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PREVIEW ONLINE

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To Place an Order, Contact:

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shelly@rgtraining.ca

NEW RELEASES

CHANGE

Celebrate! Change Your Lens, Change Your Life

French Version (subtitled): *Célébrons! Changez votre vision, changez votre view*

This program expands upon the lessons introduced in Dewitt Jones **Celebrate What's Right with the World**. Shot on Molokai, Hawaii, it highlights Dewitt's unique perspective and amazing photography. It is a timeless message that carries well beyond the confines of work into every aspect of our lives. (18 min) From *Star Thrower*
Available Formats: **DVD, STREAMING**

New Business of Paradigms – 2nd Edition

Subtitled French Version Available

This fast moving, visually stunning program engages the viewer and helps to develop the skills needed to anticipate, understand and take advantage of change. It explains how our paradigms can limit our ability to innovate and create. In example after example, Joel demonstrates how thinking differently is necessary for us to identify new ideas and opportunities. (21 min) From *Star Thrower*
Available Formats: **DVD, STREAMING**

COMPUTER TRAINING

Microsoft Software Skills Library

Is your staff having problems with some areas of Microsoft Office? Instead of searching a disc or holding a meeting, use this new upgraded Microsoft Office bundle formatted in high definition. The Software Skills Library has Outlook 2010, Outlook 2013, Office 2010, Office 2013, Windows 8.0 and Windows 8.1 Essentials, Microsoft Lync Essentials, Intro to Sharepoint, Intro to Gmail... and more. These courses are sold as a complete bundle. From *ej4*
Available Formats: **ELEARNING**

COACHING

The Practical Coach 2

Updated Version of the Best Selling Coaching Film
This everyday, practical guide takes managers step by step through the most critical times for performance intervention. With a new female host and a fresh variety of workplace settings, the simplicity of "letting employees know that what they do, matters to you," remains the powerful central message for those who supervise others. The program identifies the 3 most critical times to intervene as a coach: When you see GOOD work, POOR work and a DEAD END road. (25 min) From *Media Partners*
Available Formats: **DVD, STREAMING, ELEARNING**

CONFLICT

Conflict Clock: Taking T.I.M.E. To Resolve Conflict In The Workplace

Presents four proven strategies To help break old and negative response habits. Conflict with another person can create stress – the kind of stress that can lead to a response that makes the problem worse, rather than better. Our bodies naturally gravitate toward a Fight, a Flight, or a Freeze response when we feel threatened or upset. These responses are generally not helpful. The four key learning strategies are easy to remember, because, like our clock, they are all about T.I.M.E.:
* T = Take a Moment
* I = Identify a Positive Response
* M = Manage Your Emotions
* E = Envision a Successful Outcome
Available Formats: **DVD, STREAMING, ELEARNING**

**All programs are available for online digital streaming.
Contact me for a quote!**

COMMUNICATION

Legal E-Mail and Text Messaging at Work

E-mail has become one of the top forms of communication at work. The program starts with the simple facts of email - that it's permanent and not private - then moves on to educate the viewer on what should never be sent via email and the repercussions of sending inappropriate email. (9 min) *From TrainingABC*
Available Formats: **DVD, STREAMING,**

Legal Social Media At Work

Every piece of information shared on social media immediately leaves a permanent record that is virtually impossible to erase. The potential to violate employment laws, improperly release information or to damage your employer's reputation is great. One post made in anger, ignorance or even by accident could result in a whole range of problems including serious legal issues. (12 min) *From TrainingABC*
Available Formats: **DVD, STREAMING**

Your Words Matter

Social Media. Text Messages. Emails. It's never been easier to communicate. And it's never been more potentially hazardous. This training program will help increase awareness of the importance of written communication. Through dramatic vignettes, we explore some of the things that can go wrong and provide some practical advice for avoiding these pitfalls. Every member of your team will learn basic guidelines for avoiding common mistakes and for communicating in a clear and effective manner. (11 min) *From Media Partners*
Available Formats: **DVD, STREAMING, E-LEARNING**

CUTTING EDGE COMMUNICATION SERIES 3

Short, sharp and funny programs with simple messages and skills to create a positive culture. *From 7D*

Achieving SMART Goals

Goals need to be **M**asurable and **A**chievable. They must be **R**elevant and achieved within a **T**imeframe. Carol introduces the team to PEA: **P**ersist, **E**valuate and **A**sk. (9 min)

Responding Thoughtfully

Listen supportively(CRAP): **C**larify a statement; **R**eflecting is repeating back what you think a person is saying; **D**on't offer unsolicited **A**dvice; **P**robe to seek more information. (9 min)

Using Goals to GROW

G is for setting a Goal. **R** is for Reality. **O** is for the Obstacles to achieving one's goal and for the Options in overcoming them. **W** is the Way forward. (10 min)

Sharing Feedback

Welcome feedback, stay calm and not defensive, openly discuss the problem and its impact on performance, link the feedback to rules and agreements, ask the other person for their view and suggestions for solutions, and listen. (9 min)

Enhancing Service

Use the GECKO model. **G**et it right first time. **Efficiency:** one can both field a call and acknowledge the presence of someone who needs service. **Can-do** attitude: when clients count on you. **Knowledge:** find out about your customers. **Outcomes:** find answers, set deadlines, stick to it. (9 min)

Transforming SILOS

Being in a SILO means the team is fragmented and inwardly focused. Try collaboration and a unified talent development. Change SILO to OLIS: Opportunity to Listen and Invite people to Share. (8 min)

Overcoming Setbacks

To shake off setbacks, you must be open, confident, flexible, and move forward. Instead of focusing on what went wrong; focus on how to make things better. Attitude counts, so tell yourself you can do it. (9 min)

Handling Anyone Difficult

Observe calmly, do not get sucked into people's dramas; Listen and show empathy; Focus on facts; Ignore bad behaviours; Give feedback in a constructive fashion; Build your skills. (8 min)

Resolving Conflict

Learn to respect individual differences; Manage your own emotions when feeling overwhelmed or stressed; Be factual not defensive; Learn how to acknowledge and apologize; Follow rules and find common ground; Focus on fixing, not frustration. (9 min)

Mediating for Resolution

Listen actively to each side of the story, asking each to come up with a solution to the problem. Control the discussion and summarize a position that is acceptable to both. Write a statement acknowledging the other's problem with the issue and how each will go about minimizing the potential for conflict in future. (9 min)

Preparing for Emergencies

It is important to have an emergency evacuation plan. Be prepared and know where your fire extinguishers and exits are. Have a calm, competent leader. (8 min)

Ensuring Security

Staff must question strangers, check ID and speak up if they see something. Don't make it easy for thieves. Don't leave entrances and individuals vulnerable; Don't let unknown people walk in; Don't leave valuables exposed. (8 min)

Handling the New Wave

An amusing program about managing the expectations and behaviours of the newest recruits. Welcome them and build rapport; Talk on same wavelength; Provide direction; Share standards; Manage attention seekers; Give practical advice. (9 min)

Coaching New People

Welcome them, give feedback, encourage new skills and be a good role model. Introduce them to the corporate culture and help them settle in; Offer practical help to build skills; Give encouragement; Use feedback to fix problems; Be a caring mentor. (9 min)
Available Formats: **DVD, STREAMING**

CREATIVITY

Short Stories: Volume 1

With Dewitt Jones
This series was created to help organizations quickly improve engagement in any gathering. Featuring 10 thought-provoking short stories from his best-selling films, this series will quickly become your favourite resource. *From Star Thrower*

Titles in this series:

- **Be Willing To Be The Best For The World** (4:30)
- **Bring It On** (3:00)
- **Don't Be Afraid To Push Your Edge** (2:30)
- **Don't Prove, Improve** (3:00)
- **Is There Juice In Your Camera?** (3:15)
- **Learn To Fall In Love With What You Do** (1:45)
- **Thank You** (1:00)
- **The Possibility Curve** (2:45)
- **There's More Than One Right Answer** (3:30)
- **Trust Your Intuition** (2:30)

Available Formats: **DVD, STREAMING**

CUSTOMER SERVICE

Complaints: Five Tactics For Handling Complaints Effectively

French Version (subtitled): Réclamations: cinq tactiques de gestion des plaintes

Knowing how to handle a customer complaint is a key skill for all customer-facing staff. Whether dealing with a complaint concerning the quality of a service or product a well-handled complaint can often achieve a great deal for your business. (25 min) From Video Arts

Available Formats: **DVD, STREAMING, ELEARNING**

Customer Service Gone Viral

It used to be when someone received bad service, they would tell a few friends... now, they tell the world. Learn how to avoid customer service problems that lead to negative feedback. The host guides viewers through a variety of customer service problems presented as viral videos, recorded phone conversations, music videos, rants and blogs. (16 min) From Access Training Media

Available Formats: **DVD, STREAMING, ELEARNING**

CUSTOMER SERVICE COMBINATION PACKAGE

Provide the best customer service ever! From Kantola

Customer Service Counts

The "customer" part of customer service: Greet the customer; Connect with the customer; Respect the customer's priorities and time. The "service" part of customer service: Listen and evaluate; Meet the customer's needs; Know your business. (18 min)

Available Formats: **DVD, STREAMING**

Customer Service: The Telephone Connection

Your voice, responsiveness, and product knowledge have to convey the right impression and build customer loyalty over the telephone. The "customer" part of telephone customer service: The greeting; Listening skills; Telephone courtesy; The "service" part of telephone customer service: Product and system knowledge; Complaints; Problem solving. (17 min)

Available Formats: **DVD, STREAMING**

Customer Service With Authenticity

We All Win: Fanagalo™

In French: Le service à la clientèle avec authenticité: Nous sommes tous gagnants

Imagine a workplace where everyone is working together to delight customers and exceed expectations everyday. Connecting authentically with customers is more critical than ever. Learn how your customers become your best marketers and help you grow. Take a journey through the bush and discover eight new skills to transform customer service. (16 min) From Groh TV

Available Formats: **DVD, STREAMING**

Customers With Disabilities: Delivering Excellent Service

If you have customers with disabilities then this training program is a must see for every employee. It is designed to help you teach all your associates how they can properly provide superior service to customers with disabilities. The program is divided into five chapters:

Chapter 1: Blind or Low Vision

Chapter 2: Cognitive Disabilities, including people with emotional challenges, and other disabilities, such as autism, Tourette Syndrome, and head injuries

Chapter 3: Deaf or Hard of Hearing

Chapter 4: Mobility, including customers who use wheelchairs as well as walkers, canes, and other mobility devices

Chapter 5: People of Short Stature/Vertically Challenged (34 min) From Enterprise Media

Available Formats: **DVD, STREAMING**

The Right Words At the Right Time – Customer Service Recovery For Government

French Version For Government (subtitled)

Produced specifically for front-line public employees, this video demonstrates how to turn a citizen/customer's frustration or complaint into understanding. It will empower staff with a clear and memorable checklist of service recovery tools and techniques. From showing empathy and truly listening, to exploring with permission phrases and presenting options, employees will learn how to match the signals they sent to the words they say. (15 min) From Media Partners

Versions Available: *Business, Government, Healthcare, Retail, Leisure & Hospitality*

Available Formats: **DVD, STREAMING, ELEARNING**

ESL

SIMPLE ENGLISH SERIES

Learn English the easy way with these fun videos for self-study or group ESL lessons. Each Program introduces simple words, expressions and tips and a practice section.

Hello: Language for things we do in and around our homes.

Numbers: The basic use of numbers in every day language and introduces ordinal numbers.

Can You Spell That?: Introduces the pronouns "my" and "your".

About Us: Describes people and introduces asking personal questions.

Where Is It?: Describes where things are and introduces prepositions.

When?: Covers exact clock time and expressions of time.

How Much? How Many?: Covers language for quantity and introduces count and non-count nouns.

Meal Time: Language used in preparing & eating meals.

Work: Language about work and going to work and introduces the use of questions like "What do you do?".

At the Market: Language for shopping at the market and checking the prices.

The Weekend: Language for relaxation time.

At Home: Things we do in and around our homes and introduces the use of Lets.

Vacation Time: Preparing for and talking about vacations; introduces need and don't need.

Online: Covers the online world of shopping and doing business.

I Don't Know: Explores the language for not understanding and asking for help.

I Love It: Things we love and how we like to do things.

Doing Things: Covers a range of activities we do every day at home.

Fun with Friends: Language for relaxing with friends and introduces asking politely.

Are You OK?: Language for relaxing with friends and introduces and asking politely.

Emergency: Reporting and dealing with emergencies.

(15 – 18 min each) From 7 Dimensions

Available Formats: **DVD, STREAMING**

DIVERSITY & INCLUSION

Anyone Can Be An Ally

Speaking Up for an LGBT Inclusive Workplace

DVD includes French Subtitled Version

Speaking Up for an LGBT Inclusive Workplace
With Brian McNaught. When gay, lesbian, bisexual and transgender people don't feel safe and valued at work, productivity goes down, and organizations fail in their efforts to attract and retain the best and brightest talent. In order for the climate to change, gay, lesbian, bisexual, and transgender people need allies to speak up. (14 min) From SunShower

Available Formats: **DVD, STREAMING**

Consciously Overcoming Unconscious Bias

French Version: Dépasser conscientement ses préjugés inconscients

See how unconscious bias, micro-inequities, and micro-affirmations overlap in the workplace. The program presents all three of these timely topics together, so they're simple to understand. It helps participants recognize their own biases and the micro-inequities that express them, and shares helpful tips like: Listening, Including, Valuing, and Engaging, or L-I-V-E to meet those challenges. (8 min) From ATS Media

Available Formats: **DVD, STREAMING**

Diversity: Respect at Work

Employees must work together and create a unity that raises productivity and improves the bottom line. Deliver this powerful lesson to your organization and develop a more diversity-friendly culture. This program helps employees understand, accept, and value differences. (16 min) From Coastal/DSS

Available Formats: **DVD, STREAMING**

Gateways to Inclusion: Turning Tense Moments Into Productive Conversations

DVD includes French Subtitled Version

Featuring Sondra Thiederman, this video shows how painful and disruptive diversity disasters can be, and offers simple tools to help your people turn these uncomfortable situations into productive conversations. The 3 main vignettes are realistic with scenes that everyone can relate to. (17 min) From SunShower

Available Formats: **DVD, STREAMING**

Inclusion Insights

This new training program features Steve Robbins, the innovative speaker / socio-scientist storyteller who coined the phrase Unintentional Intolerance. Did we mention he's also very funny? It is a powerful presentation of Steve's latest thinking - why inclusion is important, why it's about creativity and innovation, and not just doing the right thing. From SunShower

Section 1: Stereotypes (27 min)

Section 2: Lazy Brains (21 min)

Section 3: Unintentional Intolerance (23 min)

Available Formats: **DVD, STREAMING**

M.E.E.T.: Breaking New Ground

Respect and Inclusion in the Workplace

Here is a practical tool to assist employees and organizations in managing diversity dynamics and creating a "respect-filled" and inclusive workplace. This program demonstrates how to use the four step M.E.E.T. model (Make time to discuss; Explore differences; Encourage respect; Take personal responsibility) as a practical tool for managing diversity dynamics while emphasizing inclusion and respect. It is based on real experiences involving conflict resolution, difficult conversations, stress communications and diversity dynamics. It can be useful in addressing unconscious bias, stereotyping, bullying and other unhelpful responses that create toxic environments and undermine productivity.

From Sollah Interactive

Available Formats: **DVD, STREAMING, ELEARNING**

Please Call Me Jessica, Not Bill

Transitioning to a different gender is a deeply personal decision. There are many unknowns and the added stress of how the workplace will accept the transitioning employee is very real. When discussing with and supporting an employee or co-worker going through the transition, the bottom line and key to personal and team success is simple... it all comes down to respect. This powerful video captures the emotion and fears of a transitioning employee. (7 min) From Sollah

Available Formats: **DVD, STREAMING**

Village of 100, 4th Edition

REVISED, UPDATED AND BETTER THAN EVER!

This training favourite asks the simple question: If we shrunk the earth's population to a village of precisely 100 people, with all existing ratios remaining the same, what would it look like? This program statistically approximates what that village would be like. These dramatic figures make the need for both tolerance and understanding apparent. (3 min) From ATS Media

Available Formats: **DVD, STREAMING**

TRANSGENDER ELEARNING COURSES

Got Diversity & Inclusion? Working with Transgender Colleagues (For Employees)

With the transgender community becoming more visible, it is not surprising that people may have some questions about what being a transgender person means. This course will help you gain a better understanding of what it means to be a transgender person and teach you how to be respectful and supportive of your transgender colleagues. (12 min) From Sollah

Got Diversity & Inclusion? Working with Transgender Colleagues (For Managers)

When people decide to make their transgender transition public and live openly, it can be a very challenging time for them. Without a doubt, this is the time when managers need to be supportive and respectful. This course will help you gain a better understanding of what it means to be a transgender person and teach you how to be respectful and supportive of your transgender employees. (12 min) From Sollah

Available Formats: **DVD, STREAMING, ELEARNING**

ETHICS

Got Ethics? ELearning Series

Don't think you have time to train your employees, contractors, or executives on key ethics & compliance topics? This new eLearning series was created to address the most common ethical situations found in the workplace in about 10 minutes! The series is comprised of 28 interactive, topic-specific training modules that contain a video vignette, interactive interactions and a post-assessment. Seat times are generally 7-10 minutes.

Contact me to preview.

Available Formats: **ELEARNING**

Ethics Made Simple

This short but comprehensive workplace ethics program covers virtually every major workplace ethics topic. Make sure your employees are armed with the facts about what behaviours are unacceptable in your workplace. (9 min) From TrainingABC

Available Formats: **DVD, STREAMING**

ETHICS COMBINATION PACKAGE

Four realistic scenarios demonstrate the importance of respect for others, fairness, and honesty. They teach a three-part decision-making process that helps employees find their way to a solution. (16 min each) From Kantola

Workplace Ethics

Learn to recognize behaviours that may do harm, determine whether they are personally responsible to take action, and compare possible outcomes to select the best solution while protecting the integrity of the organization.

Managing Ethics

Help managers and supervisors develop an ethical leadership perspective to sustain a culture of integrity. The same situations are supplemented with ethical leadership skills to maintain an ethical workplace.

Available Formats: **DVD, STREAMING**

HARASSMENT

BULLYING EMPLOYEE/MANAGER COMBINATION PACKAGE

Bullies often act just under the radar, denying their hostile intent or shrugging off their behaviours as humorous or insignificant. Bring bullying into the open and deal with it directly. (18 min each) From Kantola

Bullying and Respect in the Workplace

Stop bullying, harassment and disruptive behaviour at work. This program teaches all employees to speak up if they experience or witness bullying - and shows bullies their disruptive behaviour will not be tolerated.

Managing the Workplace Bully

Managers are responsible for modeling respectful behaviour and maintaining a safe and productive work environment. Here are practical solutions for stopping bullying behaviour. Five realistic scenes in a range of workplaces show what to do when someone comes to you for help or if you notice repeated conflict among employees.

Available Formats: **DVD, STREAMING**

HARASSMENT: SEX, RELIGION AND BEYOND SERIES

Bad behaviour is not OK, whether it applies to sex, religion, or anything beyond. From Kantola

Employee Version

Using compelling stories, this film personalizes the value of inclusiveness by showing the potential harm that can be caused by unwelcome conduct. It focuses on their responsibility to take action if employees experience or witness inappropriate behaviour. (19 min)

Manager Version

This video demonstrates workplace behaviours through a series of stories that include today's newer social media technologies. It explains the legal definition of harassment and provides examples, while explaining to managers the potential harm that can be caused by unwelcome conduct and their responsibility for preventing it. (24 min)

Available Formats: **DVD, STREAMING, ELEARNING**

LET'S TALK... HARASSMENT & BULLYING SERIES

This 2 part series addresses the issues of Harassment and Bullying. These are great tools to understand and stop harassment and bullying and to encourage a respectful workplace. (10 min each) From

Harassment – It Happens!

Defines harassment, its impact on people and organizations, and its remedies. It covers the legal definitions of both Quid Pro Quo Harassment (with an expanded definition that includes more than sexual harassment) and Hostile Work Environment Harassment.

Bullying, Abusive Conduct & Their Consequences

Covers forms of workplace harassment and how to address them. It defines bullying and abusive conduct, their impact on people and organizations, and their remedies. This program clarifies the legal definition of bullying, an aspect of the topic that many people are unsure of.

Available Formats: **DVD, STREAMING**

HARASSMENT SERIES

TrainingABC's 5 best selling programs have been completely updated. The new updated Versions are:

Sexual Harassment Prevention Made Simple
Harassment Prevention Made Simple
Workplace Bullying Prevention Made Simple
Harassment Prevention Made Simple for Managers
Sexual Harassment Prevention Made Simple for Managers

The original version of each program is available in French. New updates include:

1. HD Video content - An average of 10 brand new full HD video clips per program has been added which has improved the look and feel of these programs.
2. Content changes - Although most of the content remains the same, there have been wording changes to reflect the times.

Ask about our DVD Trade In Offer

Available Formats: **DVD, STREAMING**

INTERVIEWING

Legal Interviewing: Asking the Right Questions

It is critical that employees involved in the hiring process understand employment laws related to legal interviewing. The video based training program covers every aspect of the topic and will help your managers and supervisors avoid the legal landmines that could put your organization in jeopardy. (19 min) From TrainingABC

Available Formats: **DVD, STREAMING**

More Than A Gut Feeling IV

French Version: Plus qu'une intuition IV

A Brand New Production of the Interviewing Classic! Based on the behaviour-based interviewing strategy created by Dr. Paul Green, the program focuses on taking gut feelings, stereotypes and biases out of interviewing and using past behaviours to predict future behaviour. In this brand new version, more focus is given to the idea of uncovering behavioural predictors, as well as well thought out attention toward a thorough job analysis being the basis for developing effective BBI questions. This video applies these techniques to the most common interviewing scenarios and helps you to refrain from judging the candidate on intuition. (28 min) From MLI

Available Formats: **DVD, STREAMING, ELEARNING**

LEADERSHIP

The Age of Leadership™

French Version: L'ère du leadership

The old hierarchical management model is broken. Quick-fix management solutions do not work. The only successful way forward is to completely rethink management top to bottom. What is needed is a radically different kind of leadership: one of connecting, inspiring and sharing knowledge in a culture focused on developing and keeping talent while working in new ways together to innovate and delight customers everyday. Discover 18 skills every new leader must master to accelerate performance or create anything new. (22 min) From Groh TV

Available Formats: **DVD, STREAMING, ELEARNING**

The Leader Inside

We all have a leader inside of us waiting for the courage, passion or necessity to come out. This inspirational meeting opener uses beautiful imagery, inspirational music and quotes from leadership experts that will send you in the right direction to releasing the leader inside. (3 min) From TrainingABC

Available Formats: **DVD, STREAMING**

Leadership Feedback

Most leaders live in a vacuum. They don't receive much feedback from the people they lead. In fact, they often have no idea how good - or bad - their leadership really is. This video provides the kind of honest feedback leaders don't normally hear. It is based on extensive interviews with actual employees who gave candid feedback about the leaders they worked for. Six key issues of leader/employee interaction emerged from this research: Mistakes, appreciation, transparency, competence, autonomy, inclusion. For each issue, the video shows two scenarios - one with an ineffective leader, the other with an effective one. (17 min) From ATM

Available Formats: **DVD, STREAMING, ELEARNING**

Leadership Management Mix

Managing and Leading are not the same. What's the difference between a Leader and a Manager? Do your managers lead or manage? Does it matter anyway? This new e-learning course uses video drama to focus on good and bad examples of management and leadership in action.

Available Formats: **DVD, STREAMING, ELEARNING**

Leading More With Less

This program demonstrates six critical leadership skills to inspire employees through difficult periods. It demonstrates both "wrong way" and "right way," leadership examples and the powerful effect they have on employees. (18 min) From Access Training Media

Available Formats: **DVD, STREAMING**

Remote Leadership Toolkit

While the principles of effective leadership and team management haven't changed, maintaining peak performance and keeping employees engaged when separated by miles, time zones and culture is a tall task for any manager or organization.

Let's be honest—leadership of others is already hard enough when they are down the hall or on the shop floor. When you add in the challenges of them being remote, it gets harder—and more stressful. From Vado

Available Formats: **ELEARNING**

MANAGEMENT/ SUPERVISION

INSIGHTS AND STRATEGIES SERIES

This series of 61 videos features a wide range of business leaders from Australia and USA who inspire best practice performance; interviewed by Psychologist, Eve Ash. Learn from their strategies and develop your team with these programs. These invaluable lessons for success cover various subjects:

- Business success and profit
- Crisis management mastery
- Marketing, brand and reputation
- Leadership and culture
- Career and personal strategy
- HR strategy and management
- Recruiting and developing high achievers
- Managing people problems
- influencing and sales skills
- Legal issues

From 7 Dimensions

Available Formats: **DVD, STREAMING**

MANAGER MOMENTS SERIES

Designed to deliver short blasts of practical wisdom on everyday management challenges. Topics are grouped into bite-sized programs to engage viewers with real world role-plays. (5-8 min each) From Media Partners

How To Excel In Tricky Situations

Recognizing a potentially troublesome employee situation then quickly taking action is key to keeping your team motivated and running smoothly. The problem is, that takes time. Use these quick, practical tips to help you handle these "moments" in your day. These 5 "how to" videos include:

- How to Curb Employee Gossip
- How to Deal with Difficult Peers
- How to Manage Upward
- How to Manage Time Thieves
- How and When to Delegate

Interviewing and Termination Do's and Don'ts

The risks of being fooled into hiring the wrong person or stepping on a potential legal landmine in the interviewing process can outweigh the excitement of finding the right person.

The 6 "how to" videos include:

- How to Interview for Attitude
- How to Interview Without Bias
- How to Interview to Predict Performance
- Terminating for Poor Performance
- Termination Do's and Don'ts
- What Is Sexual Harassment

Available Formats: **DVD, STREAMING**

Management Coach

Mobile Video Performance Support Tool

This revolutionary mobile performance support tool for managers and front line supervisors solves challenging workplace people problems. It offers solutions to help managers and supervisors deal effectively with the most difficult challenges they face.

NOW Solves Team Challenges TOO!

TEN additional units have been added to this online library to help individuals address common team challenges and be more productive team members too. Quick solutions to people problems in less than 5 minutes, on any device. From ProVision Call for a Free Demo. Available with an annual license of unlimited users on multiple devices.

Available Formats: **ELEARNING**

SUPERVISOR ON THE SCENE SERIES

This 6 part series covers all aspects of a supervisor's job. (12 min each) From Dupont Training

Coaching for Performance

How to create a positive and productive environment; understand the importance of constructive feedback; follow key guidelines for giving constructive feedback.

Communication

Identify the message and its purpose; Choose the appropriate means of communication; Do's and don'ts in relaying the message; Solicit feedback and respond.

Conflict Resolution

Recognize the conflict by identifying the facts and people; Manage the conflict by applying 5 avenues of resolution; Resolve the conflict through collaboration or compromise.

Decision Making

The foundations of decision-making: Gather Information; Develop Alternatives; Select the Best Alternative; Follow Up.

Meeting Effectiveness

Conduct productive, timely, and relevant meetings by Planning the Meeting and Executing the Plan.

Training Job Skills

Four critical steps to a successful training session: Preparation; Presentation; Performance Trial; Follow Through.

Teamwork

Everybody approves of Teamwork, but developing and sustaining it on a day-to-day basis is a huge organizational challenge.

Available Formats: **DVD, STREAMING**

MEETING OPENERS

These New Generation SMART-STARTS™ are short impactful videos that use music, text and graphics to inspire and stimulate discussion. (3 min each) From Sollah

Coaching Is...™

Coaching is rewarding; but it takes work. Coaches help develop skills and abilities of others, but being a great coach takes courage.

Cultural Competency Is...

Cultural Competency is having the ability to recognize and respond to our similarities and differences - and make better decisions based on that understanding.

Diversity Is...™

Struggling with the concept of diversity? In short, diversity is all around us. It just is!

Harassment & Discrimination Is...™

By now, you probably know what sexual harassment is. But there's more to harassment than you may think. What starts as harassment can become discrimination, too.

Integrity Is...™

Simply put, integrity is doing the right thing, for the right reasons, in the right way.

Resolving Conflict Is...™

Like it or not, when you work with people...conflict is going to happen.

Sexual Harassment Is...™

Sexual harassment is illegal, costly, debilitating, wrong! Protect your employees and organization from sexual harassment.

Taking Care of Your Future Is...™

Stimulate discussion about what it really takes to succeed in a career.

Transgender Transition Is...™

Team members, employees and managers within your organization may have questions about another employee in transition.

Transition to Boss Is...™

Stimulate discussion about new managers/supervisors accepting their new role, establishing clear boundaries, communicating and taking action.

Special Offer!

DVD: Choose any 5 DVDs for only \$1495!

Steaming License: 3 year unlimited views for **only \$895 each.**

MEETINGS

Meetings Bloody Meetings – New Version

French Version (Subtitled): *Satanées reunions*

John Cleese returns in the classic role of the Judge and demonstrates how the rules for running a meeting parallel those of a court. Learners will come away with the ability to better prepare, structure, manage and control effective meetings. (34 min) From Video Arts

Available Formats: **DVD, STREAMING, ELEARNING**

PERFORMANCE APPRAISALS

Performance Review: Red Code

French Version (Subtitled)

Illustrates the techniques required to handle difficult performance reviews. Jones, a secret agent-like character, is alerted when a review goes badly. She zaps the employee's memory, and gives the manager a chance to redo the review meeting. This entertaining video features the 3 performance reviews that most managers dread:

Mild Maxine: the employee about to resign

Touchy Tracey: the employee who takes criticism personally

Aggressive Alan: the employee who takes control
Suitable for all managers this memorable program demonstrates key strategies to turn every difficult review into a positive, productive experience; for both manager and employee. (26 min) From Video Arts

Available Formats: **DVD, STREAMING, ELEARNING**

PROJECT MANAGEMENT

PROJECT MANAGEMENT TRAINING SERIES

While this series won't grant you a certification in project management, if you're a person that's been given a project at work, these programs will help you complete that task successfully. Instructor: Brent Huntsinger. From ej4

What is a Project? (5:10 min)

The Project Charter (7:05 min)

Estimating Timelines (4:47 min)

Negotiating (8:28 min)

Handling Change (7:25 min)

Completing the Project (6:08 min)

Measuring and Tracking (7:37 min)

Managing a Project Manager (4:55 min)

Preparing for People Problems (6:40 min)

Communications (9:12 min)

Multi platform delivery via our e-learning campus, in your Learning Management System, or video enabled smart phones and tablets and other personal devices.

Available Formats: **ELEARNING**

MOTIVATION

WINNING COACHES SERIES

Football's winning coaches, Mike Ditka, Rex Ryan, Sean Payton and Bobby Bowden provide insights on their core lessons and how to apply them to your job. Each team member will learn to develop a personalized, focused action plan and the means required for enactment. From Enterprise Media

Leadership: Influence, Incentives, and Knowledge - L.I.N.K.

This program is designed to help develop leaders at all levels and has 5 parts: Incentives; Personal Psychology; Body Language; Group Dynamics; Integration. (25 min)

Sales Motivation and Results Today - S.M.A.R.T.

The motivational program focuses on four key lessons that every salesperson needs to know to succeed: Planning; Power; Persistence; People. The extended self-study program includes Perspective. (20 min)

Teamwork Across Generations - T.A.G.

The motivational short cut highlights five key strategies for improving communication and productivity between the generations: Foster Mutual Respect; Listen; We're All On The Same Team; Everybody Becomes Invested; Show You Care. The extended group or self-study version is divided into five parts: Teamwork Warm Up; Empower Across Generations; Perform Across Generations; Lead Across Generations; Unite Across Generations. (11 min)

Winning Through Innovation - W.I.N.

The motivational short cut provides an overview and highlights seven key strategies for fostering a culture of innovation. The second extended group or self-study version is divided into five parts: Innovation Warm Up; Steps To Innovation; Risk and Reward; Adaptation and Flexibility; Integration. (11 min)

Available Formats: **DVD, STREAMING**

RESPECT

Do Respect

French Version: Respector

This short, animated program encourages employees to act in ways that enhance workplace culture. Respect is critical for any organization to function. This film is a simple way to begin the discussion about respecting others. (3 min) From Star Thrower

Available Formats: **DVD, STREAMING**

Celebrate! Online Library ***with Dewitt Jones***

The **Celebrate! Online Library for Government** is a one-year, unlimited access subscription to all of Dewitt Jones' films. This collection includes support materials, and is available at a special introductory price!

For years, organizations at all levels have been using Dewitt Jones' films to improve engagement. These best-selling programs offer simple, yet powerful messages that encourage meaningful conversations, help us focus on the positive, and invite actual change.

Dewitt Jones' programs can be used as...

- Company events or retreats
- Group training
- On-demand personal development
- Leadership training
- Team building
- Strategic planning sessions
- Leadership/Character development workshops
- Internal video newsletters
- Lunch & Learn
- Initiative launches
- Employee engagement
- Inspiration and motivation
- Process improvement
- Communication skill building
- PowerPoint Presentation multi-media

Programs included:

Celebrate What's Right With the World

French Version: *Célébrons le monde dans sa beauté*

Celebrate! Change Your Lens, Change Your Life

French Version: *Célébrons! Changez votre vision, changez votre view*

Everyday Creativity

French Version: *Créativité quotidienne*

For The Love Of It

Focus Your Vision

More Than One Right Answer

Juice

23 Bonus Clips:

Dewitt's best stories from his feature films. Each clip is less than 3 minutes and offers your organization a great way to launch a meeting, set the tone for the day, or reinforce ideas.

These clips can also be included in your multi-media presentations (i.e.: PowerPoint).

Small Group Subscriptions

Introductory Price: \$995

This license is for groups under 50 employees. Includes teams or groups within a larger government department.

NOTE: Pricing is based on an unlimited use, one year license.

Large Group Subscriptions

This license is for groups larger than 50 employees. Price will be customized for your specific needs. Includes divisions or departments within a government.

NOTE: Pricing is based on an unlimited use, one year license.

Ten Day Free Trial!

FREE! Contact Us

Designed to provide a safe way for you to engage with the library in real time. Learn how to navigate, view content, and apply this valuable resource to your organization.

Build Your Own Custom Library

Online Learning made easy, affordable and flexible from Media Partners

Customize your own training with inspirational, practical and fun video clips from Media Partners best selling training programs.

It couldn't be easier to add high quality video to your next presentation!

There are more than 80 video clips that range between 1 to 4 minutes and cover a wide variety of topics, from **Leadership** to **Body Odour** and **Angry Customers** to **Sexual Harassment**.

They are available in easy-to-use video URLs.

How it works:

For each training clip purchased, we will provide you with a video URL (HTML link) which you can easily place on your website, LMS or other applications.

These 1 to 4 minute long clips are available for use under a 1 year license from date of purchase.

You will receive an email with easy instructions explaining how to place these video URLs into your applications. Once they are set up, trainees will be able to simply click the link to watch the video.

Training Topics:

Coaching
Customer Service
Ethics
Harassment
Healthcare
Leadership
Management
Sexual Harassment
Teamwork

Topics are selected from these best selling programs:

Give 'em the Pickle

The Difficult Guest

How to Connect in Business

How to Connect in Healthcare

The Guest 2E

What Do You Say?

The Practical Coach 2

The Leadership Pickles

Moment of Truth

It's Okay to be the Boss

Not Everyone Gets a Trophy

In This Together

Let's Get Honest

The Unified Team

Ask for a free trial!

These clips are brief but they couldn't be easier to add to your next presentation!

Online Learning



BUILD your own training! BLEND into existing training or curriculums!

TAG™ provides a NEW way for YOU to EASILY and SIMPLY build training by providing you complete flexibility with award winning video vignettes and complete programs!



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Just as needed—Get the performance improvement tools you need.

Just enough—Complete the task and move on to what's next.

Just in time—Provide performance improvement at just the right time.

Just right—Customize your learning using our knowledge sharing platform.



Research shows that 70% of development happens on the job
Why not leverage the natural way people learn?

Learning retention increases if material is delivered in chunks or bite sized modules

Why not provide content that will increase learning retention?

Learners are now accustomed to watching short videos.

Why not provide streaming video learning content to meet the changing face of learning?



Learning Anywhere, Anytime

This training tool encompasses many core features of an expensive Learning Management System (LMS), but with much lower costs and reduced setup effort. Since it is entirely web-based, there's no software to download or install; no need for IT staff support.



Memorable video-based online courses.

Video Arts e-learning lets you deliver memorable soft-skills training. These soft-skills courses are memorable because they feature engaging interactions and entertaining video clips with famous faces. So the learning lasts longer and you get a better return on your investment.



Managers Advanced Performance System

MAPS courseware is video-based, media-rich and highly interactive. Employees will enjoy the learning, complete the courses and apply the newly acquired knowledge, skills and attitudes in their jobs. Result - higher productivity, certified completion, and an outstanding ROI on your learning investment.

SEMINARS ON DVD & ON DEMAND

The 8 Pillars of Trust

How to Build a Rock Solid Foundation For Leadership

David Horsager shares 8 fundamental traits of trusted people and organizations. They include consistency, clarity, compassion, character, contribution, competence, connection and commitment. Discover how each of these characteristics can play a significant role in your success. (65 min)

Authentic Leadership

How to Gain Cooperation by Being Who You Really Are

Dr. Todd Dewett delivers emotionally moving stories that address your core challenges through the lens of authenticity - from communication and decision making to employee engagement and recognition. This engaging seminar inspires authentic, "show your ink" style leadership that creates highly productive, dedicated teams. (75 min)

Breakthrough Thinking

Practical Insights for Influencing Your Mind and Your Results

Success can be more easily achieved once we have a clear understanding of how our conscious and subconscious minds function. Learn to harness the power of your mind to control of your. (80 min)

Communication Skills That Work

How to Resolve Conflict and Increase Cooperation

Mary Sherman teaches tools to communicate more effectively. Learn what to say, how to say it and when to say it. These skills can reduce unnecessary conflict, increase cooperation, boost your confidence, and help you to create more harmonious relationships. (53 min)

Entrepreneurial Thinking

How to Transition into the Life You've Always Wanted

Self-made entrepreneur, Delatorro McNeal II, shares key strategies for making the transition from where you are to where you want to be. He'll show you how to break through fear, identify your passion, create a larger vision, protect yourself against negative people, eliminate excuses, embrace change, develop more clarity, monetize your dream, and much more. (75 min)

The Humor Advantage

How to Boost Engagement, Attract Customers and Increase the Bottom Line

Discover how organizations are leveraging their humour resources to foster a healthier, more engaged, more innovative, and ultimately more service-driven culture. This kind of work place attracts talented, committed employees who are engaged and energized on a continuous basis. (75 min)

Igniting Bold Leadership

How To Create a Culture of Risk-Taking and Collaboration

Innovation and positive change come about when people step out of their comfort zones and take risks. When you create an atmosphere that rewards innovative thinking, team members come up with ideas that break through old thinking and protect your organization from stagnation. Collaboration is also a key factor in bringing out the best in yourself and others. When we connect and share insights and ideas, everybody advances. Speaker Libby Gill shares practical strategies, captivating stories, and powerful insights that motivate people to take action. (60 min)

Influence and Persuasion

Non-Manipulative, Practical Strategies for Significantly Increasing Sales

Comedic speaker Victor Antonio guides you through a whirlwind of ideas and tools that are certain to increase your sales. He focuses on how and why buyers make decisions, and then shows you how to use that information to close a lot more sales. (60 min)

Powerful Presentations

How to Speak with Impact and Persuade with Ease

Learn the secrets of messaging and persuasion that will breathe life into your presentations. Discover how to craft your message, sell your ideas through story, eliminate common mistakes, and deliver your program so that people are truly motivated. (60 min)

PRICING

DVD seminars are \$139 for each program.

Streaming seminars, which give you unlimited access to view your video online are \$99 per seminar.

Audio seminars are also available for \$79 and allow you unlimited access to listen to your seminar online.

Professional Negotiation Strategies

Tools & Tactics for Gaining the Edge In Any Situation

Dr. George Lucas shares the four negotiation strategies, when and how to use them, & exposes the flaws in the common negotiation tactic of compromise. (100 min)

Psycho-Persuasion

How to Subliminally Remove Barriers to Get Prospects Buying Faster

Learn how to tap into the most important language patterns and understand the non-verbal cues that make the difference between "I'll think about it" and "Let's move forward!" The key is getting people to like and trust you. (70 min)

Street Smart Sales and Marketing

Outside the Box Thinking for Big Results

Learn dozens of innovative tactics for outsmarting your competition, prospecting, trust building, handling objections, and much more. Hear captivating stories loaded with insights, ideas, and humour. You will also be reminded of some of the most important sales basics that many of us tend to forget. If you are ready to rethink your thinking about sales and marketing, this seminar will give you the tools, strategies, and insights you need. (67 min)

Time Management Essentials

How to Increase Your Value by Increasing Your Productivity

Dave Crenshaw explains key time management principles that work in both in your career and personal life. He will prove how multitasking slows you down and what you can do about it to get things done faster. Learn how to create a personal time management system that helps you feel more organized than ever. Discover how proper time management can reduce your stress, enhance your relationships and improve your overall performance. (58 min)

Value-Centered Selling

How to Focus on What Buyers Really Want

This program focuses on helping you locate where your product or service can add value to the client's business model. It teaches you how to quantify your value so that the prospect is able to justify buying from you. (82 min)

A complete list of programs is available on our website.