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Summer 2010

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ACCOUNTABILITY/ RESPONSIBILITY

Has That Buck Stopped Yet?

Taking responsibility is critical to an organization's success; when everyone takes their responsibility seriously, a workplace functions effectively. Animated. (7 min)
From Training Point

List \$495

Sale \$396

No Excuses: Foundations for Accountability, Ethics and Values



This course is designed to give your leaders the tools they need to hold themselves to high standards as well as to influence their peers and people they lead to do the same. (28 min) From Edge Training

Coming Soon In French

List \$1075

OTHER TITLES:

That's Not My Problem

List \$475

Sale \$332.50

Who Are They Anyway?

List \$525

Sale \$420

ATTITUDE

Seven Keys to a Positive Mental Attitude

Choose your attitude in advance, visualize success and resist negative influences. (25 min) From Telephone Doctor

List \$525

Sale \$420

Success is an Attitude

Success starts with attitude. See six extraordinary leaders and thinkers define their meaning of success and what that can mean for you. Features Stephen Covey, Depak Chopra, Senator Bill Bradley, Jack Welch, Anita Roddick, and Marshall Goldsmith. (4 min) From SuccessTV

List \$425

Sale \$340

OTHER TITLES:

Bad Apples: How To Deal With Difficult Attitudes

List \$875

Sale \$612.50

Smile!

List \$795

Sale \$636

CAREER DEVELOPMENT

Getting Motivated

If we think positively and convert our negative thinking to positive thinking, then we are more likely to act positively. With a positive mindset you become more motivated and successful. Animated. (4 x 2 min) From 7 Dimensions

In French: Change! devenez positif

List \$425 Sale \$340

INTERVIEW SUCCESS SERIES

This resource uses a variety of case studies and examples, to help ensure your employees have success at a wide range of interviews. From 7 Dimensions



Job Interviews – No Surprises

Find out what to expect like question types, panels, role plays, work tests and group challenges. (12 min)

Positive Mindset for Interviews

Learn strategies for developing a positive attitude. See the benefit of coaching and find out how to dress for success and use positive body language. (12 min)

Skills for Answering Questions

Learn how to give winning responses and create an opportunity to weave in your strengths and sell yourself. (16 min)

Show Enthusiasm & Confidence

Be proactive, know about the business, show interest, provide examples and remember to ask great questions. (8 min)

Receptionist Interviews

Three candidates who lack experience, try for the job of receptionist - none are successful. The employer provides advice about how to improve. (14 min)

Café Interviews – Mistakes & Success

Follow 3 young job seekers and see their 12 classic mistakes. Turn their interview performances into success by showing enthusiasm and initiative. (15 min)

Event Assistant Interviews

Three young job seekers with virtually no experience are interviewed for an event assistant job. (17 min)

Customer Service Role Plays

Four job seekers are put to the test when they are each confronted by an unexpected role play scenario as part of their interview. (19 min)

Cadetships – Students Face a Panel

Cam and James have been successful with their online cadetship applications, but did walk into a large interview panel with a minefield of questions. (20 min)

Group Assessment Interview

Five very different applicants are thrown into a group interview in an assessment centre with on the spot performance challenges. (17 min)

Graduate Interviews

Mat and Anna perform extremely well in their corporate interviews with a panel of two interviewers. But what will determine who succeeds in getting the job? (19 min)

Office Interview – Confidence and Persistence

After missing the closing date for an office administration job, Ben calls and convinces the manager to interview him. (15 min)

Success at Every Level

Three experienced applicants apply for different jobs in the same company all being interviewed by one HR manager. (19 min)

Pitching Your Business

Learn 20 practical tips when pitching your business - with no brochures, AV or previous referral - to someone who does not need or want what you are offering. (6 min)

In French: Comment presenter son offer



List \$275 Each Sale \$220 Each
List \$1995 Series

OTHER TITLES:

40 Hours: Invest in Yourself

List \$650 Sale \$455

Live & Learn

List \$825 Sale \$649

Get Hired! How to Ace the Interview

List \$725 Sale \$429

Get Ready! How to Prepare For a Successful Job Search

List \$725 Sale \$429

Purchase Both Get Hired! and Get Ready! for only \$995!

CHANGE

Jamie's School Dinners

Based on the successful TV series with Jamie Oliver, these programs bring change to life in an easy and inspirational way.

Part 1: A Recipe for Managing Change

Learn to embrace it by following four key lessons: Passion, People, Planning, Perseverance. (26 min)

Part 2: A Recipe for Living with Change

Learn to deal with the fear and confusion change brings by understanding the stages: Reject It, Resist It, Reflect On It, Resolve It. (19 min) From Video Arts

In French (subtitled): Les diners scolaires de Jamie

List \$1099 Each Sale \$934.15 Each

Ready. Set. CHANGE!

Employees need the skills to react smarter, adapt faster and engage together in the face of change. This program equips employees with the ability to positively and productively respond to any change. (28 min) From VisionPoint

List \$875 Sale \$612.50

OTHER TITLES:**Finding The Up In Upheaval**

List \$895 Sale \$626.50

Managing People Through Change

List \$895 Sale \$626.50

Who Moved My Cheese?**In French (subtitled): Qui a piqué mon fromage?**

List \$1195 Kit Sale \$1075 Kit

**COACHING****Coaching - The Power of Questions**

Provide managers with practical illustrations of how to use questions to help people think through a problem or task for themselves.

(20 min) From Telephone Doctor

List \$725 Sale \$580

Dimensions of Coaching

Effective coaching will improve employee performance but few managers know the art of mentoring. This video gives staff the skills they need to help peers perform at their peak. (25 min) From Workplace Publishing

In French: Les différentes facettes du coaching

List \$695 Sale \$556

The Helping Hand

With Robert Lindsay, John Cleese. This video shows managers that understanding the need for coaching, and then learning how to coach, is an essential part of their jobs.

Coaching can improve people's performance and motivation. (25 min) From Video Arts

In French: Coup de main

List \$1099 Sale \$934.15

Pass It On: Coaching Skills For Managers

While line managers are increasingly expected to take on the responsibility for coaching, very few are truly trained to do so. This program uses humour and practical examples of how to get coaching right (and wrong). It also demonstrates the way in which effective coaching can facilitate development through any organization. (25 min) From Video Arts

List \$1099 Sale \$934.15

OTHER TITLES:**The Courage to Coach****In French: Le courage d'accompagner**

List \$875 Sale \$612.50

COMMUNICATION: ASSERTIVENESS**Assert Yourself: Learning to Be Assertive**

Assertive behaviour means saying what we want, think or believe in ways which are direct, honest and appropriate, but also respects the rights of those we are addressing. This program looks at what assertive behaviour is and isn't; passive and aggressive behaviours; and how and when to be assertive. (28 min) From Video Arts

List \$1099 Sale \$934.15

Straight Talking

With John Cleese, Jennifer Saunders. Techniques of assertive behaviour are shown in a series of different settings. This video will equip people with the confidence to get their views and ideas noticed. (27 min) From Video Arts

In French: Parler franchement

List \$1099 Sale \$934.15

COMMUNICATION: E-MAIL ETIQUETTE**Undeliverable: E-mail Etiquette for Today's Workplace**

This new release covers everything from grammar and punctuation to message clarity, censoring yourself, proofreading, and professional closings; also addresses important topics like delivering bad news. From HRIT

List \$550

OTHER TITLES:**E-Mail Essentials**

List \$775 Sale \$695

COMMUNICATION: PRESENTATION SKILLS**I Wasn't Prepared For That**

With Dawn French and Robert Lindsay. This video will give staff at all levels the confidence and skills to prepare and deliver effective presentations. By following a number of simple steps - Position, Options and Proposal - anyone can conquer their fears and make a successful presentation. (30 min) From Video Arts

In French: Je n'étais pas préparée

List \$1099 Sale \$934.15

Life IS a Series of Presentations

Learn how to make your P.O.I.N.T. (Prepare, Outline, Involve audience, Narrow objectives, Tailor) to empower your workforce to communicate with impact. (24 min) From Vision-Point

List \$875 Sale \$612.50

OTHER TITLES:**The Floor Is Yours****In French: A vous de jouer maintenant**

List \$695 Sale \$486.50

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COMMUNICATION: VERBAL

Boomerang

This video explains the reciprocity urge – the basic drive in all of us that compels us to return favours, to repay kindness, to reciprocate when someone gives us something. This video shows how to get the most out of people and develop emotional competence. (10 min) From Ash Quarry

List \$525

Sale \$420

Communication Breakdown

This video will identify and fix the seven most important communication problems that can derail your organization. (20 min) From CoastalAMI

List \$995

Sale \$696.50

The Five Communication Secrets That Swept Obama to the Presidency

He changed history through the power of communication. You can use the same power to change your life!

Communication expert Richard Greene reveals the 5 Secrets that ignited Barack Obama's campaign to the Presidency. Learn how to use these powerful techniques to transform your career and your relationships. (47 min) From Futura

List \$495

Sale \$396

Listening Skills



Listening is a critical component when determining the needs of your customer. Hearing is a physical process but listening requires mental involvement. This course introduces six steps to help team members become better listeners. (14 min) From Telephone Doctor

List \$525

Sale \$420

Personality Clash



Anne and Kim are very different culturally and in their work styles. Anne sets up an open discussion where they give each other feedback, discuss their differences and come to a resolution. (14 min) From 7 Dimensions

Part 1: Communication Breakdown
Part 2: Feedback And Resolution

List \$525

Sale \$420

OTHER TITLES:

COMMUNICATION ESSENTIALS SERIES

Conveying Information

Exercising Personal Power

Listening and Understanding

In French: Ecouter et comprendre

Overcoming Negative Behaviors

List \$525 Each

Sale \$295

FEEDBACK SOLUTIONS SERIES

Giving Feedback - Basic Skills

Giving Feedback - Advanced Skills

Receiving Feedback - Basic Skills

Receiving Feedback - Advanced Skills

List \$525 Each

Sale \$295

CONFLICT RESOLUTION

Between You & Me: Solving Conflict



Teach your employees how to resolve conflicts themselves; improve relationships with co-workers; and how to solve conflict by working together to solve it. (28 min) From CoastalAMI

In French: Comment résoudre les conflits

List \$795

Sale \$556.50

Conflict Resolution Strategies: Five Ways to Manage Conflict

Learn how to identify the real problem, control emotions and deal with the conflict in a dignified manner. Five vignettes illustrate five strategies for solving conflicts. (19 min) From Lexicon Media

List \$795

Sale \$596.25

Everybody Wins: How to Turn Conflict Into Collaboration

Learn how to recognize three of the most common conflict situations in the workplace: Peer-to-Peer Conflict; Work-Team Conflict; Manager-to-Employee Conflict. (19 min) From VisionPoint

In French: Une victoire pour le monde

List \$875

Sale \$612.50

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CORPORATE CULTURE

Enhancing Morale

Morale is embedded into every workplace and has an all-pervasive effect on how employees communicate and perform. This program investigates the link between workplace culture and morale, and the role that leaders play in creating and maintaining morale. (12 min) From Training Point

List \$495

Sale \$396

A Greener Workplace: Planning & Managing Sustainability

Businesses are now expected to be 'good environmental citizens' and to be instrumental in leading changes in thinking and behaviour. This program features interviews with leading consultants and businesses who have implemented successful environmental strategies. (18 min) From Training Point

List \$695

Sale \$556

It's All About Culture

Covers important aspects of identifying, building and changing culture. Hear from three different organizations about their corporate cultures - multimedia games designer and developer Firemint, surf and ski wear giant Oakley, and Australia's Bendigo Bank. (20 min) From Training Point

List \$695

Sale \$556

Results Rule!

Build a Culture That Makes Your Team a Hero



The secret to consistently delivering results is an intangible - it is your culture. In this follow-up to his award-winning book, Randy Pennington provides principles and strategies you can use immediately to create and sustain a culture that delivers results. It's a matter of choice. (Part 1: 19 min; Part 2: 23 min) From Learning Communications

List \$925

WORKPLACE EXCELLENCE SERIES

Documentary case studies filmed in best practice organizations: an online recruitment business, a travel business, an Australian city government, a school. From 7 Dimensions

Vision & Values

Develop and motivate others to present a powerful vision with clear goals. (15 min)

Inspirational Leadership

Discover the behaviours, attitudes and strategies of outstanding leaders. (13 min)

Motivating Fun Workplace

Find out why some people love coming to work and doing their best. (11 min)

Open Communication & Teamwork

Learn how to communicate effectively to achieve best results by promoting open and honest communication. (12 min)

Passion For Service Excellence

Be passionate about your work; make a positive first impression; build relationships; know your product; understand needs and deliver solutions. (12 min)

Innovation & Continuous Improvement

Inspire everyone to be creative, offer suggestions and make improvements. (11 min)

Green & Giving

Find out how easy it is to make a difference at work and for the environment: by implementing green initiatives. (11 min)

Recognition & Feedback

Motivate people, develop skills and improve work performance. (13 min)

Wellbeing & Balance

Discover how healthy people with work/life balance will be happier. (11 min)

Employer Of Choice

Find out how to be a respected and award winning employer: (11 min)

List \$495 Each

Sale \$396 Each

List \$2995 Series

Using Competencies

How well do the people in your organization know and apply your competency framework? Competencies make explicit the way your organization wants its people to work. This program illustrates how to use them in appraisals, in promotion interviews, and for self-development. (19 min) From Telephone Doctor

List \$725

Sale \$580

CUSTOMER SERVICE

Beyond Words:

Customer Service and Sales

Are you ready to take your organization to the next level of sales and customer service? This 2-part series covers basic and intermediate skills necessary to understand and use body language effectively. Features leading body language expert Jan Hargrave. (21 min) From HRIT

List \$925

Sale \$775

Damage Control

A case study of a major product delivery disaster and a very angry client - all superbly managed by the account manager, who demonstrates exceptional service, communication, problem solving and leadership skills. (14 min) From 7 Dimensions



Part 1: The Problem Solving The Problem
Part 2: Re-Updating The Client
Part 3: Ensuring Problems Won't Happen Again

List \$525

Sale \$420

If Looks Could Kill

With Dawn French. This spoof detective case demonstrates how people's behaviour when dealing with customers or colleagues can determine the success or failure of the interaction. (28 min) From Video Arts



In French: Les regards qui tuent

List \$1099

Sale \$934.15

Johnny the Bagger: A True Story of Customer Service



This is the true story of "Johnny," a young man with Down syndrome who made a positive choice about his personal responsibility to provide from-the-heart service and changed the culture of an entire organization. (17 min) From VPPI

List \$975 Sale \$682.50

Questioning Techniques



Proper questioning techniques are key when gaining needed information from a caller or customer. High level questioning techniques are a learned skill. This course introduces seven types of questioning situations and illustrates how and when to employ them. (15 min) From Telephone Doctor

List \$525 Sale \$420

OTHER TITLES:

Glad I Could Help

List \$875 Sale \$612.50

Living the Brand: The Patagonia Story

List \$1099 Sale \$934.15

SO HELP ME SERIES

So HELP ME - Employee Edition

So HELP ME - Supervisor Edition

List \$695 Each Sale \$556 Each

List \$995 Series

Who Cares?

List \$995 Sale \$696.50

CUSTOMER SERVICE: CALL CENTRES

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18 skill-driven training modules help your staff become highly skilled at satisfying customers – both face-to-face and over the telephone. An excellent resources for call centres!

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Six Steps to Service Recovery **NEW**

Seven Keys To A Positive Mental

Attitude How to Avoid Emotional

Leakage Influencing the Interaction

How To Handle The Irate Caller

Essential Elements of Internal

Customer Service

How to Deal With the Foreign Accent

That's Just Rude!

Maintaining Customer Relationships

Order the entire series and

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List \$525 Each

Sale \$420 Each

List \$4695 Series

CUSTOMER SERVICE: INTERNAL

But I Don't Have Customers

Teach your employees the steps and techniques for defining their internal customers and how to serve them: treat them with respect and meet their needs and expectations. (21 min) From CoastalAMI

In French: Mais, je n'ai pas de clients

List \$795 Sale \$556.50

Essential Elements of Internal Customer Service

Illustrates the 6 essential elements for improving internal customer service and help employees realize we are customers to each other. (18 min) From Telephone Doctor

List \$525 Sale \$420

Inside Information

Show people how to develop more effective working relationships with their colleagues through better internal customer service. Learn to break down "silos" and build productive relationships with people from different departments. (27 min) From Video Arts

List \$1099 Sale \$934.15

OTHER TITLES:

An Inside Job

In French: Coup était monté de l'intérieur

List \$1099 Sale \$934.15

THE PICKLE BUNDLE

Give 'em the Pickle

The most important thing we can do is to take care of the customer and to make them happy. The trick is figuring out what your customers want and making sure they get it. (18 min)

In French: Donnez le cornichon

The Leadership Pickles

Bob Farrell combines his passion for serving others with powerful leadership stories to create a motivating message for all leaders: Leaders are those who SERVE the people who SERVE the customer. (16 min)

In French: Les cornichons du patron

What's Your Pickle?

"If you look and listen, your customers will tell you what your Pickle is". CONNECT with your customers; ANTICIPATE what they'll need next; DELIGHT your customers; INSPIRE yourself and others. (17 min)

List \$925 Each Sale \$2225 Series

DIVERSITY

As Simple As Respect

This program features a series of workplace vignettes that illustrate disrespectful behaviour and how to correct it. The vignettes include healthcare, manufacturing, retail and office settings. (24 min) From ATS Media

List \$825

Sale \$650

Diversity: Face To Face

Explores four main aspects of diversity in the workplace - stereotypes, similarities, unity and benefits - by listening to the stories of characters who live and work in a diverse world. (18 min) From ATS Media

In French: Diversité: le face a face

List \$825

Sale \$650

Drop by Drop

Demonstrates how the small slights, subtle discriminations and tiny injustices can add up to big problems in your workplace! (19 min) From CoastalAMI



List \$975

Sale \$682.50

Is It Bias?

Based on the book "Making Diversity Work" with Dr. Sondra Thiedeman. This course targets the more subtle forms of bias that insidiously undermine our ability to build truly inclusive workplaces. (17 min) From Learning Communications



List \$825

Ouch! That Stereotype Hurts

Staying silent in the face of demeaning comments, stereotypes or bias allows these attitudes and behaviours to thrive. Most people who want to speak up don't know how so they say nothing. This video teaches viewers how to speak up without blame or guilt. (30 min) From SunShower

List \$725

Sale \$625

Ouch! Your Silence Hurts

Many people want to speak up when they see others stereotyped, disrespected, or demeaned. But they stand by silently because of discomfort or the fear of saying the wrong thing. This video challenges viewers by asking, "How will you respond next time you witness somebody being treated with disrespect?" (9 min) From SunShower

List \$650

Sale \$550

People

This video illustrates the potential of the universal human traits of kindness, generosity, and respect in our workplaces and gets to the heart of the one thing that unites all people. This one thing is the key to success in all our relationships. (4 min)

In French: Les gens

List \$375

Sale \$300

Village of 100, 3rd Edition

If we shrunk the earth's population to a village of 100 people, with all existing ratios remaining the same, what would it look like? (3 min) From ATS Media



List \$415

OTHER TITLES:

As Old As You Feel

List \$425

Sale \$340

M.E.E.T. on Common Ground

List \$875

Sale \$612.50

EMPLOYEE RETENTION

Love 'Em or Lose 'Em: Employee Retention

Offers 26 A-Z strategies on how to keep quality talent and provides practical ways to communicate to your people that you value and appreciate them. (22 min) From CoastlAMI

List \$695

Sale \$786.50

ETHICS

A.C.T. With Integrity

Identifies 12 of the most common work-related ethics concerns and provides a model to determine the most appropriate choice of action to take to resolve each concern. (18 min) From VisionPoint

In French: Agir avec intégrité

List \$875

Sale \$612.50

Purchase the English & French Version of A.C.T. With Integrity for only \$1050

COMPLIANCE IS JUST THE BEGINNING SERIES

Help all employees make better ethical decisions. From QMR

3 Steps to Ethical Decisions A former Enron executive and six ethics experts discuss the pressures people can feel that may lead them to make poor decisions. (24 min)

Ethical Situations to Consider Eight dramatized scenarios with ethical issues most of us will face at some time. (32 min)

List \$775 Each

Sale \$695 Each

List \$1240 Series

ETHICS SERIES

With Dr. Marianne Jennings

The courses examine pressing topics including the flaws of the gray-area myth, a lack of understanding why ethics matters, the culture of silence and fear of retaliation, and the pressures that compromise ethical decision-making.

From Coastal



Ethics Is A Competitive Advantage

Hard-hitting stories and eye-opening research to illustrate 5 reasons why ethics matters. (20 min)

Ethics: Speaking Up Without Fear

Cultivate an open, ethical culture that encourages employees to spot and report wrongdoing. (15 min)

Ethical Leadership: Tone At All Levels

Overcome obstacles to an organization-wide ethical culture. (20 min)

List \$550 Each

Sale \$385 Each

List \$1425 Series

Sale \$825 Series

OTHER TITLES:

Ethics: the L.O.G.I.C. of Right

List \$995

Sale \$696.50

L.E.A.D. With Integrity

In French (Subtitled): Diriger avec intégrité

List \$875

Sale \$612.50

GENERATIONAL ISSUES

Generations: M.E.E.T. for Respect in the Workplace

Tackles the complexities of effectively working in and managing a multi-age workforce. (27 min) From VisionPoint

In French (Subtitled): Programme m.e.e.t. pour le respect sur le lieu de travail

List \$955

Sale \$668.50

AWESOME!

This program will help you bridge the differences and maximize the effectiveness and productivity of Gen Y employees.

From QMR

Part 1: A New Generation@ Work

presents 24 Gen Y employees who provide insights into who they are, how they think, and what they need to succeed. (10 min)

Part 2: Engaging Gen Y introduces 5 managers who present their views on how to help Millennials succeed. (10 min)

In French: GÉNIAL!

List \$775

Sale \$695

Employing Generation Why

With Eric Chester. The new generation in the workforce today is much different than any other generation. Sixteen to 24 year olds, or Generation "Why" employees, don't think like any other generation or value the same things. This 8 module workshop focuses on our most precious asset: our employees. From Dynamic Training

List \$1095

Sale \$876

Managing Generation Y

Explores a range of issues and strategies associated with attracting, retaining, effectively managing, and capitalizing on the many strengths of Generation Y workers. (18 min) From Training Point

List \$695

Sale \$556

Purchase Managing Generation Y, The Aging Workforce & Generational Diversity for only \$925



Please Respect My Generation! 5 Generations at Work

For the first time, we have as many as five different generations together in the workplace. This video bridges the gap between them and shows audiences how to avoid conflict and increase productivity in their generationally diverse workplace. (23 min) From ATS Media

In French: S'il vous plaît respecter ma génération!

List \$825

Sale \$650

OTHER TITLES:

The Aging Workforce

List \$295

Sale \$236

Generational Diversity

Price \$295

Sale \$236

HARASSMENT

Bullying And Harassment

What can someone do if they are bullied? These four dramatized case scenarios will provide triggers to help identify bullying and enable people to discuss strategies for reporting and overcoming it. (15 min) From 7 Dimensions

List \$525

Sale \$420

Harassment: A New Look For Employees

The program introduces your employees to the novel manifestations of harassment. It features a diverse group of salon employees and their customers who share their personal experiences to highlight the devastating impact of workplace bullying; joking; intimidation; cyber bullying; and sexting. From Coastal

List \$995

Sale \$696.50



Harassment Hurts: It's Personal

Explores the pain and cost of harassment, covering such topics as age, race, sexual orientation, political affiliation, pregnancy, ethnicity, sexual harassment and much more. (17 min) From ATSMedia

In French: Le harcèlement blésse: c'est personnel

List \$625 Sale \$500

Harassment Is...

Harassment can take the form of jokes, negative stereotyping, hostile acts or simple thoughtless comments. In addition to the costs associated with legal liability, harassment has a profound negative effect on individuals, inflicting emotional stress, lowering employee morale and reducing productivity at work. (19 min) From CoastalAMI

List \$895 Sale 626.50

It's About Respect

Raise awareness regarding harassment and explain the do's and don'ts of creating a respectful workplace. (21 min) From CoastalAMI



List \$695 Sale \$486.50

OTHER TITLES:

Addressing Bullying in the Workplace

List \$159 Sale \$127.20

Defining Bullying In The Workplace

List \$159 Sale \$127.20

Harassment: The Real Scene

List \$895 Sale \$626.50

Let's Face It: Sexual Harassment For Supervisors

List \$995 Sale \$695.50

The Right Side Of The Line

In French: Les limites à ne pas franchir
List \$875 Sale \$612.50

INTERVIEWING: BEHAVIORAL-BASED

Behavioral Interviewing

Shows that past behaviour is the key to predicting future performance. Rather than using intuition, an interviewer can use the questioning techniques demonstrated to retrieve relevant information based on past experiences. (25 min) From Video Arts

In French (subtitled): Entretien de comportemental

List \$1099 Sale \$934.15

Get the Whole Picture

Dr. Paul Green introduces advanced interviewing concepts designed to improve candidate evaluation with five probing strategies and a proven assessment tool. (22 min) From VisionPoint

In French: Obtenir toute l'information

List \$955 Sale \$668.50

More Than A Gut Feeling III

How to select the most qualified job candidate by applying the behavioral approach to interviewing. Developed by Dr. Paul Green. (32 min) From CoastalAMI

In French: Au delà l'intuition

List \$995 Sale \$696.50

A Question of Evidence

Explains the benefits of behavior-based interviewing: a method of establishing that a candidate possesses the competencies you're hiring for based on evidence of past behavior. (22 min) From Telephone Doctor

List \$725 Sale \$580

INTERVIEWING: COUNSELLING

Can You Spare a Moment? (Revised)

With John Cleese. Introduces the four stages of the counseling interview: setting up the interview, getting people talking by using open questions, helping them think through the problem, and discovering the solution for themselves. (25 min) From Video Arts

In French: Pouvez-vous m'accorder un moment?

List \$1099 Sale \$934.15

INTERVIEWING: HIRING

Beyond Words: Hiring & Interviewing Series

This 3 video series teaches interviewers how to create a positive environment and find the most positive employees. Features leading body language expert Jan Hargrave. (58 min) From HRIT

List \$1050 Sale \$995

Hire For Attitude

Hire the best people for your organization by focusing on attitude. You cannot afford costly hiring mistakes and the resulting turnover. (20 min) From Video Visions

List \$695 Sale \$556

It's Your Choice

With Hugh Laurie, John Cleese, Dawn French. Provides all the necessary skills to conduct an effective recruitment interview. It introduces three managers who make common mistakes and then shows how each manager learns from these mistakes. (30 min) From Video Arts

In French: Faites le bon choix

List \$1099 Sale \$934.15

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Sadhana uses a range of challenging questions with Sofia to ensure she elicits sufficient information to assess her suitability. (13 min)

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Learn the key ingredients needed to build winning teams. Hosted by award winning journalist Donald Van de Mark. (15 min) From Success Television

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