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SUBJECT INDEX

Anger, Conflict & Difficult Situations	page 3
Careers, Interviews & Selections	page 5
Coaching, Mentoring, Counselling & Feedback	page 2
Communication Skills	page 5
Learning & Training	page 3
Management & Leadership	page 1
Personal Development	page 4
Presentation, Facilitation & Meeting Skills	page 3
Productive Workplaces	page 2
Sales & Customer Service	page 5
Stress Management & Well Being	page 4

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Take Away Training Series

Instant access to professional development for staff and managers on the go.

Take Away Training features business psychologists Eve Ash and Peter Quarry who provide useful techniques, clear advice and excellent ideas on key workplace issues. These best selling interview style programs are ideal for learning libraries, training sessions, intranets, streaming licenses and managers' own DVD resources.

MANAGEMENT & LEADERSHIP

A group of 13 programs to develop core skills for leading a team.

10 Point Checklist for Briefing a Consultant

Use this checklist to ensure you get the most out of your consultants right from the start.

Delegating and Empowering

Learn to distinguish between delegation and empowerment, and their workplace applications.

Delegating and Prioritising

Gain control over your work by skilful delegation and re-evaluation of priorities.

Difficult Appraisal Situations

Provides key definitions of appraisal processes, strategies and techniques.

Essentials for New Managers

Addresses the issue of how managers learn and what they must learn.

Inspiring Your Team With A Vision

Learn how a leader forms a vision and then how they communicate that vision.

Leadership

Learn the characteristics of effective leaders and the essential behaviours.

Making Teams Work Brilliantly

Learn to set clear direction and create a positive and productive team culture.

Management Mastery Checklist

Rate yourself against the 8 point checklist and know what skills you must develop.

Managing Change in Tough Times

Learn about management strategies and business experiences during tough times.

The New Supervisor

Team members want direction, feedback and respect so start leading well from the start.

Outstanding Leadership

The qualities of good leaders and strategies for developing them.

Understanding Financial Information

Learn the terms and phrases of financial information and how they relate to business management and performance.

PRODUCTIVE WORKPLACES

These 12 titles give managers and teams strategies for best practice.

10 Essentials for Successful Induction

Practical steps to make sure your new people gain the best impression from day one.

10 Mistakes in Marketing

Outlines marketing tips and traps to save your business time and money.

6 Ways to Prevent Sloppy Work

Set standards and objectives, coach, give feedback manage mistakes and give rewards.

An Introduction to Business Ethics

Everyone in the business should know how to deal with an ethical dilemma.

Best Practice Workplace Checklist

Discover the top 10 strategies known to ensure happy staff and quality work.

Creative Brainstorming for Innovation

Practical ways to foster innovation and encourage staff to think creatively and have fun at the same time.

Decision Making in Groups

Six ways to make decisions in groups, with pros and cons of each method.

Ethical Behaviour

Defines ethical behaviour and shows how it can affect the performance of a business.

Manage Change Successfully

Learn skills to plan and implement change, gain commitment and overcome resistance.

Men and Women Are Different

Learn the psychological differences and how both genders work together constructively.

Overcoming Personal Barriers to Diversity

Challenge perceptions, appreciate diversity and make your workplace inclusive.

Project Management Success Factors

Five strategies to ensure projects are on time, on budget and agreed specifications.

COACHING, MENTORING, COUNSELLING & FEEDBACK

These 14 programs can develop skills to motivate and improve performance.

10 Steps to Flawless Appraisal Interviews

Ten practical tips on how to conduct an appraisal interview to achieve positive and useful outcomes.

360 Degree Feedback

Learn how 360 degree feedback works and how you can improve with feedback from others.

Coaching

Assess when to use coaching to improve performance, confidence and motivation.

Conducting Successful Discipline Interviews

Learn about progressive discipline, documentation, structure, emotions and the pitfalls.

Counselling Poor Performers

Use a six-step approach to improve performance while maintaining a positive relationship.

Dealing with the Unmotivated Employee

Learn alternative strategies for staff motivation problems with this lively debate.

Essential Counselling Skills

Learn 3 key counselling skills and how to best develop them.

How to Develop Your People

Determine needs, implement learning strategy and evaluate development.

How to Mentor

Listening, questioning, contracting, goal setting and challenging are role-modelled.

Increasing Motivation At Work

Learn simple, realistic techniques to manage common motivational problems.

Manager and Psychologist

Learn to more clearly understand and manage workplace behaviour.

Managing Upwards

Learn to get feedback, ask for help and clarifying expectations with your manager.

Mentoring

The essential skills for mentors and protégés and how to avoid the pitfalls involved.

Understanding Personality

Learn practical methods for managing personality differences.

LEARNING & TRAINING

Use these 8 programs to build trainer skills and improve the learning experience.

10 Point Checklist Before Delivering Training

Get organized, anticipate issues and be confident your session runs smoothly.

Adult Learning Principles

Avoid mistakes and find out how to maximize the learning experience.



Conducting Training Activities

Use case studies, role-plays and business games to improve engagement in training.

Designing and Delivering a Training Session

Use adult learning principles to engage learners and improve your own effectiveness.

Developing a Training Plan

How to do a training needs analysis, plan activities and evaluate effectiveness differences.

Learning from Mistakes

A 3-step process to change perceptions and view mistakes as learning opportunities.

Learning to Learn

Use a practical 5-step model to develop the skills of being a good learner.

Moving to e-Learning

Learn about trends in e-learning, why strategies fail and gain insights into today's learners.

Trade in your old VHS copies and upgrade to DVD or streaming!

Call for a quote.

PRESENTATION, FACILITATION & MEETING SKILLS

These 11 titles provide skills for productive meetings and powerful presentations.

10 Powerful Networking Skills

Learn skills for success by moving from passive networking to being active or proactive.



Common Facilitation Mistakes

Learn the five common mistakes new and even experienced facilitators make.

Consulting Skills for Professionals

Gain practical advice for consulting entry phase, diagnosis, action & disengagement.

Controlling Meetings

Learn to control agendas, time participation and difficult people in meetings.

Difficult Presentations Made Easy

Discover the 5 most common difficult presentations and ways to deal with them.

Facilitation Skills

Know how to structure, lead and facilitate discussions, meetings and training sessions.

Leading Group Discussions

Successful techniques to lead discussions as a trainer, manager or supervisor.

Making Committees More Effective

Insight into forming new committees, revitalising existing ones and continuous improvement programs



Public Speaking with Confidence

Discover skills to cope with anxiety, and techniques to make presentations interesting.

Setting Agendas and Taking Minutes

Adopt this easy checklist for improving the effectiveness of meetings and minutes.



Understanding Group Dynamics

Learn the key dynamics in groups and how to intervene to improve group functioning.

ANGER, CONFLICT & DIFFICULT SITUATIONS

These 10 programs provide powerful techniques for resolving difficult people situations.

6 Ways to Resolve Conflict

Learn six practical techniques to implement immediately to resolve conflict at work.

7 Ways to Handle a Difficult Boss

Learn seven specific strategies to help with even the most challenging boss.



Conflict Within Teams

Learn crucial skills to identify and resolve conflict between team members.

Dealing With Abusive & Threatening Calls

Develop techniques to handle angry, abusive or uncooperative staff.

Dealing With Difficult People

Develop techniques to handle angry, abusive or uncooperative staff.

Dealing With Manipulative People

Learn about reactions to manipulation, how to say "NO" and how to confront the issue.



Discrimination in the Workplace

Learn how to distinguish between discrimination and other forms of common, undesirable behaviour.

Eliminative Workplace Bullying

Share the need for policy to help both the victims and perpetrators of bullying

Managing Aggression in the Workplace

Prevent aggression at work by reducing risk and if it does occur, managing it effectively.



Overcoming Harassment

Learn about the effects on individuals and simple techniques for dealing with the problems.

PERSONAL DEVELOPMENT

14 programs to develop yourself to become a more effective individual.

5 Steps to High Self-Esteem

Discover five things that you can do right now to improve your self-esteem.

Controlling Credit Card Debt



Explains the real cost of credit, and offers practical tips for resolving credit card debt.

Coping With Change

A program to help people affected by change to move beyond feeling angry, upset or fearful. (15 min)

Developing Assertiveness Skills

Learn a range of practical communication skills for dealing assertively with a range of people.

How To Cope in Harsh Times



Understanding the effect of positive and negative thoughts, strategies for regaining a sense of control and planning for a positive future.

Managing Boundaries



Learn about boundaries and how to successfully work within and around them.

Managing Personal Finances



Take more control of finances by understanding expenses and making informed decisions.

Personal Goal Setting

Achieve success by overcoming the 5 common mistakes people make when setting goals.

Positive Thinking

Use our three-step strategy to break the habit of negative thinking.

Preparing for Your Appraisal

Learn to evaluate your own performance and get what you want out of the interview.

Preparing Your Business Case



Learn to prepare a successful business case to present to senior personnel for approval.

Successful Thinking Habits

Learn the 8 ways you can overcome blocks, strive for and achieve success in your work and personal life.

Succession Planning



Successful succession planning provides strength and stability to an organisation, aids staff retention and prepares for future growth and change.

Talking Up Your Business




Discusses verbal branding and investigates the way we talk about our jobs and workplaces.

STRESS MANAGEMENT & WELL BEING

A group of 12 programs to assist you to reduce stress and improve wellbeing.

10 Healthy Work Habits

Discover practical strategies  for being healthy at work and improving performance.



15 Ways to Handle Today's Stress

A wide range of stress management techniques that work for different people.



6 Ways to Manage Overload

Identify constructive changes to improve your efficient, productivity and well-being.



Balancing Work and Private Life

Discover helpful strategies and ideas to regain and maintain your balance.

Dealing with Trauma & Distress



Gain insight into trauma and the symptoms and impact of post-traumatic stress.

Energy & Enthusiasm

Be successful by developing and maintaining high levels of energy and enthusiasm.

How To Survive Email Overload



Use the CADDY system to manage emails and reduce the stress from overload.

Regaining Control of Your Day



Learn a mindset strategy and the ABCDEFG formula to help you regain control.

Staying Happy & Positive Throughout Life



Find out if you are really happy and learn practical techniques to become happier.

Stress Management

Become calmer and under control by adopting the five ways to minimize stress.

Time Management

Learn to conduct a time audit and discover ways to solve time management problems.

Understanding & Dealing with Depression



Learn about symptoms and causes and what to do if you, or someone you know, is depressed.

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Call for a quote.

COMMUNICATION SKILLS

A group of 11 programs with strategies to help communication and improve business performance.

6 Ways to Build Rapport

Learn useful ways for creating a bond and connection, regardless of your role or audience.

7 Steps to Improving Communication

Learn a simple yet effective 7-step blueprint that you can use immediately.

Be Careful with Email

Know the legal and other dangers involved in email usage, and how to avoid the email sins.

Developing Emotional Competence

Find out what emotional competence is and how it can be developed.

How to Make a 5 Star Impression

Learn how to make a powerful impression for service, interviews and influencing.

Listening

Avoid common listening traps and learn to really hear – and understand what is said.

Negotiating with Suppliers

Be factual, clear, fast and persistent to improve efficiency & avoid common mistakes.

The Art of Questioning

Learn various forms of questions, how to combine them and use them to motivate.

The Power of Empathy

Learn about empathy, the crucial skill for dealing with emotional people.

The Psychology of Saying Sorry

Discover the benefits of apologizing and forgiveness, and learn the do's and don'ts.

Understanding Body Language

Learn to interpret non-verbal behaviour in a number of common work situations.

CAREERS, INTERVIEWS & SELECTIONS

These 9 programs will help you build your career and improve job satisfaction.

10 Employability Attributes & Skills

Learn about the 5 key attributes and 5 core skills for work success. Essential viewing for job seekers and recruiters.

10 Essential Interviewing Skills

Learn to encourage, establish facts, keep control and make quality judgements.

6 Essential Steps to Getting That New Job

Build your skills so you impress and succeed in interviews.

6 Ways To Boost Your Career Prospects

Take control of your career with these practical tips and watch your prospects grow!

6 Ways to Increase Job Satisfaction

If you are not happy in your job, learn practical strategies for making it more satisfying, rewarding and meaningful.

9 Essentials for Exit Interviews

Uncover staff- satisfaction problems and implement positive changes. Learn why an employee leaves and document feedback .

Coping with Retrenchment

Learn strategies to cope with emotional reactions and to stay motivated.

Going for a Job Interview

Discover how to answer difficult questions & learn strategies to make a strong impression.

The Art of Behavioural Interviewing

How to design and ask behavioural questions, probe and assess credibility and suitability.

SALES & CUSTOMER SERVICE

These 7 programs are designed to improve the impact of sales and service staff.

10 Essential Reception Skills

Present professionally, deal with multiple demands and manage waiting visitors.

7 Key Sales Skills

Avoid the classic mistakes and learn the essential skills to help you succeed in sales.

Advanced Sales Techniques

Learn skills to overcome typical challenges faced by experienced sales people.

Handling the Difficult Customer

Learn why customers are difficult and explore ways to effectively deal with them.

How to Manage & Motivate a Sales Team

Implement seven essential skills to ensure success of the sales team.

How to Sell a New Idea

Avoid the pitfalls and learn ten easy steps to make sure you present ideas successfully.

Sales and Service Turn Offs

Learn the ten core principles of excellent service and what leads to lost business.

ALPHABETICAL INDEX

10 Employability Attributes & Skills
10 Essential Interviewing Skills
10 Essentials for Successful Induction
10 Healthy Work Habits
10 Mistakes in Marketing
10 Point Checklist Before Delivering Training
10 Point Checklist for Briefing a Consultant
10 Powerful Networking Skills Coping with Retrenchment
10 Steps to Flawless Appraisal Interviews
15 Ways to Handle Today's Stress
360 Degree Feedback
5 Steps to High Self-Esteem
6 Essential Steps to Getting That New Job
6 Ways To Boost Your Career Prospects
6 Ways to Build Rapport
6 Ways to Increase Job Satisfaction
6 Ways to Manage Overload
6 Ways to Prevent Sloppy Work
6 Ways to Resolve Conflict
7 Steps to Improving Communication
7 Ways to Handle a Difficult Boss
9 Essentials for Exit Interviews

Adult Learning Principles
An Introduction to Business Ethics

Balancing Work and Private Life
Be Careful with Email
Best Practice Workplace Checklist

Coaching
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Conflict Within Teams
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Controlling Meetings
Conducting Successful Discipline Interviews
Controlling Credit Card Debt
Coping With Change
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Energy & Enthusiasm
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Facilitation Skills Learning from Mistakes

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How to Make a 5 Star Impression
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How to Develop Your People
How to Mentor
How To Survive Email Overload

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Leadership
Leading Group Discussions
Learning to Learn
Listening

Making Committees More Effective
Making Teams Work Brilliantly
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Managing Boundaries
Managing Change in Tough Times
Manage Change Successfully
Managing Personal Finances
Managing Upwards
Men and Women Are Different
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Moving to e-Learning

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