their behaviour. Personal problems and prejudices should be hidden, and customers should be welcomed and put at ease.

28 MINUTES

DVD PURCHASE: \$1099 • BLENDED LEARNING PACK: \$1399
DVD AVAILABLE IN FRENCH

In the Customer's Shoes



To ensure that all staff deliver great customer service we first need them to consider changing their attitude. Most trainers already teach their people how to deal with customers, whether face-to-face or on the phone. But it's no good going through the process unless they have the right attitude.

This video offers a five-step model for getting it right: treat customers as they would want to be treated themselves; try to do a little bit extra to exceed expectations; understand good customer service is everyone's responsibility and; be aware that good service goes straight to the bottom line.

14 MINUTES

DVD PURCHASE: \$950

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. **Inside Information** shows people how to develop more effective working relationships with their colleagues, particularly those in other departments, through better internal customer service.

27 MINUTES

DVD PURCHASE: \$1099

An Inside Job



Everyone in an organization forms part of a 'customer-service chain', which leads from dealing with customers right through the business. Learn the three steps to creating an effective internal customer perspective: identify your internal customers; consult them about their needs and; serve them as though they are external customers.

23 MINUTES

DVD PURCHASE: \$1099 • BLENDED LEARNING PACK: \$1399
DVD AVAILABLE IN FRENCH

Keeping Customers Cool



This program provides front-line staff with practical, focused training in handling customer complaints. It highlights that staff behaviour is the key to stopping a difficult situation from turning into an explosive one. It's their ability to respond positively to the customer – not losing their temper or showing their irritation – that is crucial. By 'listening', 'questioning', 'empathizing', 'confirming' and 'taking action', your people will gain the confidence to deal with customers and turn difficult situations into positive ones.

27 MINUTES

DVD PURCHASE: \$950

No Complaints: Complaints and Quality Management



This witty program makes it painfully obvious that there is only one thing worse than a problem that leads to a dissatisfied customer – and that's a problem that crops up again and again because no one has attempted to solve the underlying issue. Managers will learn how every complaint can be used to improve the quality process and the importance of allowing staff to solve problems and propose solutions.

28 MINUTES

DVD PURCHASE: \$1099 • BLENDED LEARNING PACK: \$1399

No Complaints: Complaints and the Customer



Research shows that 1 in 10 transactions ends in a complaint, yet these same complaints happen again and again. **No Complaints** tackles the link between customer satisfaction and quality, and

provides viewers with five steps to solving the customer's problem. The key components are understanding the customer's fear, listening to them and asking the right questions. This helps you identify the facts and move forward with a course of action that will satisfy everyone.

24 MINUTES

DVD PURCHASE: \$1099 • BLENDED LEARNING PACK: \$1399

On the Receiving End



This program shows how customers can be kept satisfied and loyal to an organization. The video demonstrates how to listen carefully, ask relevant questions and assess customers' needs. It

explains how a successful relationship is developed by clearly outlining the available options to customers and agreeing upon a course of action.

25 MINUTES

DVD PURCHASE: \$1099 • BLENDED LEARNING PACK: \$1399

Through the Customer's Eyes



In this amusing story with a sting in the tail, we see that how we believe we are behaving is not necessarily how the customer sees it. Your staff will learn to acknowledge waiting customers

and apologize for any delay in serving them; understand that non-selling work comes second to serving customers; and discover when to call in a manager to resolve a problem.

32 MINUTES

DVD PURCHASE: \$950

Who Sold You This, Then? Revised



This story follows the actions of Charlie, a service repair man. He is called out to a number of typical service scenarios, but on each occasion he manages to criticize

everything that's important to his business – the products he services, his customer, the salesperson they originally dealt with and his organization itself. These realistic and amusing scenes make some clear points about the role that service staff should be playing. When Charlie finally sees the light, he realizes that his role is a trouble-shooter, not a trouble-maker!

20 MINUTES

DVD PURCHASE: \$1099 • BLENDED LEARNING PACK: \$1399
ORIGINAL DVD VERSION AVAILABLE IN FRENCH

DECISION MAKING

Decisions, Decisions

After watching this program, your managers will be able to make solid, informed decisions and communicate them to the rest of the staff. Two clear stages in the decision making process are revealed in this humorous program: making the decision and making it happen. John Cleese portrays a manager responsible for an office move that went disastrously wrong. He learns that had he not ignored the basic principles of decision-making, things would have been very different.

28 MINUTES

DVD PURCHASE: \$950

Think or Sink



A manager has made some poor decisions – relying on himself, rather than using his team's experience. He learns the four stages of professional

team decision thinking: asking the right question, creating a choice of answers, looking at the dangers of each particular option, and weighing the chances of success. This engaging drama what shows both wrong and right way scenarios.

26 MINUTES

DVD PURCHASE: \$950
DVD AVAILABLE IN FRENCH

DELEGATING

Effective Delegation

Three managers are expanding a regional sales office into a full operating depot for their company. Together they learn the benefits of good delegation and how to achieve it, and create an action plan for implementing delegation effectively. They follow the four steps to success: clarify responsibilities; choose the people; communicate what has to be done and; monitor the results, deadlines and standards.

25 MINUTES

DVD PURCHASE: \$950

DVD AVAILABLE IN FRENCH

DIVERSITY

Diversity in Action



This program is the perfect practical resource for a manager or trainer to learn how to launch, renew or reinvigorate a diversity program. Presented in a lively modern style, realistic examples of a modern office are used to explain why diversity matters. Hosted by dynamic TV presenter and paralympian Ade Adepitan, practical principles and ideas are advanced to help orientate, explain and make relevant the issues and ideas surrounding diversity in the modern workplace.

81 MINUTES

DVD PURCHASE: \$950

Fair's Fair



This video demonstrates some of the common discrimination problems using dramatized case studies. It shows that it may be wrong to treat everybody as if they are the same – because people are individuals. And it can be equally wrong to treat them differently, either because of stereotypes or by judging one aspect of their persona such as age or race. Femi Otitoju, a leading authority on equal opportunities, takes viewers through five clear examples.

45 MINUTES

DVD PURCHASE: \$950

DIVERSITY (Cont'd)

Not My Type: Valuing Diversity



Everyone deserves respect at work – regardless of their background or the experiences they have had. In fact, a diverse group of people can produce stronger ideas and fresher thinking – leading to a more effective and positive approach to business performance. This program encourages managers and team members to become aware of their own thinking processes and question their assumptions of other people. It demonstrates how to benefit from a rich diversity of backgrounds and experience.

8 MINUTES

DVD PURCHASE: \$950

EMPLOYEE SELECTION/RETENTION

Behavioural Interviewing



This program takes the guesswork out of recruitment, showing that past behaviour is the key to predicting future performance. Rather than using intuition (I'll know them when I see them), an interviewer can use the questioning techniques demonstrated here to retrieve relevant information based on the candidate's past experiences.

25 MINUTES

DVD PURCHASE: \$1099 • BLENDED LEARNING PACK: \$1399

DVD AVAILABLE IN FRENCH

It's Your Choice



A selection interview is a bit like detective work. Suspects must be eliminated until the right person is found, whether from inside or outside the organization. Making the right selection choice means knowing the budget was spent well, a valuable asset has been acquired and that colleagues will be motivated by the new team member. This program shows that too many people get this costly decision wrong. It introduces three common mistakes and shows the viewer how to avoid them.

30 MINUTES

DVD PURCHASE: \$1099 • BLENDED LEARNING PACK: \$1399

DVD AVAILABLE IN FRENCH

EMPLOYEE SELECTION (Cont'd)

Right First Time

This program offers a step-by-step approach to the recruitment process. By using this planned and objective approach, your business will save time, money and energy. The methods shown are based on setting quantifiable objectives for each stage of the recruitment process, from preparing job specifications to making the final decision. Designed for line managers, the methods shown can be applied to recruitment and selection at all levels.

42 MINUTES

DVD PURCHASE: \$950

Talent Management



This program addresses the issue of how to retain your best people. There are many reasons why employees might want to leave, and money isn't

usually one of them. This program highlights the three key reasons why employees leave – stress, feeling undervalued or just plain boredom. Learn to recognize the signs of unrest, find out what caused the situation and how to prevent it from turning into a resignation.

25 MINUTES

DVD PURCHASE: \$950

When Can You Start?



This video reveals a logical sequence of events for getting the right person for the job – a sequence which begins long before the interview process. The first step is investigating

what the job entails and the skills and personality of the right candidate. The program shows the mistakes that a manager makes by not thinking about what person would best fit the role, by putting out vague advertisements and by conducting confused interviews.

27 MINUTES

DVD PURCHASE: \$950

EMPOWERMENT

Stuck on Quality



Measuring performance from the customer's perspective helps reveal where quality has suffered and prevent the same mistakes from happening again. The objective is to replace the chain of command with a 'chain of confidence'. Managers will learn that quality is a key component of customer service and that knowing how to empower people at all levels and support their decisions will improve this service.

25 MINUTES

DVD PURCHASE: \$950

DVD AVAILABLE IN FRENCH

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INNOVATIVE ALTERNATIVES

Most of our programs are available for Intranet or Internet streaming licensing.

Absence Minded: Managing Absenteeism



This engaging and humorous video-based program shows a manager who doesn't realize he has an absenteeism problem until it's pointed out to him. He is then persuaded to keep a video diary, so that his team can air their thoughts on the department. This helps the manager to realize that when he takes a positive approach, he can actually reduce the levels of absenteeism quite dramatically.

23 MINUTES

DVD PURCHASE: \$1099 • BLENDED LEARNING PACK: \$1399

The Best of Motives Series



Research shows that the two most common employee complaints in organizations worldwide are 'nobody ever tells us' and 'nobody ever asks us'.

59 MINUTES

DVD SET PURCHASE: \$1849

Nobody Ever Tells Us (Part 1) 28 MINUTES



A manager believes that his staff are idle and need constant chasing. However, he is failing to put their roles into context and not until he receives the same treatment from his fitness instructor does he realize that he needs to adopt a more motivational approach. This means keeping people informed, knowing how to measure performance and offering praise and encouragement.

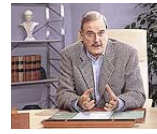
DVD PURCHASE: \$1099 • BLENDED LEARNING PACK: \$1399

Nobody Ever Asks Us (Part 2) 31 MINUTES

This program shows how projects can fail when a manager tries to take on too much responsibility. It's important to let the team help decide on the best course of action to help a project succeed. Managers will learn how to welcome suggestions, request help and use the individual skills of the team. The final lesson is that people need results to achieve – not tasks to perform – if they are to be productive, successful and willing to contribute to the business.

DVD PURCHASE: \$950

Can You Spare A Moment?



Many people are still not comfortable talking about their personal problems openly at work. However, there is a growing trend toward people being more concerned about how they can achieve work/life balance rather than being macho about their workload. This realistic yet light-hearted drama helps managers understand the techniques of handling delicate situations and shows them how to encourage staff to overcome problems by taking a proactive approach.

25 MINUTES

DVD PURCHASE: \$1099 • BLENDED LEARNING PACK: \$1399
DVD AVAILABLE IN FRENCH

First Among Equals



There are three steps managers should take to inspire their teams; give them confidence in the value of their specific role in the team, give them confidence in their value as individuals, and give them confidence in their value as part of a team. This program is suitable for all managers and team leaders. Its engaging format and clear, memorable messages will give managers the leadership skills they need to enable individuals to work more effectively as part of the team.

25 MINUTES

DVD PURCHASE: \$1099 • BLENDED LEARNING PACK: \$1399

First in Line



This second edition is a total resource for training people as front-line managers. It is comprehensive – providing a conceptual overview of the manager's role, training in essential personal and interpersonal skills, and introducing new topics that may be unfamiliar to inexperienced managers, such as budgeting and cost control or employment law. The kit includes three videos – a case study of the role of the manager, a review of the case study's learning points, and the incident file containing 38 practical situations that first-line managers may encounter.

78 MINUTES

DVD PURCHASE: \$2745

Motivating the Team

This program introduces managers to motivation as the SPUR to better performance. Their work must be:

- Self-determined, that is they are in control of what they do
- Purposeful, focused on business objectives
- Useful, so that what people do is of value
- Rewarding, delivering excitement, security or stimulation

32 MINUTES

DVD PURCHASE: \$950

Project Management



Everyone has to manage projects, but not everyone does it well. Bad project management skills can be a costly drain on time and money, causing frustration and stress for everyone concerned. This program provides a complete solution – exploring techniques for project team leaders to better manage their team and meet their objectives.

In the video a manager is organizing an office move, but she's made some common mistakes. She's failed to define the objectives of the project properly, her team has not agreed on responsibilities and the project is in danger of failing. Fortunately she is shown the right way to do things. With the right project technique, and by following appropriate people management skills, the move is achieved on time and on budget.

25 MINUTES

DVD PURCHASE: \$1099 • BLENDED LEARNING PACK: \$1399

This is Going to Hurt Me More Than It Hurts You

This program uses humour to illustrate the steps that should be taken to ensure that employees can face bad news with as little damage to their morale as possible. It deals with preparation, coping with reactions and facing responsibilities.

27 MINUTES

DVD PURCHASE: \$950

The Unorganized Manager Series



This 3-part series shows that no matter how efficient managers may think they are, they cannot be fully effective until they learn how to manage their time.

83 MINUTES

DVD SET PURCHASE: \$2745

DVD AVAILABLE IN FRENCH

Damnation 25 MINUTES



A hard-working manager is so disorganized that he unwittingly makes the lives of his family and colleagues a misery. His disorganization leads to an early heart attack and a confrontation with St. Peter. After being given a second chance on Earth, he is able to learn the principles of time management in a way that viewers, many of whom will be unaware of their own faults, can easily relate to.

DVD PURCHASE: \$1099 • BLENDED LEARNING PACK: \$1399

DVD AVAILABLE IN FRENCH

Salvation 29 MINUTES

In part 2 our manager has returned to Earth full of enthusiasm, but his inability to establish priorities and to delegate effectively lands him back in front of St. Peter. The program shows why managers must learn how to schedule time for active tasks, while leaving time for reactive tasks. By delegating and retaining responsibility, they will make more effective use of their own time and that of their team.

DVD PURCHASE: \$1099

DVD AVAILABLE IN FRENCH

Divine Intervention 29 MINUTES



In this part of the story, the now organized manager is again called to St. Peter, this time following an annual health check-up. Here he learns that his management style still leaves a lot to be desired, since he is failing to organize his team. Through highly memorable wrong-way/right-way scenarios, viewers will learn three steps to successful delegation.

DVD PURCHASE: \$1099 • BLENDED LEARNING PACK: \$1399

DVD AVAILABLE IN FRENCH

MEETING MANAGEMENT

Going to a Meeting Series



The two-part **Going to a Meeting** series is based on a group of middle managers in a large hospital. It is designed to give anyone who attends meetings the skills they need to contribute more effectively and deal with even the most awkward colleagues.

40 MINUTES

DVD SET: \$1529 • BLENDED LEARNING PACK: \$1829
DVD AVAILABLE IN FRENCH

Messing up a Meeting 20 MINUTES

Part 1 shows how to avoid common mistakes, how to prepare, how to get points across and win arguments. And how to not look like a fool in front of the boss! The key messages are: Do your homework, Keep it short, and Keep it cool and courteous.

DVD PURCHASE: \$1099

Meeting Menaces 20 MINUTES

Part 2 shows how to cope with colleagues whose behaviour stops meetings from getting results. Our main character, Jeremy, fails to handle the destructive behaviour of each of the menaces and the meeting they are all attending becomes a farce. However, following guidance from narrator John Cleese, Jeremy learns the techniques for handling each menace correctly and gets the meeting back on track.

DVD PURCHASE: \$1099

Meetings, Bloody Meetings



This best-selling program defines the five disciplines that transform a gathering into a professionally run business meeting. In a nightmarish court, a cynical manager is found guilty of failing to properly prepare. The judge demonstrates how the rules for running a meeting parallel those of a court – and the chaos that would result if he ran his court in the same way. The nightmare is so vivid that the guilty-as-charged manager resolves to apply the rules – as will your staff when they view this very humorous parable.

30 MINUTES

DVD PURCHASE: \$1099 • BLENDED LEARNING PACK: \$1399
DVD AVAILABLE IN FRENCH

More Bloody Meetings



The guilty manager of **Meetings, Bloody Meetings** dreams he is back in court, this time charged with neglecting the human aspect of his meetings. His misdemeanors are

replayed as evidence – from failing to prevent a squabble, to allowing the discussion to go off on a tangent and then allowing himself to be railroaded into a poor decision. The video shows the necessity of involving everyone in the decision-making process and ensuring that they understand key points at all stages.

28 MINUTES

DVD PURCHASE: \$1099 • BLENDED LEARNING PACK: \$1399
DVD AVAILABLE IN FRENCH

MEETING OPENERS

The Complete Hell! Series



This collection of short humorous ice breakers focuses on key business issues or skills and the mishaps and mayhem that can occur when things go wrong.

The **Complete Hell! Series** includes:

- Bosses from Hell!
- Colleagues from Hell!
- Communicators from Hell!
- Customer Services from Hell!
- Customers from Hell!
- Employees from Hell!
- Interviewers from Hell!
- Public Service from Hell!
- Salespeople from Hell!
- Teams from Hell!

100 MINUTES

DVD PURCHASE: \$1149

The Complete Howler Series

This collection of short humorous ice breakers focuses on key business issues or skills and the mishaps and mayhem that can occur when things go wrong. **The Complete Howlers Series** includes:

- Body Language Howlers
- Listening Howlers
- Office Howlers
- Sales Howlers
- Interpersonal Howlers
- Meeting Howlers
- Presentation Howlers
- Telephone Howlers

DVD PURCHASE: \$1149

NEGOTIATION

It's a Deal

This video provides a framework that you can apply to every negotiation. You can train your staff to take negotiations from the initial planning stages through to a successful win-win outcome. The drama-based program features a typical negotiation, taking a two-phase approach: preparation and bargaining. Each phase is broken down into easily managed modules.

28 MINUTES

DVD PURCHASE: \$950

Negotiating: Tying the Knot



Whenever two people get together to do a deal, there's the possibility that at least one will end up feeling cheated, angry or resentful – even though both set out believing they could achieve a solution that would benefit both. This program plots the course of a negotiation from first meeting to successful conclusion, using the analogy of the developing relationship of two people. The video beautifully demonstrates the various techniques and body language that can be employed in negotiation, and how emotional behaviour can lead to totally unproductive arguments. It also offers textbook demonstrations of how to deal with threats and ultimatums and how to overcome deadlocks.

31 MINUTES

DVD PURCHASE: \$1099 • BLENDED LEARNING PACK: \$1399

DVD AVAILABLE IN FRENCH

ORGANIZATIONAL EFFECTIVENESS

Agreed!

No matter how important a new plan or idea is to you, there will always be someone who disagrees. It's vital that you find a way to work together. **Agreed!** sets out the process for working toward a win-win result – concentrating on issues rather than personalities – and finding common ground on which to build a creative solution.

30 MINUTES

DVD PURCHASE: \$950

DVD AVAILABLE IN FRENCH

ORGANIZATIONAL EFFECTIVENESS

Balance Sheet Barrier



The light-hearted approach of this world-famous program helps take the fear out of financial documents and complex concepts. Although accounts may never become a manager's favourite topic – it at least makes them understandable. This well-presented and structured program ensures that all managers understand how key financial statements are calculated and what they mean, using graphics and everyday language to emphasize key points.

30 MINUTES

DVD PURCHASE: \$1099 • BLENDED LEARNING PACK: \$1399

From No to Yes

Persuasion is an art that must be learned. Without it, any road to agreement will be strewn with acrimony and conflict. It's not about being domineering or dismissive, but about following an approach that considers everyone's needs.

The three stages of persuasion are:

- Listening actively
- Explaining your own feelings
- Inviting other ideas and building on them

When you take these simple steps, agreement will follow naturally.

27 MINUTES

DVD PURCHASE: \$950

DVD AVAILABLE IN FRENCH

Into the Boardroom



It's not just senior executives who need to know how well their organization is doing; everyone will benefit from a wider understanding of what an organization's stock market performance actually means. This program is broken down into three main topic areas: Profits of Doom, a look at what the financial accounts are really saying; What's Good for the Shareholder, the importance of comparing 'like with like'; and Shareholder Value, considering the risks of investments.

60 MINUTES

DVD PURCHASE: \$1149

The Kingdom Was Lost



This insightful program makes everyone aware that they must all assume responsibility for accuracy and attention to detail. Fail to communicate the tiniest detail clearly and any project can turn into a disaster on a grand scale. In **The Kingdom Was Lost**, an internationally renowned architect fails to spot that the specification for an elevator system lacks a crucial zero – and a prestigious project is doomed to failure.

20 MINUTES

DVD PURCHASE: \$950

Memories are Made of This

John Townsend, Europe's leading "Train the Trainer" guru, uses his skills to help managers with learning and teaching. Using a combination of live action and animation, this program examines how the memory works and how we learn, what factors affect recall, how to fix things in the memory, and how to involve people through their emotions and imagination. This is the perfect tool to help managers make their coaching messages more memorable.

16 MINUTES

DVD PURCHASE: \$950

The Paper Chase



Even with the growing trend toward a paperless society, most of us have to deal with paperwork from time to time. The trick is controlling our paperwork and not letting it dominate or overwhelm us. The film features an office worker swamped by paper – but she doesn't think it's a problem. She's convinced that she needs it all close at hand in order to do her job. Her manager teaches her otherwise – demonstrating that organizing your paperwork, clearing the backlog and prioritizing tasks improves efficiency and saves time.

32 MINUTES

DVD PURCHASE: \$1099 • BLENDED LEARNING PACK: \$1399

The Ultimate Stress Show: Managing Stress



Pressure is part of being alive – if there were no pressure we wouldn't do anything. But excess pressure leads to stress and that can be a very bad thing. In the most industrialized countries, it is estimated that 1/3 of absence from work is stress related. This program is all about limiting the potential stressors at work that can lead to damaging stress. Admitting to and dealing with stress isn't a weakness – it's a positive action that can reap huge personal and organizational rewards.

30 MINUTES

DVD PURCHASE: \$1099 • BLENDED LEARNING PACK: \$1399

Working With Aggression

Violence and aggression at work can be emotional as well as physical. This powerful drama, based on the research of specialist consultant Roy Braithwaite, will help people manage aggressive situations at work by seeing how such behaviour is expressed. It covers the body language and verbal indicators of aggression, diffusion techniques and preparation and ideas for reducing risk and preventing violence.

39 MINUTES

DVD PURCHASE: \$950

PERFORMANCE APPRAISAL

The Appraisal Interview, Revised



This program is a must-have for anyone new to the appraisal process and a valuable reminder tool for those with more experience. It is a complete package designed to help both sides achieve positive results from an appraisal interview. The program also emphasizes that the process is not complete once the interview is over. It is vital to monitor progress throughout the year and follow up on any issues that are raised.

30 MINUTES

DVD PURCHASE: \$950

The Dreaded Appraisal



This program is one of the world's best-selling learning resources. It reveals the techniques required for effective appraisal interviewing. The

program is highly watchable and illustrates some typical problems managers and team leaders are likely to face in their interviews. You'll learn how to turn the interview into a positive experience for both employer and employee.

25 MINUTES

DVD PURCHASE: \$1099 • BLENDED LEARNING PACK: \$1399

DVD AVAILABLE IN FRENCH

The Empowering Appraisal

The annual appraisal is an opportunity for managers to assess their team's performance and tackle areas that need improvement in the year ahead. **The Empowering Appraisal** contains everything you need to start, run or improve a company appraisal system. The program uses a realistic drama to outline frequently-made mistakes and suggests ways to improve the skills needed to conduct effective interviews. It also stresses the importance of making objectives measurable, realistic and achievable.

28 MINUTES

DVD PURCHASE: \$950

How Am I Doing (Revised)



Appraisal interviews offer managers a golden opportunity to identify problems and opportunities, motivate staff and improve performance. But

beware! The mishandling of these interviews can create the exact opposite effect. **How Am I Doing?** uses the analogy of the distraught interviewee's medical checkup to highlight each manager's mistakes - and to illustrate exactly how an appraisal should be handled.

26 MINUTES

DVD PURCHASE: \$1099 • BLENDED LEARNING PACK: \$1399

DVD AVAILABLE IN FRENCH

The Performance Review Series



Introduced by John Cleese, and featuring Hugh Laurie, this new training program tackles head-on the reasons why everyone involved dislikes appraisals. **Performance Review** consists of two different parts for two distinct audiences - one for the manager and one for the appraisee.

50 MINUTES

DVD SET: \$1639 • BLENDED LEARNING PACK: \$1939

Every Manager's Nightmare

Part 1 is aimed specifically at managers. They know the importance of an employee's performance review, but this rarely makes having to do them any less painful. In fact, because they often end up being emotionally charged, they are seen more as 'excruciating' than 'crucial'. By making them less confrontational and more productive managers will be able to fearlessly deal with all performance reviews.

30 MINUTES

Every Appraisee's Dream

Part two is aimed at staff who are about to face a review. It shows the positive side of performance reviews and gives a full and vivid illustration of just how well they can go when they're handled properly by both parties. It gives the appraisees something to aim for during their reviews, but is also very useful for managers – showing them what can be achieved from successful reviews.

20 MINUTES

PERFORMANCE MANAGEMENT

I'd Like a Word With You Revised



This program shows us just how badly a discipline interview can be handled. By analyzing the wrong way to interview, it then shows how the right skills can keep staff motivated and working toward the same goals. The program shows how conflict can be avoided and a potential problem employee can be turned into a valuable team performer.

28 MINUTES

DVD PURCHASE: \$1099 • BLENDED LEARNING PACK: \$1399

DVD AVAILABLE IN FRENCH

Managing Performance Every Day



To many managers, managing performance means the annual appraisal and little else. In today's modern and highly pressurized workplace, it's all too easy for a manager to forget that his or her primary responsibility is to get the best out of those they manage. In this program, viewers will learn an easy to follow 5-step process of beyond the appraisal, and how to put it in to practice.

25 MINUTES

DVD PURCHASE: \$1099 • BLENDED LEARNING PACK: \$1399

Managing Problem People Series



This comprehensive six-part set of videos introduces typical problem people and shows how managers and team leaders can deal with them to improve performance.

Meet characters who cannot get anything done because they are so caught up in procedures, or are too busy coming up with excuses. The program also addresses the worker who has difficulty with time management, the lazy employee, and the people who just can't communicate effectively. The series includes: **Rulebound Reggie; Bigmouth Billy; Moaning Minnie; Wimpy Wendy; Lazy Linda** and; **Silent Sam.**

96 MINUTES

DVD PURCHASE: \$2399

No Smoke Without Fire

This video is an excellent introduction to grievance handling and discipline. It shows any manager or team leader with responsibility for staff that it's vital to distinguish between the two. They should learn a flexible, problem-solving approach to grievances, and a firm but equitable approach to a breach of discipline. The program offers guidance on:

- setting, communicating and monitoring standards
- how to lead a team
- defining relationships with other managers

26 MINUTES

DVD PURCHASE: \$950

The Performance Matters Series



This two-part series give managers the insight they need to criticize their staff in a productive way and to give praise – both keys to improving performance.

46 MINUTES

DVD SET: \$1975 • BLENDED LEARNING PACK: \$2525

The Need for Constructive Criticism

In Part 1 we are reminded that nobody enjoys being criticized and that few managers look forward to having to criticize their staff. But it is a necessary part of managing and people shouldn't have to wait until their next appraisal interview to learn that they have been doing something wrong. Learning how to handle criticism correctly means understanding the problem and being able to suggest a means of avoiding similar mistakes in the future.

DVD PURCHASE: \$1099 • BLENDED LEARNING PACK: \$1399

DVD AVAILABLE IN FRENCH: \$950

The Importance of Praise

Part 2 focuses on looking for reasons and opportunities to praise staff as a means of motivation and development. We learn that feeling unappreciated is at the top of the list of reasons why people consider leaving their jobs. This program illustrates that giving praise where it's due is a management tool that's powerful, cheap and easy to use.

DVD PURCHASE: \$1099 • BLENDED LEARNING PACK: \$1399

Targeting for Performance

This program explains how managers and team leaders can set and apply targets for staff to achieve in order to improve performance. The targets must be Specific, Measurable, Agreed upon, Realistic and Time bound – **SMART**. Managers also learn how to recognize the motivation team members get from reaching targets.

30 MINUTES

DVD PURCHASE: \$950

PRESENTATION SKILLS

The Complete Presenter



As this total training kit confirms – it's not just what you say, it's also the way that you say it. Most people have to make presentations at work. And most of us also get nervous at the prospect of having to 'perform'. **The Complete Presenter** is a comprehensive, self-contained and flexible training resource on the subject. It will ensure people's worst fears are dispelled and that they acquire the skills to prepare and deliver a presentation that's well-constructed, clear and engages the audience.

53 MINUTES

DVD PURCHASE: \$1749

I Wasn't Prepared for That



This program is ideal for first-time presenters and for experienced presenters wanting to review their technique. It proves that you don't have to be a 'natural' presenter to make a professional presentation and teaches people how to communicate complex proposals effectively.

30 MINUTES

DVD PURCHASE: \$1099 • BLENDED LEARNING PACK: \$1399

DVD AVAILABLE IN FRENCH

Making Your Case

Making a presentation to a group of people, even if you know them personally, is a challenge for anyone. For many people it's an ordeal, which they usually approach with anxiety and often fear. **Making Your Case** outlines a four point structure for making presentations, plus gives plenty of tips on how to overcome nerves, organize your material and give the presentation. The film demonstrates the ways in which presenters can go wrong and shows how they can easily be put right. It's designed to inspire confidence in an area where confidence is rarely found.

25 MINUTES

DVD PURCHASE: \$950

SALES SKILLS

The Art of Selling



The best thing about dealing with a good salesperson is that you don't feel like you're being sold to – as far as you're concerned you're just receiving good service. **The Art of Selling** is designed to equip your staff with all the skills and techniques they need to approach sales opportunities with confidence. Several different sales scenarios are used – from department store to bank services – to demonstrate the right and wrong way to approach sales. Using humour and real-life examples, this program covers the four key stages of selling, in both retail and financial situations.

28 MINUTES

DVD PURCHASE: \$1099 • BLENDED LEARNING PACK: \$1399

Call to Order



Poor telephone technique doesn't just create a bad impression, it loses business. Missed opportunities can result from sloppy behaviour, an over-familiar approach and less-than-professional attitude. This amusing dramatization provides practical and easy-to-follow techniques and demonstrates how to develop sales opportunities and how to close a sale over the phone.

20 MINUTES

DVD PURCHASE: \$1099 • BLENDED LEARNING PACK: \$1399

The Complete Telesales Training Kit



Whether you need training for a completely new telesales team, a refresher course for existing staff, or fine-tuning certain aspects of an individual's performance, this course covers it all. From start to finish, every facet of the sales process is tackled. From making initial contact and finding out customer needs through to identifying buying signals, dealing with objections and closing the deal – it's all here in eleven easy-to-follow segments.

73 MINUTES

DVD PURCHASE: \$2195

Sell It to Me! Series



The Sell It to Me! Series is a best-selling two-part program on how to build relationships with customers that will ensure sales.

46 MINUTES

DVD SET: \$1849 • BLENDED LEARNING PACK: \$2149

Preparing the Way **23 MINUTES**

Part 1 explains the communication techniques that lead to successful sales. A series of light-hearted scenarios emphasize the importance of asking open-ended questions and the need to listen carefully to what the customer is actually saying.

DVD PURCHASE: \$1099

Doing the Deal **23 MINUTES**

Part 2 tackles customer objections. By making them specific and putting them in perspective, sales staff will be able to provide compensating benefits to their customers. The program explains how to set achievable objectives, prepare alternatives, and then put it all into practice by closing the deal.

DVD PURCHASE: \$1099

So You Want to Be a Success at Selling



This classic four-part series is ideal for new sales recruits or as a refresher for experienced members of the sales team.

105 MINUTES

DVD SET: \$2745

DVD AVAILABLE IN FRENCH

The Preparation **26 MINUTES**

Part 1 shows why it's imperative for salespeople to get to know their customers and to understand how their products or services can benefit their client.

DVD PURCHASE: \$950 DVD AVAILABLE IN FRENCH

So You Want to Be a Success... (Cont'd)

The Presentation **25 MINUTES**

Part 2 covers how to explain the benefits, meet objections, and spot the buying signals. Sales staff learn how to stay cool and dispassionate even when a customer criticizes them or their products.

DVD PURCHASE: \$950 DVD AVAILABLE IN FRENCH

Difficult Customers **25 MINUTES**

Part 3 in the series deals with the duckers, ditherers and dictators that often stand in the way of progress. How to use people's anxieties, laziness or vanity are some of the suggested techniques to help get things moving.

DVD PURCHASE: \$950 DVD AVAILABLE IN FRENCH

Closing the Sale **25 MINUTES**

This is an area where even skilled salespeople fear rejection – and so delay closing. They will find out how to conclude a deal efficiently and effectively.

DVD PURCHASE: \$950 DVD AVAILABLE IN FRENCH

Supersalesman



Markets are more competitive. Customers are more demanding. You can't sell on features and price alone. So you have to find that extra ingredient to make your customers want to buy. This entertaining story uses a Superhero to get the message across – successful selling is all about building relationships based on trust and respect.

21 MINUTES

DVD PURCHASE: \$950

The Unorganized Salesperson Series



This 2-part series uses real-life examples to illustrate how easy it is to be busy without actually being productive. The program focuses on two main points –

Valuing Your Customers (Part 1) and **Valuing Yourself** (Part 2). Viewers learn the importance of building relationships and being dependable and trustworthy.

46 MINUTES

DVD PURCHASE: \$1195

TEAMWORK/TEAM BUILDING

Building the Perfect Team



This program dramatizes Dr. Meredith Belbin's team-role theory, and explains how to identify nine key team roles for a balanced team. It shows that although each team member has a functional role, for example marketing or accounting, they also have team roles. These are critical to the team's success. Each of the nine roles is defined and shown in action.

29 MINUTES

DVD PURCHASE: \$950

Does the Team Work?



In today's competitive environment people are busier than ever before, which is why it's essential that they really understand their role. This video, based on Belbin's workset model, looks at the performance of the team aboard a science fiction-style space freighter which, like many businesses, is inexplicably heading off target. Belbin's unique system of color coding tasks makes it easier for teams to understand the nature of their work and how it contributes toward their objectives. The result is a better organized team that completes its task, makes better use of time, and delivers more in terms of productivity and service.

25 MINUTES

DVD PURCHASE: \$950

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Selecting the Perfect Team



Selecting the perfect team is based upon the theory of Dr. Meredith Belbin, and provides support for managers involved in selection.

Belbin's research indicates that fewer recruitment disasters arise when managers search for people within their own organization, since these people are likely to fit more readily into existing teams. Managers will learn to identify the team role required to balance the team. Following the theory will help managers avoid costly recruitment decisions, and select better, more suitable candidates.

26 MINUTES

DVD PURCHASE: \$950

Talking to the Team



Team leaders need to know how to talk to their teams to be effective leaders. After all, people's attitudes are heavily influenced by their immediate boss – who needs to secure the team's understanding, co-operation and support. Using three core lessons and a variety of locations – to demonstrate that the lessons apply to all types of business – this video makes it clear that preparation is a major component in running a successful meeting.

28 MINUTES

DVD PURCHASE: \$950

Team Leading



Inspiring leadership is the key to business success. **Team Leading** covers the challenges every manager faces in trying to lead a team and looks at what managers need to do in order to develop, guide and support their staff so that they function as an effective and motivated team. Viewers will learn the value of giving the team direction and information that will allow them to do the job in their own way.

64 MINUTES

DVD PURCHASE: \$950

DVD AVAILABLE IN FRENCH

Team Spirit



It's quite common for people to come to work each day, do their job and not consider themselves as part of a functioning team. **Team Spirit** is a light-hearted, but high-impact

program showing the importance of teamwork. It looks at three examples of people whose failure to appreciate this need has disastrous effects on their colleagues and customers.

28 MINUTES

DVD PURCHASE: \$1099 • BLENDED LEARNING PACK: \$1399

Team Working

Teams don't simply form themselves. Managing and participating in a team involves more than just bringing people together and following instructions. This program shows how team-based structures are the most effective and rewarding way for people to work together. Team workers are motivated, satisfied, productive and flexible. Businesses with a teamwork approach are more responsive to change and perform better than traditional hierarchies.

29 MINUTES

DVD PURCHASE: \$950

Teams and Leaders



This video drama draws a parallel between the teamwork required on a hiking expedition and a manager's need to make his team function more effectively at work. It clearly demonstrates the need

for a strong team with common purpose if the enterprise is to succeed. The video can be shown either as part of management training, for a session on motivation, to give people an understanding of team building or for existing teams as an insight in how to behave.

22 MINUTES

DVD PURCHASE: \$950

A World of Difference

This program is for organizations whose business depends on high-quality international relationships, and who need support in making international teamwork effective. The program focuses on a dramatization of an international team, brought together to launch a new product. It illustrates the complex challenges that individuals and teams face when working internationally.

42 MINUTES

DVD PURCHASE: \$950

TIME MANAGEMENT

30 Ways to Make More Time



Anyone who has demands placed on their time will benefit from **30 Ways to Make More Time**. It provides three simple steps to put time management into action at

work. Learning points include: planning and controlling time, making best use of the time that's available, using time that might otherwise be wasted and, minimizing interruptions and disruption. The program helps people identify which tasks are most relevant and offers 30 helpful hints and tips to make themselves more efficient and effective.

20 MINUTES

DVD PURCHASE: \$950

DVD AVAILABLE IN FRENCH

Making Time



Not everyone has the luxury of being able to delegate tasks to others. For these people, learning how to make time work for them is a

key life skill. This program focuses on three essential elements of time management in a practical, down-to-earth way: prioritizing and planning, dealing with people and, working procedures. The drama shows some classic problems that crop up in any busy office, and how they can reduce individual and team productivity if they're not dealt with correctly.

28 MINUTES

DVD PURCHASE: \$1099 • BLENDED LEARNING PACK: \$1399

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