



Communication Toolkit Content and Background

Designed to provide facilitators with options never before offered through CRM Learning, the *Communication Toolkit* is a library of 39 short, high-quality video clips that can be used to enhance your organization's employee training courses. Because the clips illustrate basic communication "do's and don'ts" in a variety of settings, they are applicable for all industries and can be incorporated into courses on leadership development, management/supervision, team building, diversity and more.

The clips in the *Toolkit* cover 6 communication skill categories:

Speaking Clearly
Nonverbal Communication
Group Communication

Active Listening
Resolving Conflict & Difficult Conversations
Presentation Skills

Materials Included with *Communication Toolkit*

The program includes all the of the following materials:

- ◆ The **DVD and CD-ROM** included in the *Communication Toolkit* includes 39 clips with running times of anywhere from 20 seconds to 3 minutes. On this purchase copy DVD and CD-ROM, each clip/vignette is chaptered separately and can be viewed in two formats: with or without narration. In the narrated versions, brief comments are provided before each scene to give a general idea of what to look for in the vignette. As the narration plays, key phrases and words are highlighted through on-screen graphics.
- ◆ The 83-Page **Leader's Guide** provides 2 pages of discussion topics and questions for each of the 39 clips (see sample on pages 2-3 of this brochure). The Guide also includes reference tables that help you select clips by skill points (i.e. Listening) or application (i.e. supervisor-to-subordinate communication).
- ◆ The **CD-ROM** contains a pdf version of the Leader's Guide and mpg files of all clips.

For more information...

...about Performance Resources' award-winning videos and other training products, or for pricing information on this product, please call **1-800-263-3399** or visit us at **www.owenstewart.com**.



OWEN-STEWART PERFORMANCE RESOURCES INC.

163 North Port Road, Port Perry, ON L9L 1B2

Toll Free: 1-800-263-3399 • Fax: (905) 985-6100

E-mail: sales@owenstewart.com • Website: www.owenstewart.com
