

OWEN-STEWART PERFORMANCE RESOURCES INC.

# ***SENSATIONAL*** **Training Resource Sale!**

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***GOVERNMENT YEAR END SPECIALS***

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***Sale ends April 2, 2010***

2010 spring spectacular



## Welcome to our 2010 Sensational Spring Sale of Training Resources!

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Government Year-End Specials • 100+ French DVDs

- Business Books and Trainer Packs on special!

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- 3** When you spend \$2400\* or more you'll receive *either* three \$25 Gift Cards *or* an iPod Shuffle.
- 4** When you purchase a CRM Learning program, list price \$625 or higher, we'll give you a free copy of the *Courageous Followers, Courageous Leaders* DVD program. See full description on page 22.



Items may not be exactly as shown. Not to be combined with any other offers. \*Before Taxes and Shipping.

### ***Call us right away!***

The special pricing in this brochure ends on April 2nd. Don't miss out on the best prices of the year! Our Account Managers will take the time to consult with you and advise the most appropriate resources for your application. They'll help you with all the details and will make sure that you're 100% satisfied.

*We're here to help you achieve all your organizational goals!*

## More Special Offers!

### FANTABULOUS OFFER!

When you purchase **\$1500\*** worth of resources from this brochure you'll receive, **ABSOLUTELY FREE**, your choice of one of our Best-Selling Trainer's Resources!

#### Choose from:

- The Facilitation Toolkit
- Mentoring *OR*
- Time to be Effective

**A value of \$225!**

\* Before Taxes and Shipping. One free resource per organization.  
Not to be combined with any other offers.



## Index

Accountability .....	4	Meeting Openers .....	17
Attitude .....	4	Motivation .....	17
Change Management .....	4-5	Organizational Effectiveness.....	17-18
Coaching.....	5	Performance Appraisals .....	18-19
Communication .....	6-7	Performance Management.....	19
Conflict Management .....	7-8	Personal Development .....	20
Customer Service .....	8-9	Stress Management .....	20
Decision Making .....	9	Teamwork.....	20-21
Diversity.....	10-11	Time Management.....	22
Emotional Intelligence .....	11	Special offer on <i>The 5 Waves of Trust</i> .....	23
Ethics .....	11	More Specials & Set Offers .....	24
Generational Issues .....	12	Best Seller Discounts.....	25
Harassment & Respect.....	12-13	Best-Selling French Title Specials.....	26
Induction.....	13	Government & Market Segment Specials .....	27-29
Interviewing.....	14	Trainer Pack & Toolkit Specials .....	30
Leadership .....	14-15	Business Books Specials.....	31
Management & Supervision .....	15-16	New Releases .....	32
Meeting Management.....	16-17	Alphabetical Title Index .....	33-35

🍁 All prices are in Canadian Dollars. Special offers may not be combined.

## Accountability

### ACCOUNTABILITY THAT WORKS!

**Sale Price: \$739**



Set in manufacturing plant, software design firm, and medical facility, this film shows that accountability is much more than a paper trail. It is an ongoing opportunity to gain focus, accomplish more, streamline work processes, and create greater team effectiveness.

**15 Minutes • List: \$1075**

### ACCOUNTABILITY TOOLKIT,

**Government Version – BRAND NEW!**

**Sale Price: \$559**



Designed specifically for training government employees, the 9 categories and 35 video clips in this Toolkit will help you demonstrate what it looks like when people hold themselves, and their organization

accountable for keeping commitments and achieving results.

**47 Minutes • List: \$735**

### HAS THE BUCK STOPPED YET?

**Sale Price: \$396 or Less (20-40% Off)**



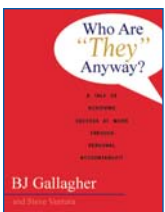
This animated film features Tom, an experienced employee who is responsible for inducting Buck, a new recruit. It provides excellent discussion-starting material on responsibility in

the workplace.

**6 Minutes • List: \$495**

### WHO ARE "THEY" ANYWAY?

**Sale Price: \$396 or Less (20-40% Off)**



This entertaining and enlightening video is designed to help you and your organization make the shift from looking for "them" to blame, to realizing that there is no "them" and begin to accept personal accountability.

**15 Minutes • List: \$495**

## Attitude

### ATTITUDE IS EVERYTHING

**Sale Price: \$329**



The difference between ordinary service and great service is attitude. This program will show your customer service personnel how small changes can make a big difference in their ability to help customers and in their own job satisfaction.

**14 Minutes • List: \$515**

### THE ATTITUDE VIRUS

**Sale Price: \$619**



Bad attitudes can threaten the essential functions of your organization. Show your employees how to take responsibility for their own attitudes and success. Cure bad attitudes for higher productivity!

**20 Minutes • List: \$955**

**ALSO AVAILABLE IN GOVERNMENT AND WORKFORCE VERSIONS.**

### BAD APPLES: How to Deal With Difficult Attitudes

**Sale Price: \$575**



Like the cliché "One bad apple spoils the whole bunch", one person with a bad attitude can have a negative impact on an entire organization. Here are some practical, easy-to-use techniques for eliminating negativity in your workplace.

**23 Minutes • List: \$875**

## Change Management

### READY. SET. CHANGE!

**Sale Price: \$645**



As organizations change with increasing speed, so does the pace in which employees must respond. Employees need the skills to react smarter, adapt faster and engage together in the face of change.

This program powerfully equips employees with the ability to positively and productively respond to any change.

**44 Minutes • List: \$875**

## Change Management (Cont'd)

### TAKING CHARGE OF CHANGE

**Sale Price: \$619**



Give employees the skills necessary to understand and support change initiatives. By learning to recognize and address the internal transitions associated with any change, individuals will be better able to guide themselves productively through organizational change.

**18 Minutes • List: \$1055**

## Coaching

### THE COURAGE TO COACH

**Sale Price: \$559**



This film outlines a specific 4-step process for coaching that will work in any employee performance situation. Managers will learn how to reach agreement on the problem, develop an action plan for correcting the problem and follow up with the employee.

**19 Minutes • List: \$875**

**AVAILABLE IN FRENCH.**

**ALSO AVAILABLE IN RETAIL VERSION.**

### DIMENSIONS OF COACHING

**Sale Price: \$556 or Less (20-40% Off)**



A coach can be anyone who has the knowledge, willingness, and availability to help with a developmental need. This film provides an understanding of the concept and process of coaching, transforming employees into valuable resources.

**25 Minutes • List: \$695**

**AVAILABLE IN FRENCH.**

### THE HELPING HAND

**Buy 1, Get 2nd Video Arts Program at 50% Off. See Government Special Pricing on Page 28.**



This film shows that understanding the need for coaching, and then learning how to coach, is an essential part of a manager's job. In this amusing drama, a manager who knows nothing about coaching has plenty to learn.

**37 Minutes • List: \$1099**

**AVAILABLE IN FRENCH.**

## Coaching (Cont'd)

### ON-THE-JOB COACHING

**Sale Price: \$479**

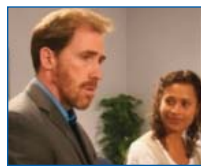


Most people learn most things from on-the-job coaching. Informal teaching or coaching goes on in your organization every day. With this program, you can run a short course on on-the-job coaching and have a huge impact on the way your people prepare for and conduct their coaching sessions.

**12 Minutes • List: \$950**

### PASS IT ON: Coaching Skills for Managers

**Buy 1, Get 2nd Video Arts Program at 50% Off. See Government Special Pricing on Page 28.**



Using clear messaging, humour and practical, believable examples this film demonstrates how to get coaching right. It also shows the way that effective coaching can facilitate development through any organization and how personally rewarding it can be.

**25 Minutes • List: \$1099**

### WHEN HARRY COACHED SALLY

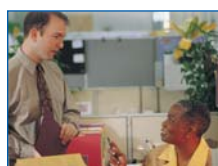
**Sale Price: \$249**

Coaching saves time and money and reflects the philosophy of continuous learning. Coaching is all about promoting discovery, encouraging staff to contribute their ideas and be involved. This video illustrates the steps necessary for effective learning in the workplace.

**15 Minutes • List: \$595**

### WHEN THE COACH IS YOU!

**Sale Price: \$549**



Team members who actively share knowledge with one another can be the single most important asset an organization can have. Show your employees a simple process for doing this, and you will be able to leverage the practical knowledge that is buried in every employee.

**18 Minutes • List: \$835.**

**ALSO AVAILABLE IN GOVERNMENT (\$549) & HEALTHCARE VERSION (\$409)**

# Communication

## **ASSERT YOURSELF: Learning to be Assertive**

**Buy 1, Get 2nd Video Arts Program at 50% Off. See Government Special Pricing on Page 28.**



By behaving more assertively employees can be more positive, more creative and better equipped to get their job done effectively.

The techniques of assertive behaviour are shown in a series of real life situations, looking at wrong and right way scenarios.

**28 Minutes • List: \$1099**

## **BEING ASSERTIVE**

**Sale Price: \$359**



Talented people can fail to achieve success because they don't master the art of communicating assertively.

This program shares the 'how to's' of assertive communication and identifies other common communication styles that cause difficulties in the workplace.

**16 Minutes • List: \$745**

## **BUSINESS ETIQUETTE**

**Sale Price: \$359**



This program is designed to raise awareness and reinforce those social skills so important to teamwork, professionalism and productivity. It shows you dozens of simple techniques that will make your workplace communication rewarding and productive.

**18 Minutes • List: \$745**

## **COMMUNICATING NON-DEFENSIVELY, Revised**

**Sale Price: \$469**



We're all naturally defensive to some degree, and nowhere is it more apparent than in our communications with others. This video reveals five essential steps to sending and receiving messages non-defensively for better communication and effectiveness in the workplace.

**19 Minutes • List: \$825**

## **COMMUNICATION: The Non-Verbal Agenda**

**Sale Price: \$499**



This is a provocative film that examines the role that nonverbal messages play in our lives at work. We learn that ignoring nonverbal language can have costly consequences. This film offers concrete guidance in becoming more alert to this "silent language".

**20 Minutes • List: \$850**  
**AVAILABLE IN FRENCH.**

## **THE COMMUNICATION TOOLKIT**

**Sale Price: \$539**

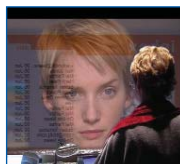


Designed for maximum flexibility, this Toolkit provides you with video vignettes that depict a wide spectrum of common workplace interactions. It's a library of 39 video clips that you can use to tailor your own custom training programs in a variety of communication categories.

**68 Minutes • List: \$850**

## **E.ASYWRITER: Using Email Effectively**

**Sale Price: \$519**



This program will teach your employees how to write e-mails with IMPACT, manage e-mail in a timely manner, observe security, and reduce stress. Great for classroom training and self-study—a must-have for everyone in your organization.

**17 Minutes • List: \$650**

## **GIVING AND RECEIVING FEEDBACK**

**Sale Price: \$179**

Handling feedback is a valuable skill that is useful in both our professional and personal lives. This video demonstrates how feedback delivered well can turn poor performance around and feedback taken well can increase our opportunities for growth and development.

**18 Minutes • List: \$595**

**FREE ON-LINE PREVIEWS**

Visit [www.owenstewart.com](http://www.owenstewart.com)  
for a complete list of on-line previews.

## Communication (Cont'd)

### GOOD QUESTION

**Sale Price: \$269**



This program has a wide range of applications from training sessions or formal interviews through to everyday team working and problem-solving. Train your staff to become better communicators.

Find out how questioning skills can help solve interpersonal and operational problems.

**25 Minutes • List: \$950**  
**AVAILABLE IN FRENCH.**

### NOBODY'S LISTENING

**Sale Price: \$349**



Listening with the intent to understand is important for communication between and among employees and supervisors. This humorous program shows what happens when a busy boss doesn't slow down long enough to hear what his employees are trying to tell him.

**11 Minutes • List: \$535**

### SPEAKING EFFECTIVELY: To One or One Thousand

**Sale Price: \$479**



Most people dread public speaking, but that ability is necessary for personal and organizational success. This entertaining program reveals the four main components of speaking successfully and gives practical advice on how to deliver a compelling message to a group of any size.

**21 Minutes • List: \$955**

### VERBAL COMMUNICATION: The Power of Words, Revised

**Sale Price: \$439**



Anyone who interacts with others can improve their day-to-day communication. This award-winning program explores the importance of language in our work lives and provides strategies for ensuring that communication is clear and direct so that listeners receive information accurately.

**22 Minutes • List: \$855**

## Conflict Management

### DEALING WITH CONFLICT

**Sale Price: \$609**



Managers and employees spend a lot of time resolving conflicts. The information in this program—based on the world-famous *Thomas Kilmann Conflict Mode Instrument*—enables them to find winning solutions quickly and effectively.

**20 Minutes • List: \$925**  
**AVAILABLE IN FRENCH.**

### DEALING WITH CONFLICT, Healthcare Version

**Sale Price: \$359**



Conflict in a healthcare environment at best can lead to inefficiency and at worst can lead to disastrous patient-care results. Viewers of this video will learn how to resolve conflicts so they have positive outcomes for everyone involved or affected by them.

**20 Minutes • List: \$625**

### EFFECTIVE PEOPLE SKILLS

**Sale Price Set: \$876 or Less (20-40% Off)**

**Sale Price Modules: \$180 or Less (20-40% Off)**



Teach your employees the skills for resolving conflicts, enhancing collaboration and productivity, and infusing a spirit of teamwork and respect in your organization. Use the eight modules individually or together.

- Determining the Right Response to Conflict
- Handling Overt Conflict
- Handling Covert Conflict
- The Aikido Response to Conflict
- Working Collaboratively
- Listening
- Asserting
- Giving and Receiving Feedback

**50 Minutes (5-11 Minutes Each)**  
**List: Set - \$1095 / Module - \$225**

### TIME FOR AN UPDATE?

Trade in your VHS tapes for DVDs. Almost every title is now available on DVD. Call for details.

## Conflict Management (Cont'd)

### EVERYBODY WINS: How to Turn Conflict into Collaboration

**Sale Price: \$645**



*A best seller!* This program emphasizes that conflict is inevitable because of workforce diversity, constant change, stress, miscommunication etc. It will give your employees a clear, easy-to-use approach that will help them to arrive at the most appropriate choice of action to take in conflict situations.

**20 Minutes • List: \$875**  
**AVAILABLE IN FRENCH.**

### WHAT TO DO WHEN CONFLICT HAPPENS

**Sale Price: \$769**



What causes the most stress across ALL occupations? The interpersonal conflicts we experience on a daily basis. Give your employees a memorable, easy-to-implement way to stay calm and productively work through issues with co-workers.

**22 Minutes • List: \$1025**  
**AVAILABLE IN FRENCH.**

### WORKING WITH YOU IS KILLING ME

**Sale Price: \$749**



We've all worked with someone who makes work impossible. But it doesn't have to be that way. This powerful video program, based on the national best-selling book, teaches employees and managers how to tame a toxic co-worker by setting boundaries.

**23 Minutes • List: \$1025**

## Customer Service

### CUSTOMER SERVICE TOOLKIT

**Sale Price: \$599**



This 72-clip video library has enough variety to help you build customer service training courses unique to every type of trainee—over 20 different workplace settings are depicted. You'll be able to create highly relevant courses for new-hires and develop refresher courses for seasoned staff.

**75 Minutes • List: \$1055**

## Customer Service (Cont'd)

### INSIDE INFORMATION

**Buy 1, Get 2nd Video Arts Program at 50% Off.**  
**See Government Special Pricing on Page 28.**



Most organizations recognize that exceptional service is vital to retaining external customers—but very few treat internal customers with the same level of respect and support. This program shows people how to develop more effective working relationships with their colleagues.

**27 Minutes • List: \$1099**

### AN INVISIBLE MAN MEETS THE MUMMY

**Sale Price: \$479**

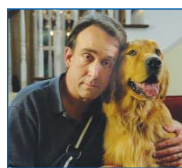


Policies and procedures – red tape. They can be useful for smooth operations, but when they alienate your customer and their needs, they're counterproductive. This program shows how customer satisfaction can be achieved without breaking the rules.

**18 Minutes • List: \$850**  
**ALSO AVAILABLE IN GOVERNMENT (\$479)**  
**& HEALTHCARE VERSIONS (\$359)**

### IT'S A DOG'S WORLD, 2E

**Sale Price: \$479**



In just 14 minutes you'll never be able to view patient interactions the same way again! This light-hearted look through the "patient's perspective" bypasses typical viewer resistance and engages the imagination as a typical patient's journey is compared to his dog's treatment at the vet's office.

**14 Minutes • List: \$750**  
**ORIGINAL VERSION AVAILABLE IN FRENCH.**

### IT'S PERSONAL

**Sale Price: \$629**



Here's a motivational video for anyone in direct contact with customers, either face-to-face or over the phone. Team up with Rick Stein as he demonstrates the skills and attitudes that underpin his reputation for great customer service.

**36 Minutes • List: \$825**

## Customer Service (Cont'd)

### JOHNNY THE BAGGER

**Sale Price: \$679**



This true story will motivate your employees to put their own personal signature on great service and build customer loyalty for your organization — the kind of experience that also improves employee retention and strengthens team morale.

**21 Minutes • List: \$975**

### REMEMBER ME 3E

**Sale Price: \$479**



This ever-popular program reminds us that some customers don't complain when they are treated badly, they just quietly take their business elsewhere. It instills a timely and timeless message:

treat the customer as an individual and you will be rewarded with loyal patronage for years.

**10 Minutes • List: \$855**

**2ND EDITION AVAILABLE IN FRENCH.**

**ALSO AVAILABLE IN A HOSPITALITY VERSION.**

### SO HELP ME SERIES

**Sale Price Individual: \$556 or Less (20-40% Off)**

**Sale Price Set: \$796 or Less (20-40% Off)**



**Employee Edition** – What do customers value most in customer service? Solving their problems. This program illustrates realistic customer service problems that frustrate both customers and employees, and provides solutions to these problems that satisfy everyone: the customer, the organization and the employee. *Best-Seller!*

**16 Minutes**



**Supervisor Edition** – This film takes a fresh look at customer service by showing the direct connection between a supervisor's behaviour and the way employees treat their customers. When employees are listened to, respected, and encouraged, they will do the same for their customers.

**18 Minutes**

**List: Each - \$695 / Set - \$995**

**BOTH EDITIONS AVAILABLE IN FRENCH.**

### WAYMISH

**Sale Price: \$629**



After you've spent time and money acquiring customers, the last thing you need is for them to go away... mad. Do your employees know what things frustrate customers to the point where they leave muttering, "Why Are You Making It So Hard For Me?" Let **WAYMISH** teach them the attitudes and behaviours that keep customers coming back.

**28 Minutes • List: \$955**

## Decision Making

### ABILENE PARADOX

**Sale Price: \$679**



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 best-selling program depicts individuals who support plans they really don't believe in — leading groups to meaningless, costly outcomes.

**26 Minutes • List: \$1025**

**ORIGINAL VERSION AVAILABLE IN FRENCH.**

### GROUPTHINK

**Sale Price: \$629**



Groups naturally look for consensus and will often come up with a false consensus, even when individual members disagree. Using the space shuttle Challenger disaster and other historic examples to dissect this phenomenon, this program teaches groups and teams how to avoid it.

**22 Minutes • List: \$925**

**AVAILABLE IN FRENCH.**

## FREE ON-LINE PREVIEWS

For your convenience, hundreds of titles in our library are available for on-line preview.

Visit [www.owenstewart.com](http://www.owenstewart.com) for a complete list of programs.

## AS OLD AS YOU FEEL

**Sale Price: \$339**



Does age matter where you work? Is everyone treated fairly? Learn how age discrimination can affect people of all ages. Give your team leaders the skills for managing diversity and show team members how they can affect the success of their peers.

**10 Minutes • List: \$425**

## AS SIMPLE AS RESPECT: Diversity, Respect and Inclusion In the Workplace

**Sale Price: \$719**



This program features a series of workplace vignettes that illustrate disrespectful behaviour and how to correct it. Both employees and managers will be able to use the seven common sense guidelines to discuss issues of respect in a diverse workplace as it relates to their own experience and behaviour.

**25 Minutes • List: \$855**

## DIVERSITY: Face to Face

**Sale Price: \$619**



Here's an innovative training program that explores four main aspects of diversity in the workplace—stereotypes, similarities, unity and benefits— and learn to turn diversity into a positive force by listening to the stories and thoughts of characters who actually live and work in a diverse world.

**22 Minutes • List: \$825**  
**AVAILABLE IN FRENCH.**

## DIVERSITY CHALLENGES: What Would You Do?

**Sale Price: \$485**

**See Government Specials on Page 28.**



Defining diversity and understanding how to navigate through a diverse workforce are two very different things. It's one thing to understand what diversity is, but another to manage human complexities. This program is designed to give your organization the opportunity to discuss diversity issues affecting your workforce.

**16 Minutes • List: \$535**

## M.E.E.T. ON COMMON GROUND

**Sale Price: \$629**



This straightforward video provides practical skills that all of your employees can use to create a respectful and inclusive workplace. By focusing on understanding and communication, this program will teach your employees how to recognize and respond to any situation professionally and with respect.

**22 Minutes • List: \$875**

## A PEACOCK IN THE LAND OF PENGUINS

**Sale Price: \$439**



Designed for all levels of the organization, this animated program teaches us to appreciate those whose backgrounds or personalities are different from our own. Viewers learn to recognize the strengths inherent in a diverse work group and see the danger that lies in seeking conformity.

**10 Minutes • List: \$625**  
**AVAILABLE IN FRENCH.**

## PIGEONHOLED IN THE LAND OF PENGUINS

**Sale Price: \$359**



This animated video reveals the casual way we limit ourselves and others through stereotyping. We pigeon-hole people when we overlook their unique abilities, talents, personalities, and backgrounds. Learn how to stop imposing limits and mobilize the talent of all team members.

**10 Minutes • List: \$535**

## PENGUIN DIVERSITY SET SPECIAL

**Set Sale Price: \$559**



Purchase both, *A Peacock in the Land of Penguins* and *Pigeonholed in the Land of Penguins* for ONLY \$559.

**SAVE AN ADDITIONAL \$239!**

## Diversity (Cont'd)

### PERCEPTION

**Sale Price: \$139**

This film explores the physiological, psychological and cultural forces that influence human perception. Viewers learn how the elements of perception can actually make the same event, meeting or memo an entirely different reality for two different people.

**28 Minutes • List: \$295**  
**AVAILABLE IN FRENCH.**

### VILLAGE OF 100

**Sale Price: \$289**



If the earth's population was shrunk to 100 people, with all existing ratios the same, what would it look like? This powerful program offers viewers a unique perspective of the world and of themselves. It can be used in many ways to introduce and discuss issues such as diversity, tolerance and understanding.

**3 Minutes • List: \$415**

## Emotional Intelligence

### EMOTIONAL INTELLIGENCE

**Sale Price: \$729**



Viewers will come away with specific areas of improvement to focus on, and a structured step-by-step approach to developing the required emotional competencies to bring more creativity, energy and intuition to their work, whatever their industry or field.

**25 Minutes • List: \$1025**  
**AVAILABLE IN FRENCH.**

### THE FOUR STYLES

**Sale Price: \$895**

**See Government Specials on Page 28.**



Research shows that people communicate, think and behave differently. This program teaches people how to understand their own and others' style of communication. With the Platinum Rule, learn how to become FLEX-able when dealing with others.

**22 Minutes • List: \$995**

### GIVING FEEDBACK

**Sale Price: \$645**

This program is a collaboration with the Hay Group and is based upon its *Emotional Competence Inventory*. It demonstrates a simple model for formal and informal feedback, and teaches an emotionally intelligent approach to communicating.

**35 Minutes • List: \$825**

## Ethics

### A.C.T. WITH INTEGRITY

**Sale Price: \$669**



This is a business ethics training program that provides an opportunity to discuss your organization's values, standards and expectations. It will help employees develop the skills to identify and resolve potential violations of your organization's business practices and compliance standards.

**36 Minutes • List: \$875**  
**AVAILABLE IN FRENCH.**

### ETHICS 4 EVERYONE

**Sale Price: \$729**



Ethics is all about knowing and consistently doing what's right. This program provides a powerful ethics overview for any type of organization. In just 15 minutes, viewers will see why focusing on ethics is key to organizational and individual success. They are also given an ethical action test, tips for solving ethical dilemmas, and more.

**15 Minutes • List: \$1025**  
**AVAILABLE IN FRENCH.**

### L.E.A.D. WITH INTEGRITY

**Sale Price: \$669**



The active, committed leadership of an organization is perhaps one of the most critical factors necessary to foster, influence, and sustain a lasting culture of integrity. Using real-world situations this program teaches organizational leaders how to promote ethical conduct, ensuring compliance with the law.

**26 Minutes • List: \$875**  
**AVAILABLE IN FRENCH.**

# Generational Issues

## GENERATIONS: M.E.E.T. for Respect in the Workplace

**Sale Price: \$759**



The multi-generational workplace can be a hotbed of conflict. Different generations have different values and different ways of communicating. This program, with one part for employees and one for managers, shows how to address multi-generational issues before they turn into problems.

**42 Minutes • List: \$955**  
**AVAILABLE IN FRENCH.**

## MANAGING FOUR GENERATIONS IN THE WORKPLACE

**Sale Price: \$940**

**See Government Specials on Page 28.**



In this scenario-based sequel to *Mixing Four Generations in the Workplace*, generational expert Cam Marston helps managers and supervisors learn the techniques needed to handle cross-generational communications problems, avoid conflict, and maximize performance.

**35 Minutes • List: \$1040**  
**SAVE AN ADDITIONAL \$205 WHEN YOU PURCHASE BOTH  
MANAGING AND MIXING FOUR GENERATIONS – NOW  
ONLY \$1465.**

## MANAGING GENERATION Y

**Sale Price: \$556 or Less (20-40% Off)**



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

**18 Minutes • List: \$695**

## MIXING FOUR GENERATIONS IN THE WORKPLACE

**Sale Price: \$730**

**See Government Specials on Page 28.**



With four generations together in the workplace, understanding the differences and points of view of each is important. Show your employees and managers how they can work together with positive interactions and learn strategies for dealing with recruiting, retaining, and motivating employees of all ages.

**34 Minutes • List: \$830**

**SAVE AN ADDITIONAL \$205 WHEN YOU PURCHASE BOTH  
MANAGING AND MIXING FOUR GENERATIONS – NOW  
ONLY \$1465.**

## PLEASE RESPECT MY GENERATION!

**Sale Price: \$719**



In this brand new program, all five generations discuss their own generational traits and those of their coworkers. The scenarios and commentary integrate respect and unity at work for people at all stages of life. Viewers learn to communicate better, deal with change, increase productivity, and develop a more respectful workplace.

**23 Minutes • List: \$825**  
**AVAILABLE IN FRENCH.**

## Harassment And Respect

### AS SIMPLE AS RESPECT: Diversity, Respect and Inclusion In the Workplace

**Sale Price: \$719**



This program features a series of workplace vignettes that illustrate disrespectful behaviour and how to correct it. Employees and managers will be able to use the seven common sense guidelines to discuss issues of respect in a diverse workplace.

**25 Minutes • List: \$855**



**Price Match Guarantee... We'll match any competitor's price  
on any of our DVD programs – Call us TODAY!**

# Harassment And Respect (Cont'd)

## CREATING THE RESPECT EFFECT: Preventing Harassment, Discrimination and Retaliation

**Sale Price: \$775**

**See Government Specials on Page 28.**



Developed by employment attorneys and trainers, this classroom workshop, with video support, educates your managers and employees about harassment, discrimination and

retaliation, as well as the necessity of a respectful work environment.

**11 Minutes • List: \$875**

## HARASSMENT HURTS: It's Personal

**Sale Price: \$619**



Harassment hurts everyone in an organization. The pain and cost to everybody involved extends beyond the act itself and affects the workplace in immeasurable ways. This program explores all forms of harassment, the

issues, their ramifications and their remedies—in a unique, personal and compelling way.

**16 Minutes • List: \$645**

**AVAILABLE IN FRENCH.**

## LET'S GET TOGETHER: Communicating Respect In A Diverse Workplace Series

**Sale Price: \$849**



This program takes a unique and comprehensive approach to the issues of communication, diversity, conflict-management and teamwork. Friendly hosts guide viewers through four

illustrative scenarios that offer before-and-after looks at how four simple principles can help solve workplace problems and create a positive and productive workplace!

**22 Minutes • List: \$1045**

**ALSO AVAILABLE ON SALE WITHOUT MEETING OPENERS FOR \$679.**

### TIME FOR AN UPDATE?

Trade in your VHS tapes for DVDs. Almost every title is now available on DVD. Call for details.

## THE RIGHT SIDE OF THE LINE

**Sale Price: \$669**



Teasing, Hazing, Gossip, Retaliation. Everyone, regardless of position, title or level in an organization, is responsible for creating a harassment-free workplace.

Participants will learn how to take a proactive approach to creating and maintaining a respectful organization and to ensuring adherence to organizational policies.

**22 Minutes • List: \$875**

**AVAILABLE IN FRENCH.**

## TOXIC TALK: What Would You Say?

**Sale Price: \$475**

**See Government Specials on Page 28.**



Whether your organization already has a policy on toxic talk or you're just beginning to look at the effects damaging communication has on your productivity, this program is designed to give your organization a chance to discuss some real issues affecting your workforce.

**9 Minutes • List: \$525**

## WE NEED TO M.E.E.T.: Managing For Respect In The Workplace

**Sale Price: \$669**



This program teaches managers how to handle the most difficult situations that can arise out of cultural differences, while modeling respect for others—and maintaining their organization's laws, policies, and values.

**29 Minutes • List: \$875**

## Induction

### START RIGHT...STAY RIGHT ORIENTATION BASICS

**Sale Price: \$449**



Designed to be used for group training or as self-study, this program walks new hires through a set of 24 behaviours that are guaranteed to lead to success on the job.

A lot of money is spent recruiting employees – this program helps to ensure that they stay on board.

**40 Minutes • List: \$675**

## Interviewing

### BEHAVIOURAL INTERVIEWING

**Buy 1, Get 2nd Video Arts Program at 50% Off.  
See Government Special Pricing on Page 28.**



Behavioural interviewing is a technique that is so important, so effective and always successful. It shows that past behaviour is the key to predicting future performance. Rather than using intuition, you can use the questioning techniques demonstrated in this program to ensure a successful hire.

**25 Minutes • List: \$1099**

**AVAILABLE IN FRENCH.**

### GET THE WHOLE PICTURE

**Sale Price: \$699**

This program has been painstakingly designed to ensure that your managers will know exactly how to evaluate and hire the right candidates. Here's what clients say about the results they achieved from using this program: "I do a lot of interviews and I know I ask the right questions, however, I was sometimes lost when I got inadequate or unexpected answers. Now I know how to probe, re-direct, and dig deeper to get what I need!"

**36 Minutes • List: \$975**

**AVAILABLE IN FRENCH.**

### THE PANEL INTERVIEW

**Sale Price: \$329**

This film is based on a behavioural interviewing strategy. You'll learn the importance of selection criteria, how to develop rapport with the interviewee, the environment, the role of the interviewers, the progression of an interview and finally how to come to a decision.

**19 Minutes • List: \$595**

### THE THREE DIMENSIONAL INTERVIEW

**Sale Price: \$659**



Selecting the best candidate requires a consistent, structured interview process that evaluates for three critical dimensions—capability, commitment and chemistry.

The number one reason new hires don't work out isn't a lack of job skills; it's a failure to gel with the organization's culture. Using this program will ensure you're getting a complete picture of the candidate's potential.

**28 Minutes • List: \$875**

## Leadership

### THE EXTRAORDINARY LEADER: Going From Good to Great

**Sale Price: \$669**

International leadership authority Jack Zenger helps demystify the journey from good to great, exploring five key characteristics of extraordinary leaders. Drawing from his extensive research and best-selling book, Jack gives us some compelling examples through workshop activities and case studies.

**25 Minutes • List: \$875**

### FLAWLESS LEADERSHIP

**Sale Price: \$825**

**See Government Special Pricing on Page 28.**



Designed for newly hired or promoted managers and supervisors, this film teaches a simple step-by-step method of developing successful leaders. Developed from the intense mission-oriented environment of military fighter pilots, it provides essential leadership principles training, focusing on the skills necessary for any new leader.

**18 Minutes • List: \$925**

### THE LEADERSHIP CHALLENGE

**Sale Price: \$665**



Leadership experts Jim Kouzes and Barry Posner explain that being a great leader comes down to doing five things well. Each of the five competencies is illustrated through real-world case studies in this classic leadership training video package.

**26 Minutes • List: \$795**

### LEADERSHIP: What's Trust Got To Do With It? 2nd Edition **BRAND NEW!**

**Sale Price: \$695**



Has your organization lost trust in its leaders? Precisely when organizations need employee involvement, trust levels are low and people are disengaged. Let this program teach leaders in your organization how to build trust and create a more productive work force.

**19 Minutes • List: \$825**

**ORIGINAL VERSION AVAILABLE IN FRENCH.**

## Leadership (Cont'd)

### LEADERSHIP/MANAGEMENT MIX

**Sale Price: \$709**



So, 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? Get it right with a program that helps you gain a better appreciation of what it takes to be more successful both as a manager and leader.

**18 Minutes • List: \$825**

### WOULD I FOLLOW ME?

**Sale Price: \$556 or Less (20-40% Off)**



If you could be on the receiving end of your own leadership style, how do you think you'd answer this question: Would I follow me? Viewers will learn effective leadership behaviours and to appreciate the impact those behaviours have on the success of their work group or team.

**18 Minutes • List: \$695**

**AVAILABLE IN FRENCH.**

### WOULD I INSPIRE ME?

**Sale Price: \$636 or Less (20-40% Off)**



What does it take to inspire a work group to greater commitment and productivity? As this video shows, it's not charisma. Rather, it's behaviour that any well-intentioned leader can emulate. Watch the leader in this program, and find out what makes him so inspiring to his team.

**16 Minutes • List: \$795**

**AVAILABLE IN FRENCH.**

## Management & Supervision

### AFTER ALL, YOU'RE THE SUPERVISOR, 3E

**Sale Price: \$659**



For new and veteran supervisors alike, this program reveals the nine components to supervisory success. Using the scenario of a recently promoted CSR, now asked to lead his previous co-workers, we see realistic situations solved by these nine secrets.

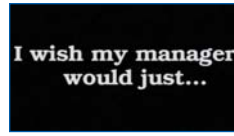
**20 Minutes • List: \$1025**

**AVAILABLE IN FRENCH.**

## Management & Supervision

### I WISH MY MANAGER WOULD JUST...

**Sale Price: \$239**



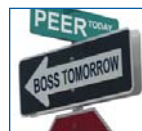
Based on candid responses gathered from 25,000 employees in a large-scale, five-year survey, this program helps managers and supervisors consider the impact—positive and negative—that their management styles have on employees. Learn how to make your workplace more productive, efficient and rewarding.

**6 Minutes • List: \$315**

**AVAILABLE IN FRENCH.**

### PEER TODAY, BOSS TOMORROW

**Sale Price: \$669**



Help newly promoted supervisors navigate their changing roles and have immediate impact! Key strategies, hands-on workshop activities and practical suggestions make this program an excellent choice for organizations that promote from within or train new supervisors regularly. *A Best-Seller!*

**22 Minutes • List: \$875**

### RECIPE FOR SUCCESS

**Sale Price: \$669**



Here's an inspirational case study for new or seasoned managers. The program focuses on delegating, communication, leading by example, support and development and much more. Learn the key management skills including how to develop beyond a manager into a leader.

**16 Minutes • List: \$850**

### RISK MAKER RISK TAKER

**Sale Price: \$479**



Risk management is a vital training topic for any organization. Whether you're implementing a new strategic plan or coordinating a single event, risk involves the culture, processes and structures through which potential opportunities and possible adverse effects are fully weighed and considered. This program is ideal for getting the message of risk management understood.

**25 Minutes • List: \$745**

## Management & Supervision

### THE VALUE OF MENTORING

**Sale Price: \$476 or Less (20-40% Off)**



This program demonstrates the value of effective workplace mentoring. 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 outcomes.

**25 Minutes • List: \$595**

### WOULD I WORK FOR ME?

**Sale Price: \$556 or Less (20-40% Off)**



The number one reason why people thrive in an organization is their immediate supervisor. It's also the number one reason they quit. In this film viewers will learn eight effective management skills that improve motivation, productivity and the bottom line—this is essential training for all managers and supervisors.

**20 Minutes • List: \$695**

## Meeting Management

### BASIC FACILITATION

**Sale Price: \$556 or Less (20-40% Off)**

Learn the skills and techniques you need to immediately increase productivity in all types of meetings and group interactions. This engaging half-day workshop teaches facilitators how to turn meetings into effective group interactions that inspire and motivate employees to achieve individual and corporate goals.

**29 Minutes • List: \$695**

### TRAINER PACKS & TOOLKITS

*Tried, Tested  
and Proven  
to Work!*



Ideal for busy trainers and managers these packs provide an invaluable collection of instructional modules rich with development ideas and techniques. See Special Offers on Page 30.

## Meeting Management (Cont'd)

### GOING TO A MEETING SERIES

**Buy 1, Get 2nd Video Arts Program at 50% Off.  
See Government Special Pricing on Page 28.**

*This series is narrated by John Cleese.*



#### PART 1: MESSING UP A MEETING

This program focuses on an employee preparing to go to a regular meeting with his colleagues—unprepared. Learn how to avoid common mistakes, how to prepare, how to get points across and win arguments. And how not to embarrass yourself in front of the boss!

**20 Minutes • List \$1099**

**AVAILABLE IN FRENCH.**

#### PART 2: MEETING MENACES

In this part, learn how to cope with colleagues whose behaviour stops meetings from getting results. Overcome the destructive behaviour of each of the five menaces that can hijack meetings by learning the techniques required for handling these menaces correctly.

**20 Minutes • List \$1099**

**AVAILABLE IN FRENCH.**

**2-Part Series List: \$1529**

### THE INVISIBLE MEETING

**Sale Price: \$636 or Less (20-40% Off)**



Conference calls are rapidly replacing face-to-face meetings. Unfortunately, many people have not yet learned the skills needed to make this type of meeting effective. Learn the six virtual rules for making your conference calls more productive.

**18 Minutes • List: \$795**

### THE MEETING ROBBERS

**Sale Price: \$479**



Unless you know how to identify them and head them off at the pass, the seven “meeting robbers” revealed in this program can derail any meeting and prevent a successful outcome. See how organizations can return their ROI on meetings by eliminating barriers to communication and productivity.

**20 Minutes • List: \$825**

**AVAILABLE IN FRENCH.**

## Meeting Management (Cont'd)

### MEETINGS, BLOODY MEETINGS

**Buy 1, Get 2nd Video Arts Program at 50% Off.  
See Government Special Pricing on Page 28.**



This best-selling program, with John Cleese defines the five disciplines that transform a gathering into a professionally run business meeting. In this humorous drama, a 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 a derelict way.

**30 Minutes • List: \$1099**

**AVAILABLE IN FRENCH.**

## Meeting Openers

### LIFE'S LESSONS SERIES – 6 Programs

**Sale Price: \$879 (Set)**

**Sale Price: \$189 (Each)**



Simple, inspiring and thought-provoking wisdom from across the ages is presented through gentle and visually arresting animation and moving music. Programs are:

*Change, Customer Service, Leadership, Motivation, Teamwork, and Values & Ethics.* These programs encourage people to do their best, work to their fullest potential and achieve greatness.

**3 Minutes Each • List Set: \$1045 • List Each: \$310**

### PEOPLE

**Sale Price: \$300 or Less (20-40% Off)**



This poignant video illustrates the inherent potential that lies in the universal human traits of kindness, generosity, and respect.

Through inspirational imagery and text, it motivates viewers to think about what we have in common as opposed to what divides us; and it reveals the one thing that unites all people on earth.

**4 Minutes • List: \$375**

**AVAILABLE IN FRENCH.**

## INNOVATIVE ALTERNATIVES

**Most programs are available for On-Line Streamed Training. Please call for pricing.**

## Motivation

### FUN IS GOOD

**Sale Price: \$349**



When was the last time you had fun at work? Fun in the workplace may seem counter-productive but surveys show that fun increases both employee morale and customer satisfaction. This video shows how minor league baseball's Saint Paul Saints use fun to build their business.

**13 Minutes • List: \$745**

### LESSONS FROM GEESE

**Sale Price: \$380 or Less (20-40% Off)**



This moving and stimulating video will give your conference or training session whole new meaning. In just over two minutes it teaches five key lessons in a moving and musical way. It will lift everyone's mood and help you develop a commitment to peak performance, both within individuals and your team.

**32 Minutes • List: \$475**

**AVAILABLE IN FRENCH.**

### SPIRIT OF THE DOLPHIN

**Sale Price: \$285 or Less (40-50% Off)**



Spirit...it's a word that conjures many images...think of it as a fundamental emotional and activating principle determining one's character. The dolphin is an animal of grace and joy. Its core behaviours represent its spirit. In this program, you and your viewers will learn the keys to the dolphin spirit.

**32 Minutes • List: \$475**

## Organizational Effectiveness

### THE CLARITY IMPERATIVE

**Sale Price: \$659**



When employees feel connected to an organization's purpose and direction — and can clearly explain them to others — they become more engaged in the process and committed. Learn the importance of organizational messaging and how it translates to improved morale.

**20 Minutes • List: \$855**

## Organizational Effectiveness

### FROM NO TO YES

**Buy 1, Get 2nd Video Arts Program at 50% Off.  
See Government Special Pricing on Page 28.**



Persuasion is a learned art. 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. When you follow the three stages of persuasion, shown in this program, agreement will follow naturally.

**27 Minutes • List: \$950  
AVAILABLE IN FRENCH.**

### PYGMALION EFFECT: Managing The Power Of Expectations, 3e

**Sale Price: \$659**



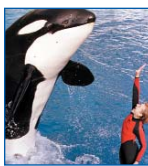
Individual performance is influenced, negatively and positively, by the expectations of others. It's called the Pygmalion Effect and it has been

documented numerous times in business and education. This long-time favourite shows leaders how to transmit high expectations, bringing out the best in employees.

**25 Minutes • List: \$1025  
2ND EDITION AVAILABLE IN FRENCH.**

### WHALE DONE!™ The Power of Positive Relationships

**Sale Price: \$959**



Catching people doing things right and redirecting negative behaviour are two of the best ways to increase productivity, build trust, and create high commitment. Best selling author, Ken Blanchard, shows how to retain your best workers, promote positive customer relationships, and sustain your competitive advantage.

**36 Minutes • List: \$1105  
AVAILABLE IN FRENCH.**

## FREE ON-LINE PREVIEWS

Visit [www.owenstewart.com](http://www.owenstewart.com)  
for a complete list of on-line previews.

## Performance Appraisals

### THE APPRAISAL INTERVIEW: Lessons For Both Parties

**Buy 1, Get 2nd Video Arts Program at 50% Off.  
See Government Special Pricing on Page 28.**

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.

**30 Minutes • List: \$950**

### DISCUSSING PERFORMANCE

**Sale Price: \$469**



Performance reviews are often dreaded by managers and employees alike. This video shows how to make performance reviews productive and positive, with both parties coming away feeling like it was time well spent.

**20 Minutes • List: \$745**

### THE DREADED APPRAISAL

**Buy 1, Get 2nd Video Arts Program at 50% Off.  
See Government Special Pricing on Page 28.**



This program reveals the techniques required for effective appraisal interviewing. It illustrates some typical problems managers and team leaders are likely to face in their interviews. Learn how to turn the interview into a positive experience for both employer and employee.

**25 Minutes • List: \$1099  
AVAILABLE IN FRENCH.**

### LET'S T.A.L.K.: Handling The Difficult Performance Appraisal

**Sale Price: \$669**



How do your managers feel about performance appraisals? If the answers range from "pointless exercise" to "worst nightmare", then this program will change their minds. The T.A.L.K. approach makes appraisals easier and more effective, keeping the focus on work-related issues, not on personalities.

**17 Minutes • List: \$875  
AVAILABLE IN FRENCH.**

## Performance Appraisals (Cont'd)

### PERFORMANCE REVIEW

**Sale Price: \$179**

Through a series of dramatic vignettes, this program demonstrates both the right and wrong ways to conduct a performance review. It shows supervisors how to take the role of "coach and mentor" in conducting the review. Emphasis is on the review being a two-way process.

**18 Minutes • List: \$595**

**AVAILABLE IN FRENCH.**

### THE PERFORMANCE REVIEW SERIES

**Buy 1, Get 2nd Video Arts Program at 50% Off.  
See Government Special Pricing on Page 28.**



Introduced by John Cleese, and featuring Hugh Laurie, this series tackles the reasons everyone dislikes appraisals, and shows how to view them in a new light.

**List: \$1639**

#### PART 1: EVERY MANAGER'S NIGHTMARE

This is targeted specifically for managers. They know the importance of an employee's performance review, but this rarely makes them any less painful. In fact, because they often end up being emotionally charged, they are seen more as 'excruciating' than 'crucial'. Simple and effective strategies are demonstrated. **30 Minutes**

#### PART 2: EVERY APPRAISEE'S DREAM

This part is for staff who are about to face a review. This section shows the positive side of performance reviews and gives a full and vivid illustration of just how well they can go when handled properly by both parties. And, it gives appraisees something to aim for during their reviews.

**20 Minutes**

### SURVIVING THE APPRAISAL INTERVIEW

**Sale Price: \$189**

Employees often misunderstand the purpose of an appraisal interview and as a result, approach it with trepidation. This program teaches the appraisee how to prepare for the interview process and demonstrates how they can benefit by taking the right approach. Use in a group session or as a self-study experience.

**11 Minutes • List: \$595**

**AVAILABLE IN FRENCH.**

## Performance Management

### THE PERFORMANCE MATTERS SERIES

**Buy 1, Get 2nd Video Arts Program at 50% Off.  
See Government Special Pricing on Page 28.**



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. **List: \$1975**

#### PART 1: THE NEED FOR CONSTRUCTIVE CRITICISM

In this program, we are reminded that no one enjoys being criticized and very few managers relish the prospect of having to criticize their staff. But it is a necessary part of managing and ensures that your staff don't get ambushed at their next appraisal interview. It's all about addressing issues as they happen.

**23 Minutes • List \$1099**

**AVAILABLE IN FRENCH.**

#### PART 2: THE IMPORTANCE OF PRAISE

This part 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.

**23 Minutes • List \$1099**

### POSITIVE DISCIPLINE

**Sale Price: \$719**



Positive Performance Coaching is achievable ...when supervisors and managers have the right training. This video program helps leaders get beyond the belief that confronting negative performance has to be punitive in nature and shows them how performance discussions can actually be a tool for developing employees.

**24 Minutes • List: \$1025**

## TRAINER PACKS & TOOLKITS

*Tried, Tested and Proven to Work!*

Visit our website for a complete listing and to download sample chapters.

[www.owenstewart.com](http://www.owenstewart.com)

## Personal Development

### LIVE & LEARN

**Sale Price: \$629**



This video helps improve learning skills in a unique way. It encourages employees to become 3-D learners and to take personal responsibility for their learning. Learning has a huge impact on individual and team performance, so no one can pass up the opportunity to improve on the ways you can learn.

**12 Minutes • List: \$825**

### WORKSMARTS: How To Get Along, Get Ahead And Get Noticed

**Sale Price: \$669**



This video teaches employees what it really takes to fit in and succeed in an organization. As successful employees have learned, career success often depends on “where your head’s at and how you behave” rather than what you know. It’s your attitude, your approach, and your interactions with others that can matter most and set you apart as an extraordinary employee.

**18 Minutes • List: \$875**

## Stress Management

### HANDLING THE BAGGAGE

**Sale Price: \$556 or Less (20-40% Off)**



Sometimes personal issues can dominate someone to the extent that their performance at work is affected—they bring their ‘baggage’ to work with them. This film explores emotional stress and how to identify it, and provides a discussion platform to explore the impact of emotional stress at work.

**18 Minutes • List: \$695**

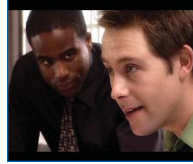
### INNOVATIVE ALTERNATIVES

Most programs are available for On-Line Streamed Training. Please call for pricing.

## Stress Management (Cont'd)

### MANAGING - ONLY JUST!

**Sale Price: \$629**



This program focusses on the key behaviours that can help managers to work with their staff effectively in stressful situations. It demonstrates the effects of pressure on both themselves and their team, and shows how to build positive working relationships, by being flexible—but also keeping the team focused on the goal.

**20 Minutes • List: \$825**

### STRESS IS A GIFT

**Sale Price: \$189**



Can stress really benefit us? This meeting opener makes the case that it can. It will change the way you think about the challenges of work—and life. It vividly illustrates that nature intends for living things to face adversity from time to time, and that stress can serve an important purpose.

**4 Minutes • List: \$315**

## Teamwork

### EVEREST

**Sale Price: \$479**



This video program is essential for anyone who has ever worked on a team – or is responsible for making teams strive to reach higher performance goals. See how a blind man’s quest to reach the summit was only possible through teamwork.

**14 Minutes • List: \$695**

### FIVE STAR TEAMWORK

**Sale Price: \$580 or Less (20-40% Off)**



How is it that certain teams achieve extraordinary excellence, day after day? This program features the remarkable team at the Four Seasons Restaurant in New York City and the principles they live by to achieve consistent performance and daily excellence.

**17 Minutes • List: \$725**

**PURCHASE AND RECEIVE A FREE BOOK!**

## Teamwork (Cont'd)

### JAMIE'S KITCHEN: Fifteen Lessons On Teamwork

**Buy 1, Get 2nd Video Arts Program at 50% Off.  
See Government Special Pricing on Page 28.**



Jamie Oliver's passion and vision transformed a bunch of unemployed kids into an efficient, organized team, capable of running a first-class London restaurant. This program identifies the key stages of team development and communicates four easy-to-remember learning points so your team can apply the trainees' experiences to improve their own team skills.

**25 Minutes • List: \$1170  
AVAILABLE IN FRENCH.**

### THE MAGIC OF WE

**Sale Price: \$449**



Are there things going on in your organization today that would benefit from a focused problem-solving effort? This inspirational case study sets the stage for individuals, teams and departments from throughout the organization to work together on finding solutions.

**40 Minutes • List: \$845**

### TEAM BUILDING: What Makes a Good Team Player?

**Sale Price: \$529**



With self-awareness, interpersonal honesty, mutual respect and trust, diversity can become a team's greatest asset. Best-selling author and team building expert Glenn Parker shows how to leverage the unique strengths of different personality types and work through the conflicts that prevent high performance.

**18 Minutes • List: \$850  
ALSO AVAILABLE IN GOVERNMENT, HEALTHCARE AND  
MANUFACTURING VERSIONS.**

## TIME FOR AN UPDATE?

**Trade in your VHS tapes for DVDs. Almost every title is now available on DVD. Call for details.**

### TEAMWORK: What's Trust Got To Do With It?

**Sale Price: \$556 or Less (20-40% Off)**



Have you ever been on a team where you couldn't seem to get anything done? Or the team members just couldn't work together? This film follows a team that is stuck and unable to move forward on a crucial project. Watch as the team discovers the building blocks of trust: openness, credibility and respect.

**19 Minutes • List: \$695**

### TEAMWORK IN CRISIS: The Miracle of Flight 232

**Sale Price: \$579**



Organizational teams need everyone committed to a plan—pulling together to achieve goals, communicating vital information and executing successfully. This program, based on a true story, shows how it's done under the most stressful of situations... and gives insights into how to become a high performing team under normal circumstances.

**29 Minutes • List: \$1055**

### TWELVE ANGRY MEN: Teams That Don't Quit

**Sale Price: \$636 or Less (20-40% Off)**

This program is a dynamic and engaging look at how to create effective teams through the lens of a classic movie. It presents a vivid example of a team fighting its way to success. Narrated by Dr. Margaret Wheatley, the video shows us the parallels between the dramatic confrontations we see on the screen and behaviours identical in work groups.

**25 Minutes • List: \$795**

### WORKTEAMS AND THE WIZARD OF OZ

**Sale Price: \$477 or Less (40-50% Off)**



This program is a powerful and unusual tool for teaching the principles of productive teamwork and the leadership skills that make it happen. It proves that teams can reach their goals, no matter how diverse their members or how difficult the undertaking.

**18 Minutes • List: \$795**

# Time Management

## 30 WAYS TO MAKE MORE TIME

Buy 1, Get 2nd Video Arts Program at 50% Off.  
See Government Special Pricing on Page 28.



Managers, inexperienced team leaders and anyone who has demands placed on their time will benefit from this program.

It provides people with three steps to putting time management into action at work and will provide them with ideas for planning and controlling time, making best use of the time that's available, and minimizing interruptions and disruption.

20 Minutes • List: \$950

ORIGINAL VERSION AVAILABLE IN FRENCH.

## THE NEW TIME OF YOUR LIFE

Sale Price: \$825

See Government Special Pricing on Page 28.



In this new, complete update of this best-selling video, employees will learn the importance of time in their business and personal lives, and six powerful ways to manage it. Major “how-to” steps and asking the following question frequently: “What’s the best use of my time right now?”

21 Minutes • List: \$925

## TIME CHALLENGED

Sale Price: \$449



Effective time management involves making an ongoing commitment to reviewing our actions and improving them day-by-day. This memorable and humorous program inspires people to turn time wasters into opportunities for increased productivity.

20 Minutes • List: \$850

## TIME: The Next Dimension of Quality

Sale Price: \$569

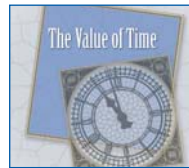


Looking to gain an edge over your competitors? This best-selling program illustrates how organizations can take time out of work processes and become faster, nimbler, and more responsive and adaptive. Learn how to trim non-value-added time and deliver products and services faster without compromising quality.

18 Minutes • List: \$955

## VALUE OF TIME: Meeting Opener or Closer

Sale Price: \$129



In today's hectic workplace, people are constantly wishing that they had “more time” to get things done. Many don't think about the value of each and every moment they already have. This persuasive meeting opener/closer characterizes just that... the inherent value of each increment of time and the responsibility we have to make the most out of every day.

3 Minutes • List: \$210

## FREE DVD WITH PURCHASE!

When you purchase a CRM Learning program, list price of \$625 or higher, we'll give you a free copy of the *Courageous Followers, Courageous Leaders DVD*. Check with your Account Manager for a complete list of eligible titles.

## COURAGEOUS FOLLOWERS, COURAGEOUS LEADERS



In today's progressive workplace, the difference between follower and leader is an increasingly blurred line. This program shows why this is, and how individuals in any organization or team can use the concepts to reach individual and group goals.

As people at all levels become more responsible for taking initiatives to advance organizational goals, the concept of “follower” and “leader” is certainly redefined. Today, we're all responsible for helping shape and advance our team's goals and our organization's vision.

### Benefits:

- Shows the best way for followers to help leaders
- Helps leaders empower others
- Strengthens team relationships

**Contents:** DVD and Leader's Guide.

22 Minutes • List: \$850

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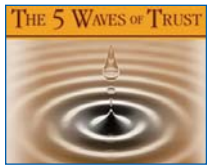
# The 5 Waves of Trust... Special Offer

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## THE 5 WAVES OF TRUST



The ability to build trust is a key competency for leaders today. Great leaders don't dictate, they influence. And influence comes from a leader's ability to engender credibility and

inspire people to both believe them, and believe *in* them.

Produced by FranklinCovey, *The 5 Waves of Trust* is a power-packed DVD with eight separate video segments. The series is based on the premise that there are various layers of trust to which today's leaders must be attuned.

### Making The Case for Trust:

**The Speed of Trust** (5:26) Explains how trust can yield great dividends within organizations once people recognize its power and economic impact.

**The High Cost of Low Trust** (1:02) Explores the escalating costs caused by low trust in our organizations and society.

### Wave One ~ Self Trust:

**Self Trust** (6:26) Depicts the four core qualities inherent in all trustworthy people. Real-life examples from the world of professional tennis and an operating room in Perth, Australia are shown.

### Wave Two ~ Relationship Trust:

**Relationship Trust** (4:08) A personal story from Stephen M.R. Covey about leading the merger of two companies and how the experience taught him to consistently live the "13 Behaviours of High Trust".

**Race to the Pole** (10:58) A thought-provoking documentary on the 1911 race to claim the South Pole. Viewers see a comparison of two experienced explorers and how they led their teams.

### Wave Three ~ Organizational Trust:

**Organizational Trust** (5:50) A fascinating story of how a surgical team vastly improved their processes and success rates by training with a Ferrari pit-crew team.

### Wave Four ~ Market Trust:

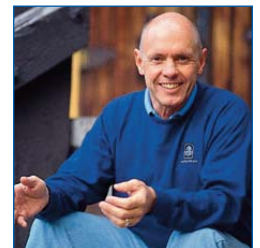
**Market Trust** (5:10) Brand loyalty and employee recruitment efforts are dependent on an organization's reputation. Watch how one company restored trust when faced with a catastrophe.

### Wave Five ~ Societal Trust:

**Societal Trust** (3:50) Shows how Indian entrepreneur Harish Hande gave back to society by building a business enterprise that not only generates income but also benefits rural Indians and the environment.

### BENEFITS:

- Builds leaders' credibility in ways that boost employee engagement and productivity
- Reduces cost of poor performance associated with a climate of distrust
- Improves profits and results by illustrating the link between trust and customer loyalty



### PROGRAM CONTENTS:

Chaptered DVD, 24-Page Discussion/Leader's Guide and Reproducible Participant Worksheets

**43 MINUTES**

**DVD PURCHASE: \$955**

**Program must be purchased at full list price to qualify for second free DVD.**

**Preview On-Line at [www.owenstewart.com](http://www.owenstewart.com)**

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This best-selling program depicts individuals who support plans they really don't believe in—leading groups to meaningless, costly outcomes.

**26 Minutes • List \$1025**

## ACCOUNTABILITY THAT WORKS! ♦

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This film shows that accountability is much more than a paper trail. It is an ongoing opportunity to gain focus, streamline work processes, and create greater team effectiveness.

**15 Minutes • List \$1075**

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Based on the Thomas-Kilmann Conflict Mode Instrument, here are proven methods for resolving conflict during contentious situations.

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**Sale Price: \$729**

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**22 Minutes • List \$1025**

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This unique program teaches five simple steps for resolving tough performance problems in a win-win manner, without negative confrontation.

**24 Minutes • List \$1025**

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This favourite shows how expectations are transmitted to subordinates to inspire them to raise performance by raising expectations.

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Communication: The Non-Verbal Agenda	L'art de communiquer: Le facteur non-verbal	\$499	\$850
Dealing With Conflict	Traitement des conflits	\$609	\$925
The Difficult Guest	L'invite difficile	\$820 ☆	\$1025
Emotional Intelligence	L'intelligence émotionnelle	\$729	\$1025
Give'em the Pickle	Donnez le cornichon	\$740 ☆	\$925
Good Question	Bonne question	\$269	\$950
Groupthink	La pensée de groupe	\$629	\$925
In This Together	Ca nous concerne	\$740 ☆	\$925
It's a Dog's World, Original	Une vie de chien	\$369	\$625
The Leadership Pickles	Les cornichons du patron	\$740 ☆	\$925
Lessons from Geese	Les leçons des bernaches	\$380 OR LESS	\$475
Managing Me	Se maîtriser soi-même	\$636 OR LESS	\$795
Meeting Robbers	Les cambrioleurs de reunion	\$479	\$825
A Peacock in the Land of Penguins	Un paon au pays des pingouins	\$439	\$625
Perception	Perception	\$139	\$295
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The Pygmalion Effect, 2e	Effet pygmalion 2e	\$379	\$695
Remember Me, 2e	Vous vous souvenez de moi, version révisée	\$399	\$825
The Right Side of the Line	Les limites a ne pas franchir	\$669	\$875
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So Help Me, Supervisor Edition	Alors, aidez-moi, version du superviseur	\$556 OR LESS	\$695
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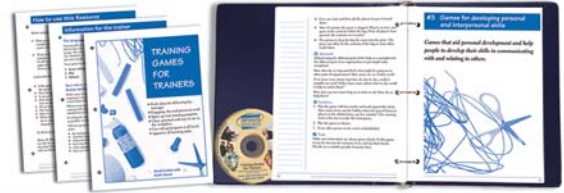
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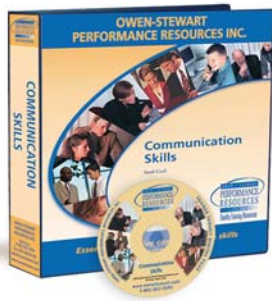


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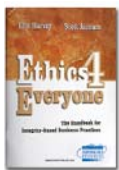
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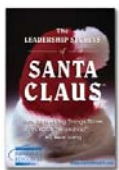


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**Sale Price: \$559**



Designed specifically for training government employees, the 9 categories and 35 video clips in this Toolkit will help you demonstrate what it looks like when people hold themselves, and their organization

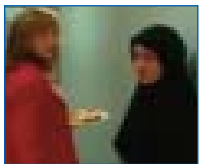
accountable for keeping commitments and achieving results.

**47 Minutes • List: \$735**

### CREATING THE RESPECT EFFECT: Preventing Harassment, Discrimination and Retaliation

**Sale Price: \$775**

**See Government Special Pricing On Page 28.**



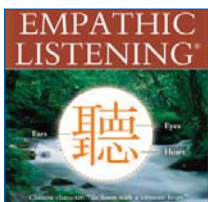
Developed by employment attorneys and trainers, this classroom workshop, with video support, educates your managers and employees about harassment, discrimination and retaliation, as well as

the necessity of a respectful work environment.

**11 Minutes • List: \$875**

### EMPATHIC LISTENING

**Industry Discounts Available.**



Communication is one of the most important skills in life. And effective communication comes down to one thing—mutual understanding. Based on the premise “Seek First to Understand, Then to Be Understood” (Habit 5 from

Stephen R. Covey’s, *The 7 Habits of Highly Effective People*) this program explains empathic listening and shows how it helps us understand and successfully communicate with others.

**50 Minutes • List: \$875**

### A GREENER WORKPLACE

**Sale Price: \$556 or Less (20-40% Off)**



This program discusses the benefits of ‘green’ workplace. The ‘green’ approach to life started as a grass-roots, community movement. It has now permeated the mainstream and businesses now realize that adopting an environmentally sound philosophy is essential—not only to maintain credibility and protect the bottom line, but also to attract the best employees.

**18 Minutes • List: \$695**

### IT'S OKAY TO BE THE BOSS

**See Government Special Pricing On Page 28.**



This program is a humorous, highly entertaining call to action for managers, supervisors and leaders. It challenges leaders everywhere to give up their “hands off = empowerment” style of managing and to re-engage with their employees. It provides a step-by-step guide for getting back to being the boss employees appreciate and deserve.

**27 Minutes • List: \$925**

### LEADERSHIP: What's Trust Got To Do With It, 2nd Edition

**Sale Price: \$695**



Has your organization lost trust in its leaders? Precisely when organizations need employee involvement, trust levels are low and people are disengaged. Let this program teach

leaders in your organization how to build trust and create a more productive work force.

**19 Minutes • List: \$825**

**ORIGINAL VERSION AVAILABLE IN FRENCH.**

### PLEASE RESPECT MY GENERATION!

**Sale Price: \$719**



In this brand new program, all five generations discuss their own generational traits and those of their coworkers. The scenarios and commentary integrate respect and unity at work for people at all stages of life. Viewers learn to communicate better, deal with change, increase productivity, and develop a more respectful workplace.

**23 Minutes • List: \$825**

**AVAILABLE IN FRENCH.**

# Alphabetical Title Index

30 Ways to Make More Time .....	22/28	Demanding Customers .....	28
Abilene Paradox, 2e .....	9/24/25	Developing People: The Manager's Role .....	3/31
Accountability That Works! .....	4/24/25	Developing Teams: The Leader's Role .....	3/31
Accountability Toolkit, Government Version .....	4/32	The Difficult Guest .....	26/27
A.C.T. With Integrity.....	11	Dimensions of Coaching.....	5
Action Learning Toolkit.....	3/31	Discussing Performance.....	18
After All, You're The Supervisor, 3e .....	15/24/26	Diversity: Face to Face .....	10
<a href="#">Alors aidez-moi, edition de l'employé .....</a>	<a href="#">9/24/26</a>	Diversity Challenge: What Would You Do?.....	10/28
<a href="#">Alors aidez-moi, version du superviseur .....</a>	<a href="#">9/24/26</a>	The Dreaded Appraisal .....	18/28
<a href="#">Après tout, c'est vous le superviseur! .....</a>	<a href="#">15/24/26</a>	<a href="#">Donnez le cornichon.....</a>	<a href="#">26/27</a>
The Appraisal Interview .....	18/28	E.asywriter: Using Email Effectively .....	6
The Art of Selling .....	28	Effective People Skills .....	7
As Old As You Feel.....	10	Emotional Intelligence .....	11/24/25/26
Assertiveness Skills Pack .....	3/31	Empathic Listening .....	32
Assert Yourself: Learning to be Assertive .....	6/28	Ethics 4 Everyone .....	11/25
As Simple as Respect.....	10/12	Evaluation Toolkit .....	3/31
Attitude is Everything.....	4	Everest .....	20/24/25
The Attitude Virus .....	4	Everybody Wins: How To Turn Conflict Into Collaboration .....	8
The Attitude Virus, Government Version .....	4	Everyday Creativity.....	29
The Attitude Virus, Workforce Version .....	4	The Extraordinary Leader: Going From Good To Great.....	14
Bad Apples: How to Deal with Difficult Attitudes .....	4	5 Waves of Trust .....	23
Basic Facilitation .....	15	Facilitation Toolkit .....	3/31
Being Assertive.....	6	First-Time Leadership .....	3/31
Behavioural Interviewing .....	14/28	Five Star Teamwork .....	20
<a href="#">Bonne Question.....</a>	<a href="#">7/26</a>	Flawless Leadership .....	14/28
Business Etiquette .....	6	Focus Your Vision .....	29
<a href="#">Ca nous concerne .....</a>	<a href="#">26/27</a>	The Four Styles .....	11/28
Celebrate What's Right With The World.....	29	For the Love of It .....	29
Change & Innovation Through Brainstorming.....	27	Free Radicals of Innovation .....	29
The Clarity Imperative .....	17	From No to Yes .....	18/28
Communicating Non-Defensively, Revised .....	6/26	Fun Is Good.....	17
Communication Skills.....	3/31	General Hospitable.....	8
<a href="#">Communication: Non-défensive .....</a>	<a href="#">6/26</a>	Generations: M.E.E.T. for Respect.....	12
Communication: The Non-Verbal Agenda .....	6/24/26	Get the Whole Picture .....	14
The Communication Toolkit .....	6	Getting to Yes: Shortcut Version .....	28
The Courage to Coach .....	5	Give'em the Pickle! .....	26/27
Courageous Followers, Courageous Leaders .....	22	Giving and Receiving Feedback .....	6
Creating the Respect Effect.....	13/28/32	Giving Feedback .....	11
Customer Care Pack .....	3/31	Good Question .....	7/26
Customer Service Toolkit .....	8	Going to a Meeting Series.....	16/28
Dealing With Conflict .....	7/24/25/26	A Greener Workplace .....	32
Dealing With Conflict - Healthcare Version .....	7		

## Alphabetical Title Index (Cont'd)

Groupthink 2e .....	9/24/26	Lessons from Geese.....	17/26
The Guest, Revised .....	27	Let's Get Honest™ He Sad/She Said Combo.....	27
Handling the Baggage.....	20	Let's Get Together.....	13
Harassment Hurts: It's Personal .....	13	Let's T.A.L.K. ....	18
Has the Buck Stopped Yet? .....	4	<a href="#">L'évaluation du rendement.....</a>	<a href="#">19/26</a>
The Helping Hand.....	5	Life's Lessons Series .....	17
He Said, She Said™.....	27	Light Bulb Learning .....	3/31
How To Connect In Business.....	27	Little Things Mean a Lot.....	28
How To Connect In Healthcare .....	27	Live & Learn .....	20
"I Wish My Manager Would Just..." .....	15	<a href="#">L'intelligence émotionnelle.....</a>	<a href="#">11/24/25/26</a>
The Importance of Praise.....	19	<a href="#">L'interview d'évaluation: Comment y survivre .....</a>	<a href="#">19/26</a>
Induction Toolkit.....	3/31	<a href="#">L'invite difficile .....</a>	<a href="#">26/27</a>
In This Together .....	26/27	The Magic of We.....	21
The Invisible Meeting .....	16	Managing Change.....	3/31
Invisible Man Meets the Mummy.....	8	Managing Four Generations in the Workplace .....	12/28
It's A Dog's World .....	8/24/26	Managing Generation Y .....	12
It's Okay to be the Boss.....	32	Managing Me.....	26
It's Personal.....	8	Managing – Only Just! .....	14
Jamie's Kitchen: Fifteen Lessons on Leadership .....	28	The Manager's Communication Handbook.....	30
Jamie's Kitchen: Fifteen Lessons on Teamwork.....	21/28	M.E.E.T. On Common Ground.....	10
Jamie's School Dinners .....	28	Meetings, Bloody Meetings.....	17/28
Johnny the Bagger.....	8	Meeting Menaces.....	16
Keeping the Good Ones.....	27	The Meeting Robbers .....	16/24/26
<a href="#">La consultation sur le rendement .....</a>	<a href="#">26</a>	Mentoring .....	3/31
<a href="#">La pensée de groupe, version révisée .....</a>	<a href="#">9/24/26</a>	Messing Up a Meeting .....	16
<a href="#">L'art de communiquer: le facteur non-verbal .....</a>	<a href="#">6/24/26</a>	Mining Group Gold .....	24
<a href="#">L'art de parler a une ou mille personnes.....</a>	<a href="#">7/26</a>	Mixing Four Generations in the Workplace .....	12/28
<a href="#">L'art d'inspirer une équipe de travail .....</a>	<a href="#">15/26</a>	Moment of Truth.....	27
<a href="#">Le guide pratique .....</a>	<a href="#">25/26</a>	More Bloody Meetings .....	28
<a href="#">Le paradoxe d'Abilene, originale .....</a>	<a href="#">9/24/25</a>	The Need for Constructive Criticism .....	19
Lead With Integrity .....	11	New Business of Paradigms.....	29
A Leader's Guide to Delegating.....	24/25	The New Time of Your Life .....	22/28
Leadership: What's Trust Got To Do With It? Second Edition.....	14/32	New Trainer's Toolkit .....	3/31
The Leadership Challenge.....	14	Nobody's Listening.....	7
The Leadership/Management Mix .....	15	<a href="#">Nous formons une équipe, tu te rappelles? .....</a>	<a href="#">24/26</a>
The Leadership Pickles .....	26/27	On-The-Job Coaching .....	5
The Leadership Secrets of Santa Claus .....	30	Painless Performance Improvement.....	27
Learning Needs Analysis.....	3/31	Pass it On .....	5
<a href="#">Les gen .....</a>	<a href="#">17</a>	The Panel Interview .....	14
<a href="#">Les cornichons du patron .....</a>	<a href="#">26/27</a>	<a href="#">Un paon au pays des pingouins .....</a>	<a href="#">10/24/26</a>
<a href="#">Les lecons des bernaches .....</a>	<a href="#">17/26</a>	<a href="#">Paradoxe d'Abilene .....</a>	<a href="#">9/24/25</a>
<a href="#">Les cambrioleurs de reunion .....</a>	<a href="#">16/24/26</a>	A Peacock in the Land of Penguins.....	10/24/26

# Alphabetical Title Index (Cont'd)

Peer Today, Boss Tomorrow.....	15	The Three Dimensional Interview.....	14
Penguin Diversity Set Special.....	10/24	Time Challenged.....	22
People.....	17	Time to Be Effective.....	3/31
Perception (French and English).....	11/26	Time: The Next Dimension of Quality.....	22
Performance Counselling.....	26	Toxic Talk: What Would You Say.....	13/28
Performance Review.....	17	Trainer's Treasure Trove.....	3/31
Performance Matters Series.....	19/28	Training Games for Trainers.....	3/31
Performance Management & Development Toolkit.....	3/31	Training That Sticks!.....	3/31
Pigeon-Holed in the Land of Penguins.....	10/24	<i>Traitement des conflits, version révisée.....</i>	<i>7/24/25/26</i>
Please Respect My Generation.....	12/32	Twelve Angry Men: Teams That Don't Quit.....	21
Positive Discipline.....	19/25	<i>Une vie de chien.....</i>	<i>8/24/26</i>
The Practical Coach.....	26/27	The Unified Team.....	27
The Pygmalion Effect.....	18/24/25/26	Using Emotional Intelligence at Work.....	3/31
Ready. Set. Change.....	4	The Value of Mentoring.....	15
Recipe For Success.....	15	Value of Time.....	22
Remember Me, 3e.....	9/26	Verbal Communication: The Power Of Words.....	7
Remember Me, 3e, Hospitality Version.....	9	Village of 100.....	11
Right Side of the Line.....	13/26	<i>Vous vous souvenez de moi, version révisée.....</i>	<i>9/26</i>
Risk Maker Risk Taker.....	15	WAYMISH – Why Are You Making It So Hard... For Me to Give You My Money.....	9/25
<i>S'adapter au changement.....</i>	<i>5/24/26</i>	We Need to M.E.E.T.....	13
Seeing Red Cars.....	29	We're On The Same Team, Remember?.....	24/26
Se maîtriser soi-même.....	26	We Are The Ones.....	29
Skills of Appraisal and Performance Review.....	3/31	Wealth, Innovation and Diversity.....	29
So Help Me, Employee/Supervisor Editions.....	9/24/26	Whale Done!™ The Power Of Positive Relationships.....	18
Speaking Effectively: To 1 or 1000.....	7/26	What's Your Pickle.....	27
Spirit of the Dolphin.....	17	What To Do... When Conflict Happens.....	8/25
Start Right... Stay Right.....	13/30	When the Coach is You!.....	5
Storytelling for Trainers.....	3/31	When the Coach is You! Government Version.....	5
Stress is a Gift.....	20	When the Coach is You! Healthcare Version.....	5
Straight Talking.....	28	When Harry Coached Sally.....	5
Supervisor Development Pack.....	3/31	Who Are "They" Anyway?.....	4
Surviving the Appraisal Interview.....	19/26	Working Without A Script.....	29
Tactics of Innovation.....	29	Working With You Is Killing Me.....	8/25
<i>Tactiques de l'innovation.....</i>	<i>29</i>	Worksmarts: How to Get Along and Get Noticed.....	20
Taking Charge of Change, Revised.....	5/24/26	Workteams and the Wizard of Oz.....	21
Team Building: What Makes a Good Team Player?.....	21	Would I Follow Me?.....	15
Teams in Action.....	3/31	Would I Inspire Me?.....	15/26
Teamwork In Crisis: The Miracle Of Flight 232.....	21	Would I Work For Me?.....	15
Teamwork: What's Trust Got To Do With It?.....	21	Yes Lives in the Land of No.....	26
Team Working Activity Pack.....	3/31		



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