

Training Success Story: Working With You Is Killing Me!

The ROE Report Results: The results are in from an independently-conducted “Return on Expectations” (ROE) study recently conducted with customers who used the best-selling video “Working With You Is Killing Me” – and they’re over the top!

The customers surveyed reported that **this program met or exceeded expectations 95 percent of the time.** Customers were selected from the banking, insurance, energy and consulting world and interviewed over the phone by an independent research firm. Each client was told that all answers would be anonymous and aggregated into a central database in order to ensure unbiased feedback.

About the Video Program: “Working With You Is Killing Me” is an unvarnished look at the unique challenges in working with difficult people. One survey respondent noted that the title alone was delightful, which broke the ice at the beginning of each training session and led to more meaningful and honest discussion. “They loved the title,” the client said, “it sounded like fun, and people could really resonate with it.”

Training expectations: Clients said they used the program with a range of groups of all sizes, from supervisors to entry-level employees. Two had used the program for more than six months. Several planned to use the program as part of formal leadership, management and team-building training, but others found it extremely useful for “customized interventions,” to help in specific situations where both parties needed to remain calm. Several stated they planned to use the training specifically for management of conflict resolution.

“It was simple enough,” one respondent noted, “but the video didn’t talk down to anyone. **I even showed it to a group of directors, and saw some taking notes, which is saying a lot!**”

One client told a very personal story of how he used “Working With You Is Killing Me” to help with a specific employee, inviting him to sit down and view the video together. “We laughed when the video talked about ‘toxic relationships’,” the client reported. “This was just what he was dealing with. He’s worked on his problem and he’s now fine.”

Other clients noted **they heard the language of the program being used in situations at the office, so it’s clear that employees have internalized the training.**

When asked if they would recommend the program to others, all clients responded with an emphatic yes. “I already have,” said one, “several times.”