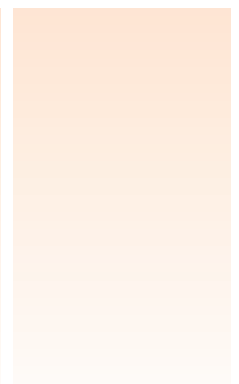
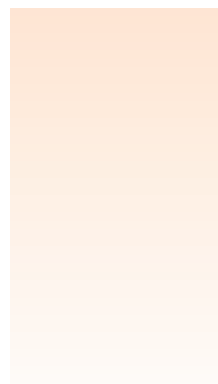
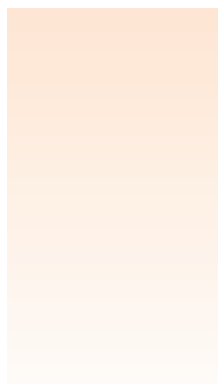
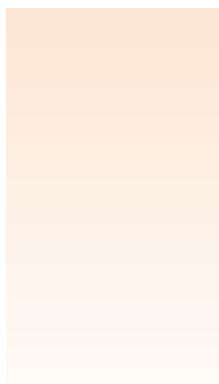


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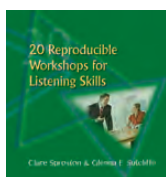
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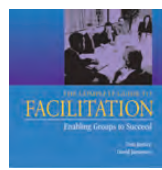
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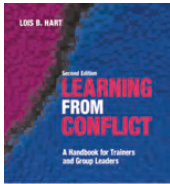
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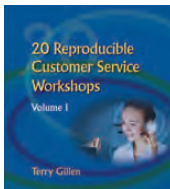
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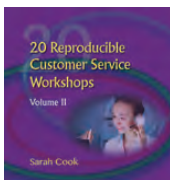
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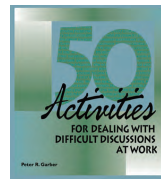
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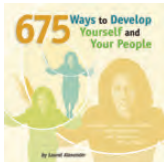
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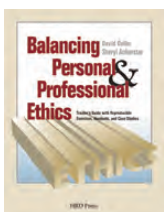
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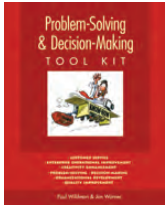
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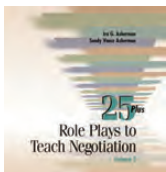
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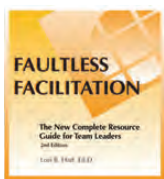
Lois Hart

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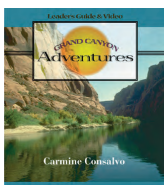
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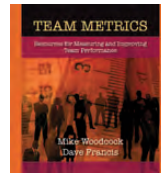
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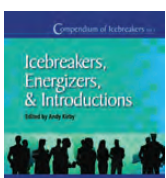
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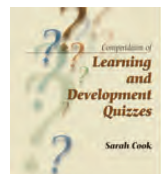
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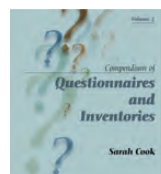
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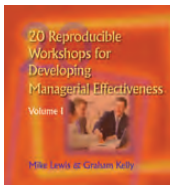
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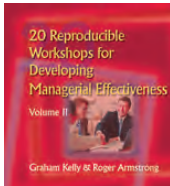
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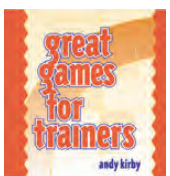
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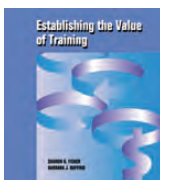
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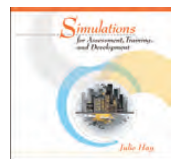
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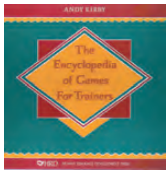
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Julie Hay

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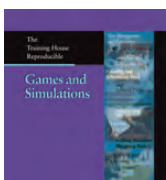
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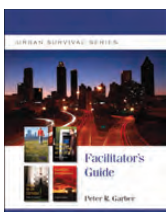
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Dramatic exercises on the benefits of collaboration

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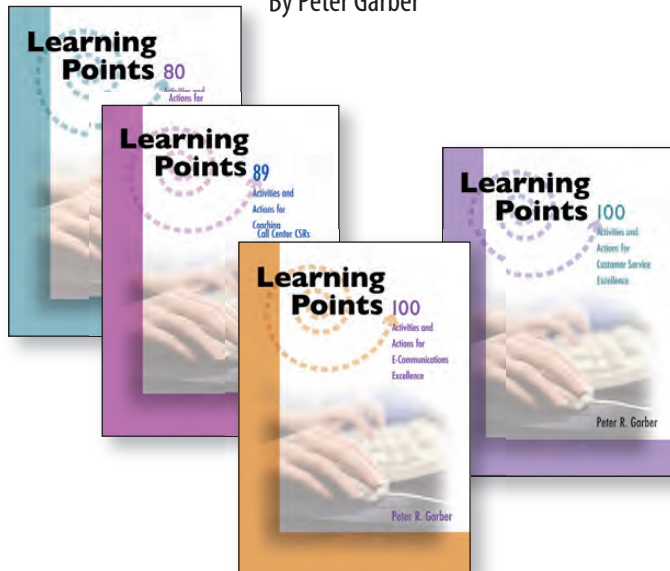
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- Develops team problem solving skills
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- Teaches win-win negotiation strategies
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This is a challenging exercise that dramatizes how teamwork, open communication, active listening and a win-win negotiating approach can overcome conflict and bring people together to constructively solve mutual problems. Makes learning fun and exciting!

Participants take roles as members of a Joint Commission representing both environmental and commercial interests on the Caribbean island nation of Mantique. Unless a way can be found to stimulate its economy, the beauty and tranquility of Mantique may be shattered by foreign commercial and industrial exploitation. But, differing viewpoints on the commission have produced conflict and time is running out as negotiations enter a crucial phase! About 1½ to 3½ hours depending on options selected by facilitator.

Fully reproducible masters of all participant and facilitator materials plus PowerPoint® slides. Code: G-808R / \$149.95

Hurricane Disaster Exercise

- Develops planning and organizing skills
- Builds teamwork
- Sharpens ability to solve problems under pressure
- Assesses leadership behavior



A resort community emergency preparedness team meets to evaluate the danger of an impending hurricane and to determine whether the island community should be evacuated. The decision team must quickly update its emergency preparedness action plan by obtaining critical additional information, assessing available resources and by analyzing the overall situation. If the team does not order evacuation it must decide how the island population can best be protected from the fury of Hurricane Judy. Based on information provided by the National Hurricane Center and governmental emergency preparedness agencies. Suitable for all organizational levels. Requires 2 to 2½ hours.

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Survive Nature's Fury

Breaks down communication barriers



Survive Nature's Fury is a motivating training activity that commands participant interest as it develops key communication skills attributes. Following a PowerPoint slide introduction with fascinating photos of severe storm scenes, the activity presents participants with a four-section storm survival test that is completed first by participants individually and then as a team. The focus is on consensus decision making in which the teams that are most effective in information sharing and collaborative problem solving will

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Escape the Wildland Inferno

A challenging team building exercise

- Improves team interaction
- Teaches consensus decision making
- Develops interpersonal communication skills



The scenario focuses on a group of hikers who are camping deep in Sasquatch National Forest. During a violent thunderstorm lightning ignites a forest fire that spreads rapidly due to high winds and dry woodland conditions. The campers awaken the next morning to find surface fire blocking the trail ahead of them. But, when they try to backtrack out of the forest, they encounter a series of life threatening situations posed by the advancing fire that they must navigate correctly in order to *Escape the Wildland Inferno!*

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Alien Encounter Exercise

An Exciting Training Simulation

- Explains how communication works
- Develops effective decision making skills
- Builds understanding and strengthens team interaction
- Increases intercultural awareness and sensitivity

The scenario centers on a space shuttle mission to repair the malfunctioning Hubble Space Telescope. After making the repairs the tired and fatigued shuttle crew is engaged in deorbit preparations when they have an unexpected visitor. They must clearly describe what they see to Mission Control and determine how to communicate with "visitors" who likely share a different cultural and values system. Meanwhile, Mission Control must decide whether the shuttle crew should risk remaining in orbit or proceed with the scheduled deorbit burn. Based on space shuttle mission information provided by the National Aeronautics and Space Administration (NASA). Suitable for all organizational levels. Requires 1½ to 2 hours.

Fully reproducible masters of all participant and facilitator materials plus PowerPoint® slides. Code: G-801R / \$149.95

Project Space Colony

Builds cooperation and teamwork

Project Space Colony is a training activity in which task teams make decisions about issues that must be considered in the overall design of a future space station. The activity focuses primarily on the human and social aspects of the project and has been designed to appeal to employees at a wide range of organizational levels. Learning content is structured to improve employees' ability to solve problems, make decisions, resolve conflict and achieve team consensus.



Based on an actual research project by NASA. Easily self-administered. Fun and challenging to employees. Requires about 1 to 1½ hours.

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Hunt for T-Rex Exercise

A fast-moving simulation exercise

- Builds leadership skills
- Demonstrates the value of consensus decision making
- Increases team effectiveness
- Captures the imagination and attention of all employees



Focuses on behaviors and practices that are characteristic and required of truly successful leaders. Based on contingency and situational theories. The exercise scenario begins 70 million years ago in the age of dinosaurs and continues through modern times centering on an expedition to find the fossils of Tyrannosaurus (T-Rex). The expedition leader is confronted with a series of leadership challenges that she must successfully meet in order to ensure the success of the project. Exercise participants first make independent decisions for each of the situations the expedition leader faces. They then form teams and try to achieve consensus about the same issues. Helps participants develop leadership diagnostic skills and learn how to determine which approach is most effective for a particular situation. Suitable for all organizational levels. Requires about 1 to 1½ hours.

Fully reproducible masters of all participant and facilitator materials plus PowerPoint® slides. Code: G-809R / \$149.95

Lost in Alligator Swamp

Improves listening, information sharing, and problem solving skills

Lost in Alligator Swamp is an action packed training exercise that will help quickly develop essential team interaction skills like effective listening, information sharing, planning, problem solving and much more. The scenario is a search and rescue mission to find a group of boaters who are reported missing after a sudden tropical storm swept over a remote section of Manatee National Park where they had been fishing. When the storm hit, the boaters used a cell phone to call the park ranger station and report that they had beached themselves on a small area of relatively dry land. But, they said that they were completely disoriented and had no idea of their exact location and their boat with provisions and camping gear has just drifted away. The mission of exercise participants is to listen carefully to a tape recording made of the boaters, call for clues as to their possible location, identify the general area where they may be and work out a search and rescue action plan. Meanwhile, the boaters must use their wits and limited material resources to survive the dangers of Alligator Swamp! Suitable for any audience. About 1½ hours including debriefing time.

Fully reproducible masters of all participant and facilitator materials with PowerPoint® slides. Code: G-817PP / \$149.95

The Net Spy

An intriguing team problem solving exercise

As exercise participants weave through an increasingly tense plot they learn how to hone their analytical and problem solving skills, separate fact from perception and how to deal with others who may have a hidden agenda or who may be withholding crucial decision making information.

The exercise scenario is a special internal task team appointed by senior management to find the person who is breaking into the organization's top secret data files, copying plans crucial to the organization's ability to survive in the market place and apparently selling them to government controlled businesses in foreign countries. The suspicion is that the hacker, known only by the code name "Pastorius," is an insider and may even be one of the members of the special task team! Pastorius must be found and stopped now! Requires 1½ to 2 hrs.

Fully reproducible masters of all participant and facilitator materials plus PowerPoint® slides. ORDER: G-818R / \$149.95

Tuscan Shadows

Develops key communication and team skills

Tuscan Shadows is a unique training activity that captivates participants with its colorful, exciting audio/visual format. The activity is in the form of a PowerPoint slide show that tests the ability of employees to observe and memorize pictorial detail and then share their observations with members of their team in an effort to reach team consensus. The scenario for the activity is a visual tour along the many roads that lead to the picturesque region of Tuscany in Italy. Each scene is presented to employees for a limited time and is then followed by a multiple choice test that measures how well employees recall details of the scene. In a subsequent team discussion employees try to reconcile any differences among their observations and agree on a team decision. A comparison of their individual and team scores shows whether they were successful in achieving a synergistic decision.

Excellent for all levels of the organization. Can be conducted in about 1½ to 2 hours including debriefing. Includes slide show file and separate files for fully reproducible activity test answer forms and activity administration manual with facilitator guidelines and scoring information. Use it again and again as often as you want!

Fully reproducible masters of all participant and facilitator materials with PowerPoint® slides. Code: G-821PP / \$149.95

Hostage Rescue Exercise

Improves team building and decision making skills

An exciting team building and decision making simulation that is suitable for employees at all organizational levels. The scenario centers on a hostage taking situation by terrorists in a small third world country. Exercise participants take the role of a U.S. Department of State, Office of Security task team that has been assigned to help obtain the release of the hostages. A series of realistic situations confront the task team as it develops strategies aimed at freeing the hostages. In order for the participants to arrive at the correct "life and death" answers, they must not only sharpen their decision making skills but also work together as an effective team!

Detailed administration manual contains background information, administration and scoring instructions, theory and validated rationale for the correct answers. Requires only about 1 to 1½ hours.

Fully reproducible masters of all participant and facilitator materials plus PowerPoint® slides. Code: G-803R / \$149.95

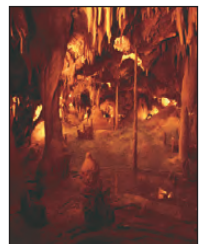
Trapped Underground Exercise

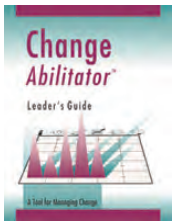
A terrific active listening training activity

- Evaluates and develops listening ability
- Improves interpersonal communication
- Sharpens decision making skills
- Improves teamwork

The exercise focuses on a group of tourists who together with their guide are trapped in Cherokee Caverns when an earthquake knocks out the caverns' electrical system. The group's guide was seriously injured in the tremor and is now unconscious. But the group has a flashlight and can communicate with rescue workers on the surface via the guide's walkie talkie. Participants take the role of a team of rescue workers who must pinpoint exactly where the trapped tourists are within the caverns' miles of marked passages and chambers by listening effectively to the transmitted description of the tourists surroundings. The rescuers must then decide in which of several possible sections of the caverns the tourists are located. Requires approximately 45 minutes to 1 hour.

Code: G-805PP / \$149.95 Fully reproducible masters of all participant and facilitator materials with PowerPoint® slides.





Change Abilitator

LHE INC

The *Change Abilitator* identifies six types of concerns people often experience when a change is introduced into their team or organization. The results will give both employees and managers a clear picture of the obstacles they need to overcome to successfully implement change in their organization. The leader's guide enables a trainer to deliver a one day workshop using, scoring, and interpreting the *Change Abilitator* questionnaire.

Leader Guide & Questionnaire / Code...CALG / \$59.95

Additional Questionnaires / Pack of 5 / Code...CAQ / \$49.75



Change Management Effectiveness Profile

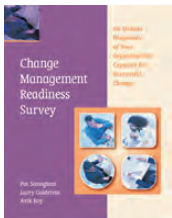
Jon Warner

This 84-item, self-scoring assessment determines the degree of competence in 7 primary dimensions of change management. Interpretation of scores and coaching tips are provided in the assessment booklet.

Facilitator Guide & Assessment / Code...CMEPF / \$99.95

Additional Assessments / Pack of 5 / Code...CMEP / \$59.95

Online Assessment / Code...CMEPOL / \$24.95

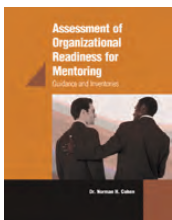


Change Management Readiness Survey

Patrick Sanaghan, Larry Goldstein, Avik Roy

The user-friendly survey is designed for change leaders, organizational leaders and managers, and consultants who are not simply tinkering, but changing organizations in powerful ways. Often these change leaders only see part of the picture. This tool will give you a valuable snapshot of how a cross-section of your managers view the change process.

Survey / Includes 8 Assessments / Code...CMRS / \$39.95



Assessment of Organizational Readiness for Mentoring

Dr. Norman H. Cohen

The *Assessment of Organizational Readiness for Mentoring* contains twelve inventories designed to assist coordinators in determining the overall status of preparation and receptivity before launching a mentoring program. Collectively, the inventories highlight and record the essential decisions that must be made in the formative stages of planning a mentoring program.

40 pp / Paperback with CD / Code...AORM / \$59.95



Coaching Effectiveness Profile

Jon Warner

This 84-item, self-scoring assessment provides a summary rating of coaching competencies including: empowerment, empathy, confrontational levels, and more. The assessment booklet includes coaching tips and development planning.

Facilitator Guide & Assessment / Code...COAEPF / \$99.95

Additional Assessments / Pack of 5 / Code...COAEP / \$59.95

Online Assessment / Code...COAEP0 / \$24.95



Principles of Adult Mentoring

Dr. Norman H. Cohen

This 55-item, self-scoring assessment provides mentors with an objective means of assessing their mentoring skills, especially those behavioral competencies that are essential for productive interaction with a diverse group of mentees. The scale measures six distinct and important components of the adult mentoring relationship, which together constitute the complete mentor role.

Facilitator Guide & Assessment / Code...PAMLG / \$59.95

Additional Assessments / Pack of 5 / Code...PAMA / \$59.95



Communication Effectiveness Profile

Jon Warner

This 84-item, self-scoring assessment simplifies the large and complex subject of communicating with others by assessing discrete behaviors that group into 7 categories of communication competence.

Facilitator Guide & Assessment / Code...COMEFP / \$99.95

Additional Assessments / Pack of 5 / Code...COMEP / \$59.95

Online Assessment / Code...COMEPOL / \$24.95

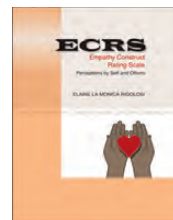


Communication Response Style Assessment

Training House

This assessment identifies a person's relative strength in each of four response modes — critical, advising, emphatic, and searching. A series of statements that someone at work might make are presented; beside each are four responses. For each statement you have 3 points to assign, giving them to one or more of the responses, based upon the response(s) that you would be most likely to make.

Assessment / Pack of 5 / Code...RTHCR / \$59.95



Empathy Construct Ratings Scale

Develop key skills in caregivers and counselors

Elaine LaMonica Rigolosi

This 84-item, self-scoring instrument is designed to measure empathy in one's self or another person. Participants read each statement and use graduated responses (extremely unlike to extremely like) to describe how they perceive themselves or another person to be like the statement. Includes help with interpreting the results.

Facilitator Guide & Assessment / Code...ECRSLG / \$34.95

Additional Assessments / Pack of 5 / Code...ECRS / \$39.95



Generational Styles Assessment

Jon Warner & Anne Sandberg

This 48-item, self-scoring assessment helps participants understand the differences between generations and identify ways to flex their own behavior to work more effectively with or manage people of all ages.

Facilitator Guide & Assessment / Code...GSAF / \$59.95

Assessment / Pack of 5 / Code...GSA / \$59.95



How Would You Respond?

Training House

This self-assessment is designed to give you insight into the ways in which you respond to people in your interpersonal communications. Using a case method, this assessment will help you identify how you are likely to respond when someone speaks to you, what you typically say, and what you can learn about the way you view others and relate to them.

Assessment / Pack of 5 / Code...HWYR / \$59.75

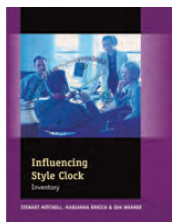


Influence Styles Inventory

Marshall Sashkin

This 10-minute, self-scoring assessment determines the participant's level of preference for passive, aggressive, or assertive influencing styles. Interpretative and skill building support materials direct the learner to a more productive assertive style. This assessment will give managers an opportunity to analyze their influence styles.

Trainer Guide & Questionnaire / Code...ISITG / \$59.95
Additional Questionnaires / Pack of 5 / Code...ISI / \$59.95



Influencing Style Clock

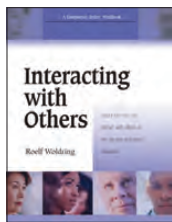
The insight every manager and supervisor needs

Jon Warner

This 32-item, self-scoring assessment helps employees identify and improve the ways they influence others at work. It is a powerful tool for leadership training, team building, career counseling, personal development and sales training.

Facilitator Guide & Assessment / Code...ISKIF / \$59.95
Additional Assessments / Pack of 5 / Code...ISKI / \$59.95
Online Assessment / Code...ISKIOL / \$24.95

**Best
SELLER**



Interacting with Others

Roelf Woldring

Interacting with Others profile is a 25-item, self-scoring assessment and workbook that explores how you interact with people in the workplace. For example, do you initiate interactions with others—or let others connect to you?

Assessment & Workbook / Code...IWOP / \$15.00

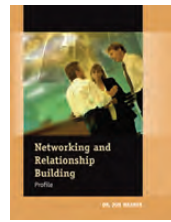


Listening Effectiveness Profile

Jon Warner

This 84-item, self-scoring assessment provides a highly structured process through which to assess an individual's current capacity to listen attentively and move towards improving key listening skills.

Facilitator Guide & Assessment / Code...LISEPF / \$99.95
Additional Assessments / Code...LISEP / Pack of 5 / \$59.95
Online Assessment / Code...LISEPOL / \$24.95

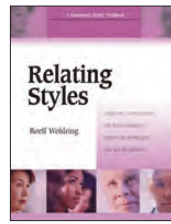


Network and Relationship Building Profile

Jon Warner

This 84-item, self-scoring assessment provides a detailed process for assessing an individual's existing capacity to network with others and highlights areas where improvements might be possible.

Facilitator Guide & Assessment / Code...NRBPF / \$99.95
Additional Assessment / Pack of 5 / Code...NRBP / \$59.95



Relating Styles

Roelf Woldring

The *Relating Styles* profile is a self-assessment and workbook that explores the communication and decision-making patterns you bring into a relationship. It could be a business relationship or a life partnership between you and someone of the same or opposite gender.

Assessment & Workbook / Code...RSP / \$15.00



What Do You Say?

Training House

This self-assessment helps identify your communication style. By selecting the responses that indicate how you are most likely to reply in 12 different situations, you will gain insight into your style of influencing others.

Assessment / Pack of 5 / Code...RWDYS / \$59.95



Conflict Style Inventory

Marshall Sashkin

This self-scoring assessment uses responses to 10 mini cases to provide participants with a conflict profile that displays their use of 5 styles: problem solving, smoothing, bargaining, forcing, and avoiding. It simplifies training by orienting most resolution toward the problem solving/collaborative style, which research shows is consistently the most successful strategy.

Trainer Guide / Code...CSITG / \$59.95
Inventory / Pack of 5 / Code...CSI / \$59.95
Managing Conflict Booklet / Pack of 5 / Code...MCC / \$44.75

**Best
SELLER**



Dealing with Conflict Instrument

Turn Conflict into Opportunity!

Alexander Hiam

This instrument presents five conflict-handling styles that are effective ways of dealing with conflict: accommodate, avoid, compromise, compete, and collaborate. Participants will learn the positive uses of each style and when to deploy them.

Leader's Guide & Assessment / Code...DCLG / \$59.95
Additional Assessments / Pack of 5 / Code...DCI / \$59.95
360° Feedback (6 others) / Pack of 5 / Code...DC360 / \$74.75
Online Assessment / Code...DCIOL / \$24.95

**Best
SELLER**



Customer Service Commitment Profile

Jon Warner

This 48-item, self-scoring assessment helps individuals understand how much of a commitment to service excellence is offered to the customer by the organization and by the individual.

Facilitator Guide & Assessment / Code...CSCPF / \$99.95
Additional Assessments / Pack of 5 / Code...CSCP / \$59.95
Online Assessment / Code...CSCPOL / \$24.95



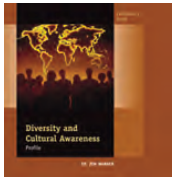
Customer Service Skills Profile

Make great service an everyday occurrence

Jon Warner

This easy-to-use assessment solves one of your biggest headaches in customer service—ensuring consistency in your staff's performance. How? By giving employees a clear picture of their unique strengths and areas they need to work on - and the motivation to acquire all the skills of an all-around good customer service giver.

Facilitator Guide & Assessment / Code...SSPRF / \$99.95
Additional Assessments / Pack of 5 / Code...SSPR / \$59.95
Online Assessment / Code...SSPROL / \$24.95



Cultural Diversity and Awareness Profile

Jon Warner

This 48-item, self-scoring assessment helps individuals understand the levels of their awareness and commitment toward the diversity of individuals with different backgrounds in their organization

Facilitator Guide & Assessment / Code...CDCAPF / \$99.95
Additional Assessments / Pack of 5 / Code...CDCAP / \$59.95
Online Assessment / Code...CDCAPO / \$24.95



Development Styles

Get valuable feedback on how to get the most out of professional development

Roelf Woldring

The *Development Styles* Profile is a self-assessment and workbook that explores the kinds of professional development activities that best match your learning style.

Assessment & Workbook / Code...DSP / \$15.00



Ethical Type Indicator

Recognize, analyze and resolve ethical dilemmas

Louie V. Larimer

This self-scoring personal assessment instrument measures the extent to which you prefer and use six ethical philosophies when confronted with an ethical dilemma. The instrument consists of 42 statements reflective of one of six ethical theories. The tool is easy to complete and self-scoring takes only a few minutes.

Facilitator Guide & Assessment / Code...ETHIL / \$99.95
Additional Assessments / Pack of 5 / Code...ETHI / \$75.00

**Best
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Organizational Recognition Assessment for Managers

Recognizing employees — great managers do it every day

Bob Nelson

This 54-item, self-scoring assessment asks managers to rate their beliefs about the value of providing recognition and the organization's climate for doing so. Managers can compare their own recognition beliefs to norms. The organization can determine if enough recognition is being used to create a highly motivated climate.

Assessment / Pack of 5 / Code...ORAM / \$59.95



Mechanical Understanding Test

Erich Prien

The *Mechanical Understanding Test* is a 65-item, 30-minute test of the comprehension of mechanical principles. It is a gender-unbiased measure of mechanical comprehension, i.e., there are no differences between the average scores of men and women. Also, the standardization of the MUT has revealed no systematic racial or ethnic differences.

Administrator Manual / Code...MUTM / \$39.95
Answer Sheets / Pack of 25 / Code...MUT / \$75.00
Test Booklets / Pack of 10 / Code...MUTQB / \$59.95

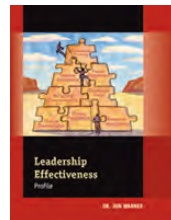


Test of Supervisory Skills

Erich Prien

The *Test of Supervisory Skills (TOSS)*, formerly *Elements of Supervision*, is a 70-item, multiple-choice, untimed test that taps the knowledge required for successful supervision. TOSS is a valid instrument for evaluating both applicants for supervisory positions and those being considered for promotion to such positions.

Administrator Manual / Code...TOSSTM / \$39.95
Answer Sheets / Pack of 25 / Code...TOSS / \$75.00
Test Booklets / Pack of 10 / Code...TOSSQB / \$59.95

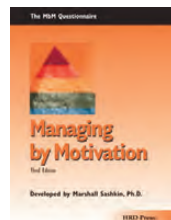


Leadership Effectiveness Profile

Jon Warner

This is a 96-item, self-scoring assessment of 8 critical leadership competencies: emotional intelligence, contextual thinking, directional clarity, creative assimilation/people enablement, reciprocal communications, change orchestration, drive/persistence.

Facilitator Guide & Assessment / Code...LEPF / \$99.95
Additional Assessments / Pack of 5 / Code...LEP / \$59.95
Online Assessment / Code...LEPOL / \$24.95



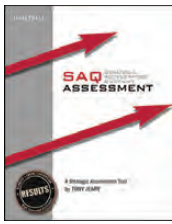
Managing by Motivation, 3rd Edition

Marshall Sashkin

This 20-item, 15-minute, self-scoring assessment from leadership authority Marshall Sashkin uncovers your motivations, teaching you to use natural instead of external motivators with direct reports.

Trainer Guide & Questionnaire / Code...MBMLG / \$9.95
Additional Questionnaires / Pack of 5 / Code...MBM / \$59.95

**Best
SELLER**



New!

The Strategic Acceleration Quotient Assessment (SAQ)

Tony Jeary

For the last decade, Tony Jeary has been coaching and advising the world's top CEOs on how to master Strategic Acceleration—namely, aiding top achievers to get results faster by helping them get clear on what they're doing, focus relentlessly on High Leverage Activities that make the biggest difference, and drive execution at peak levels.

Online Assessment / Code...SAQ / \$17.00
SAQ Toolchest / Code...SAQTC / \$149.00
SAQ Book / 304 pages / Code...SAQB / \$15.95



Profile of Leadership Opportunities

An assessment tool for business leaders

Alexander Hiam

Where can you focus your leadership to improve employee attitudes and make the greatest difference in their performance? This 60-item questionnaire provides the answer for busy leaders—quickly and easily. The leader's guide enables a trainer to deliver up to one day of training covering administration, scoring, interpretation, and action planning with the assessment.

Leader Guide & Assessment / Code...POLOLG / \$59.95
Assessment / Guide / Pack of 5 / Code...POLO / \$59.95



Recognition Practices Inventory

Bob Nelson

This 53-item, self-scoring assessment asks employees to rate the frequency and types of recognition they receive from their managers. Strategies are provided to enable employees to improve the recognition they get from their managers. The organization can learn whether employees are receiving enough recognition to create a motivative climate.

Assessment / Pack of 5 / Code...RPIE / \$59.95

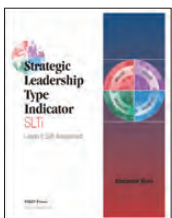


Recognition Practices Inventory for Managers

Bob Nelson

The RPIM collects information from managers about the importance they place on providing recognition and the frequency they provide recognition. Results tell the organization or manager the types of recognition practices to use to nourish a more motivative work environment.

Assessment / Pack of 5 / Code...RPIM / \$59.95
Self/Other Assessment / Pack of 5 / Code...RPIMA / \$49.95



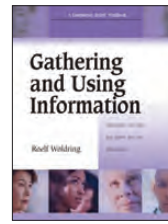
Strategic Leadership Type Indicator

Alexander Hiam

It is fast becoming the new standard for a 4-quadrant type supervisory leadership assessment. Trainers appreciate its simplicity and ample support materials—without burdensome certification requirements. Supervisors and managers like the emphasis on teaching the appropriate use of four different management styles.

Facilitator Guide & Assessment / Code...SLTIF / \$79.95
Additional Assessments / Pack of 5 / Code...SLTI / \$74.75
360° Feedback Set / Pack of 5 / Code...SLTIFS / \$74.75
Online Assessment / Code...SLTIOL / \$49.95

**Best
SELLER**

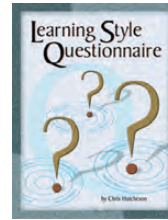


Gathering and Using Information

Roelf Woldring

The *Gathering and Using Information* profile is a self-assessment and workbook that explores how you behave as you process information at work. For example, do you follow established models for doing things or create new ones that are meaningful to you?

Assessment & Workbook / Code...GUIP / \$15.00



Learning Style Questionnaire

Chris Hutcheson

This easy-to-use self-scoring assessment measures a participant's preferred method of learning in four different learning styles: participating, reflecting, structuring, and experimenting.

Leader's Guide & Questionnaire / Code...LSILG / \$59.95
Additional Questionnaire / Pack of 5 / Code...LSI / \$59.95



Learning Styles Profile

Create learning situations where employees will succeed

Jon Warner

This 40-item, self-scoring assessment is an ideal activity to review the concepts of adult learning. By making participants aware of the strengths and weaknesses in their own learning styles, learning in all formats can be facilitated.

Facilitator Guide & Assessment / Code...LSQF / \$59.95
Additional Assessments / Pack of 5 / Code...LSQ / \$59.95



Competent Supervisor Questionnaire

Empower supervisors to focus on what is really important

Jon Warner

This self-scoring questionnaire can be completed in just a few minutes. Participants review 25 typical workplace scenarios and choose the actions they would take in these situations. The booklet includes rich interpretation and planning notes to help participants transform what they've learned into a plan for developing their own effective supervisory style.

Trainer's Guide & Assessment / Code...CSQF / \$59.95
Additional Assessments / Pack of 5 / Code...CSQ / \$59.95



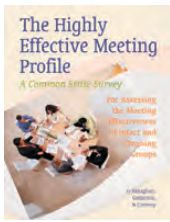
Complete Management Skills Assessment Kit

12 Reproducible Instruments for Trainers

Mike Woodcock

This great resource contains 12 fully reproducible assessments with facilitator notes, scoring instructions, theory, and overhead masters. Assessments are included for change agent style, change leader audit, consultant skills, senior manager skills, influencing, motivation audit, stress audit, trainers skills and more.

400 pp / 3-ring binder / Code...CMAK / \$149.50

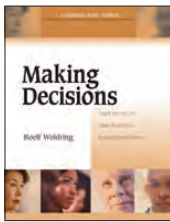


Highly Effective Meeting Profile

Patrick Sanaghan, Larry Goldstein, Claire Conway

This 50-item survey and skill booklet helps diagnose group meeting effectiveness. Are you a harmonizer, regulator, orchestrator? Provides guidance on how to improve meeting decision-making, protocols, participation and results.

Profile / Includes 8 Assessments / Code...HEMP / \$39.95



Making Decisions

Assess and sharpen your ability to make consistently good decisions

Roelf Woldring

The *Making Decisions* profile is a self-assessment and workbook that explores how you behave when you make decisions by yourself and with others.

Assessment & Workbook / Code...MDP / \$15.00



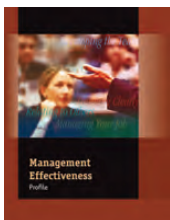
Management Development Questionnaire

Alan Cameron

The MDQ is a valid, 160-item, self-scoring management assessment measures the degree of competence in 20 management competencies grouped in 5 clusters: leadership, managing change, planning and organizing, interpersonal skills, and results orientation. The Question booklet provides the implications of high and low scores and development suggestions.

User's Manual & Questionnaire / Code...MDAM / \$59.95

Additional Questionnaires / Pack of 5 / Code...MDQI / \$59.95



Management Effectiveness Profile

Jon Warner

This 144-item, self-scoring assessment of 6 people management and 6 task management competencies gives managers a snapshot of their strengths and weaknesses, and explores areas to improve efforts and manage more successfully in the future.

Facilitator Guide & Assessment / Code...MEPF / \$99.95

Additional Assessments / Code...MEP / Pack of 5 / \$59.95

Online Assessment / Code...MEPO / \$24.95



Management Styles Questionnaire

Unleash a powerful and time tested motivation model

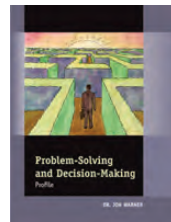
Jon Warner

This 30-item, self-scoring assessment sheds new light on your management style using Douglas McGregor's two highly influential ways of viewing people's motivation in the workplace. The question booklet provides the impact of style on the use of 12 fundamental management competencies.

Facilitator Guide & Assessment / Code...MSQF / \$59.95

Additional Assessments / Pack of 5 / Code...MSQ / \$59.95

Online Assessment / Code...MSQO / \$24.95



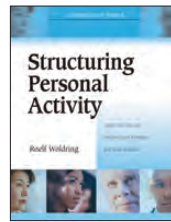
Problem-Solving & Decision-Making Profile

Jon Warner

This 84-item, self-scoring assessment determines an individual's self-reported level of competence in 7 problem solving competencies including risk assessment, data gathering, weighing alternatives and more.

Facilitator Guide & Assessment / Code...PSDPF / \$99.95

Additional Assessments / Pack of 5 / Code...PSDP / \$59.95



Structuring Personal Activity

Assess and sharpen your ability to organize your environment and meet deadlines

Roelf Woldring

The *Structuring Personal Activity* profile is a self-assessment and workbook that explores the way you structure your own work activity and the activities you do with others. For example, do you dig in and deal with problems right away or do you take time to stop and plan your approach? Do you respond to the demands of tasks as you do them or is there a system to the way you do your work?

Assessment & Workbook / Code...SPAP / \$15.00



Time Management Effectiveness Profile

Jon Warner

This 84-item, self-scoring assessment measures proficiency in 7 time management competencies. The questionnaire booklet provides time management best practices and development planning worksheets.

Facilitator Guide & Assessment / Code...TMEPF / \$99.95

Additional Assessments / Pack of 5 / Code...TMEP / \$59.95

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Training House

This assessment measures employee attitude on factors such as clarity of goals, advancement, working relationships, and management credibility. The resulting bar graph identifies areas of strength and weakness and thus helps managers to generate a focused action plan with measurable results.

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Jon Warner

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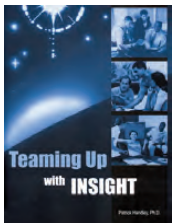
Jon Warner

This 32-item, self-scoring assessment will identify your most pronounced natural tendency to be reflective, conceptual, organized, or empathetic. After you understand your own predisposition you are better able to learn the behaviors needed to appropriately use all four styles. Includes coaching suggestions and many tips.

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Understanding yourself and others

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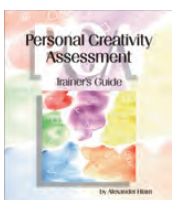
La Monica Empathy Profile

Elaine LaMonica Rigolosi

This 30-item self-scoring instrument is used to rate another person's level of empathy on five key modes: nonverbal behavior; perceiving feelings and listening; responding verbally; respect of self and others; openness, honesty and flexibility. It quickly generates insights that deliver results. The person rated considers how well they: listen; behave in a crisis; use body language; communicate; and more.

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Personal Creativity Assessment

Alexander Hiam

The 62-item, self-scoring assessment reports the respondents positive or negative posture on 31 creativity barriers and enablers. The resulting creativity profile outlines how to lower barriers and improve enablers in order to facilitate more productive, directed creativity.

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Additional Assessments / Pack of 5 / Code...PCA / \$59.95



Personal Style Assessment, Jung-Parry Form

Training House

This assessment is based on four behavior patterns or psychological types identified by Carl Jung. Using these four behavior patterns—Sensor, Intuitive, Thinker, and Feeler—you will learn the relative strength of each. The *Personal Style Assessment* measures the style of communication and personality, and describes the implications and consequences of each.

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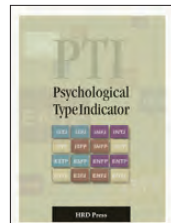


Personal Style Assessment, Short Version

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This is a powerful and easy to complete personality assessment based on Jung psychological types of Sensor, Intuitive, Thinker, and Feeler. The assessment teaches participants to work together more effectively by understanding different behavioral styles.

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The Test Agency

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Creativity & Innovation Effectiveness Profile

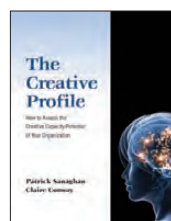
Help employees discover their creative potential

Jon Warner

This 84-item, self-scoring assessment provides a structured process for assessing individual creativity to help improve business skills like pattern breaking, developing novel solutions or methods, creative perseverance, willingness to experiment, and nourishing new ideas. All critical skills in a competitive marketplace.

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Assess your organization's creative potential and capacity

Patrick Sanaghan & Claire Conway

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Negotiation Styles Profile

Unlock your natural power to persuade others

Jon Warner

This 32-item, self-scoring instrument identifies the benefits of using a particular style and helps clarify the link between behavior and its consequences. The Facilitators Guide enables a trainer to deliver a half day workshop interpreting results and leading skill building exercises on the best use of each style.

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Instrument / Pack of 5 / Code...DX / \$59.95



Teambuilding Effectiveness Profile

Jon Warner

This 84-item, self-scoring assessment can be used to facilitate team building using the forming, storming, norming, and performing model. The questionnaire booklet covers all stages of team formation.

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Patrick Sanaghan, Larry Goldstein, Andi Trump

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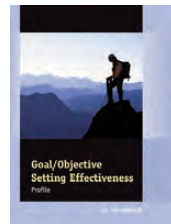


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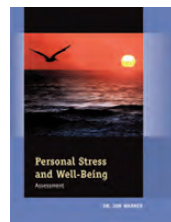
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25 reproducible assessment exercises, self-inventories, tests, and surveys

Training House

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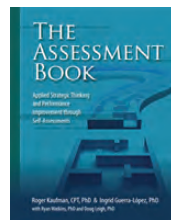


Personal Stress & Well-being Assessment

Jon Warner

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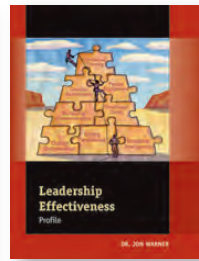
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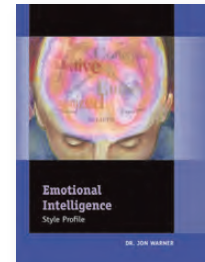
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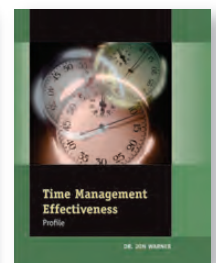
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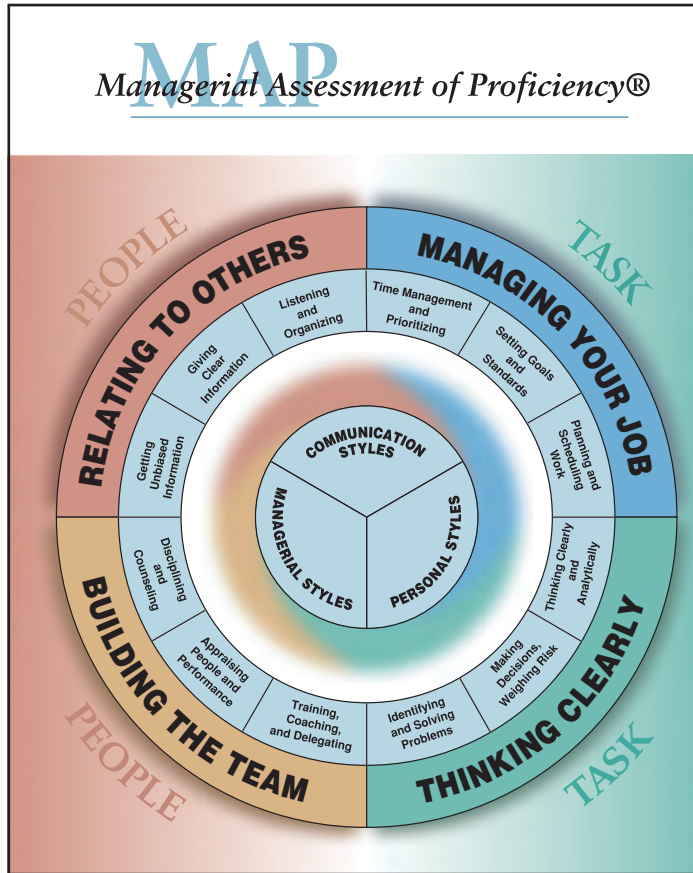


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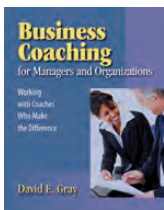
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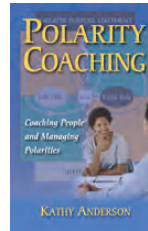
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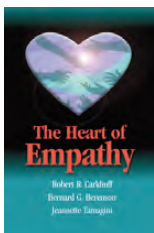
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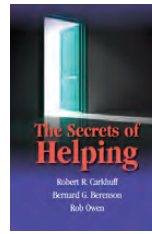
Daniel A. Feldman, Ph.D.

This guide is designed to help people become better managers. When a person is elevated to a management position, it is usually because he or she has done well at mastering the prerequisite technical skills. While knowledge of the technical side of the job is important, it doesn't provide guidance for effectively managing subordinates. This book will help managers recognize the importance of assuming the role of coach while managing.

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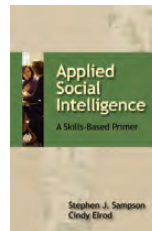
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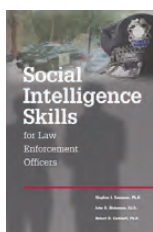
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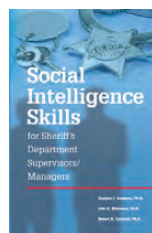
Social Intelligence Skills for Law Enforcement Supervisors/Managers w/DVD

Stephen Sampson, John Blakeman, Robert Carkhuff

This timely series is based upon 40 years of experience and work of trainers and researchers in the field of criminal justice. This book is filled with practical skills and actual techniques and methods for law enforcement supervisors and managers and comes with a resource DVD. Examples and techniques are based on the real world and can readily be used as a part of a hands-on training program.

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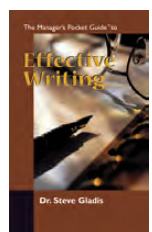
Stephen Sampson

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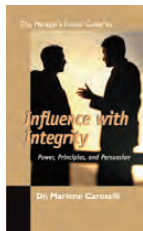
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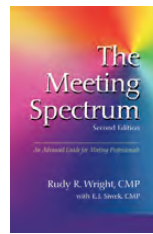
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Nancy Friedman

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For not delivering excellent customer service and what should happen!

Darryl Doane & Rose Sloat

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How to Get Your Customers Swearing by You, Not at You

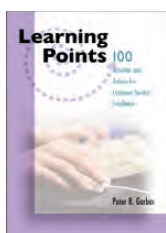
Advice from the country's customer service expert

Nancy Friedman

Faced with the challenge of developing effective customer service training? Not sure where to start? Whether you are a novice at the customer service game or an experienced facilitator, this book will make the development process fun and a whole lot easier.

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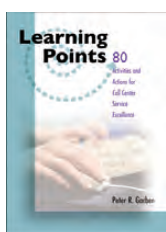
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Peter Garber

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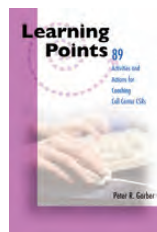
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40 powerful stories that will ensure your message is remembered

Darryl Doane & Rose Sloat

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Bottom-line tactics for front-line managers

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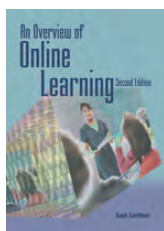
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Rick Tate

This book provides a fundamental understanding of the competencies and tactics that increase customer retention and referrals. Ideal for both employees who serve customers directly or indirectly and those who manage them, this book offers lessons that will build professional competencies in the business of service.

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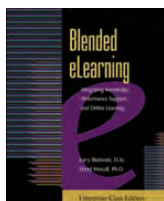
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Saul Carliner

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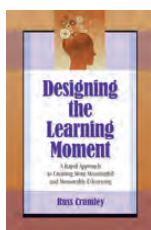
Methods that work to blend traditional training with online learning

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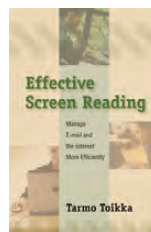
A rapid approach to creating more meaningful and memorable e-learning

Russ Crumley

Designing the Learning Moment will help you establish a personal, systematic approach to designing more creative e-learning — regardless of your background, personal strengths, tools at your disposal or budget. Discover how to make good courses better. Contains a quick reference to basic steps to creating good e-learning courses and comes with a participant guide with lots of room for notes and comments in the margins.

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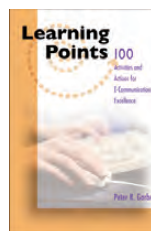
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Jenny Wade

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mLearning

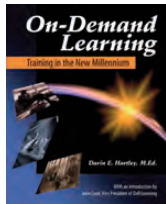
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David Metcalf

Gain back hours of useful time each day by learning on the go. The next time you're on the road, stuck in an airport or waiting in line, don't allow your valuable time to be wasted by circumstances you can't control. Turn on your PDA, smart phone or wireless connection and use those stolen moments to learn.

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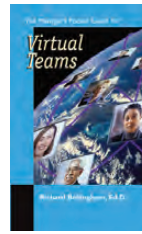
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Laurie K. Benson

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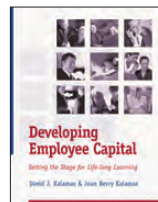
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Laurie K. Benson

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The Manager's Pocket Guide to Social Media

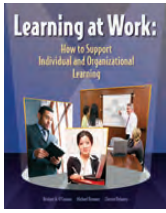
Richard Brynteson, Jason DeBoer-Moran and Carol Zacher Rinkhoff

The Manager's Pocket Guide to Social Media offers managers a solid look at the world of social media, spelled out in clear and simple English. If you want to get started with social media and look at ways it can be used to improve internal and external communication, sell products and services and boost your productivity and effectiveness as a manager, this pocket guide is for you.

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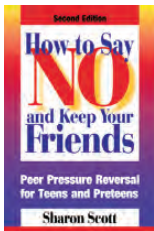
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Bridget Oconnor, Michael Bronner, Chester Delaney

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A child's guide to building character

Sharon Scott

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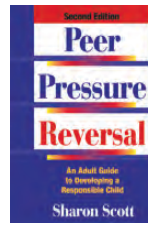
Not Better...Not Worse...Just Different

Sharon Scott

Sharon Scott with 30 years counseling experience has written this book to teach children in grades K to 5, to be kind to one another. Nicholas, her Cocker Spaniel co-author, uses his animal friends, Shawn, Many, Cedric, and Katy to teach children how to accept and respect all types of differences as well as what to do if they become the target of a bully.

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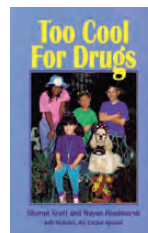
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Sharon Scott

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Children today are growing up more quickly than any previous generation of children. Unfortunately, most of them will be exposed to some form of drug use before they even reach their teenage years. If we expect children to know what to do when offered drugs and encouraged to try them, then we must begin drug education early.

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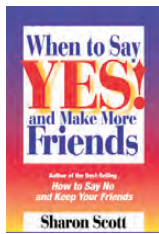
Too Smart for Trouble

Sharon Scott

Nicholas the Cocker Spaniel and his animal friends teach children in grades K-5 how to say no to all kinds of trouble invitations, including cheating, cliques, fighting, lying, going too far from home, gossiping, talking to strangers, and much more! *Too Smart for Trouble* shows kids how to recognize peer pressure and avoid it. An award-winning book that includes delightful illustrations, thought provoking true stories, and an entire chapter devoted to practice.

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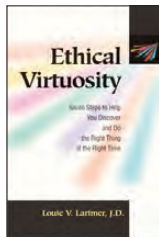
When to Say Yes and Make More Friends

Sharon Scott

When to Say Yes! and Make More Friends was written as a follow-up guide for teens teaching how to select quality friends, communicate effectively, join groups, and, in general, feel good about doing and being good! Too often kids feel like a nerd for being a good kid. This book presents skills for approaching new people, building self-esteem, and bringing out the best in themselves and their friends. Can even be used as a text for peer helpers.

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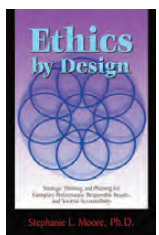
Ethical Virtuosity

Louie V. Larimer, J.D.

Ethical Virtuosity challenges you to identify, articulate, defend and live the personal values and ethical principles that define who you are and how you lead others. Renowned author Dr. Louie Larimer presents seven simple steps that lead to ethical virtuosity. You'll discover the meaning of ethics, integrity, character, personal accountability and moral courage and how they are relevant within today's business environment.

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Ethics by Design

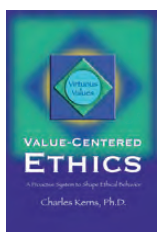
Ethics is not about foregoing profits, but about ensuring long-term viability

Stephanie Moore

Ethics by Design delivers essential guidance for those who would follow Peter Drucker's sage advice: It is more important to do what is right than it is to do things right. The focus of this book is not on internal processes or individual performance, but rather on system ethics. You will learn how to begin at the top level and, with stakeholders, design ethics into everything you do while linking that through your organization and its members.

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A proactive system to shape behavior

Charles Kerns

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Lisa Brock

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Job analysis is not torture

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The breakthrough technologies of performance information, 2nd Edition

Chuck Russell

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Seven Rules for Hiring Extraordinary Talent

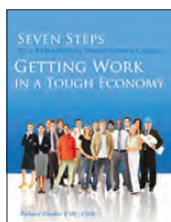
Ignore these rules at your peril

Richard Pinsky

In *Seven Rules for Hiring Extraordinary Talent*, the author brings to life his thirty years of experience working with companies to find, select and hire key employees. *The Seven Rules* outlines the most common mistakes in hiring he has observed and noted, and will show how to avoid these mistakes. Told as a business story for effective and enjoyable reading, *Seven Rules* will serve as a guide for anyone involved in the hiring process.

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Seven Steps to a Rewarding Transitional Career

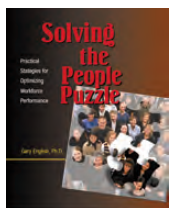
Getting work in a tough economy

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This tough job market has evolved from the current global financial sector melt down and the resulting economic restructuring, and is likely to continue for a number of years. *Seven Steps to a Rewarding Transitional Career* outlines exactly what one needs to do in order to succeed in this difficult climate. A must read for anyone seeking to make a transition.

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Solving the People Puzzle

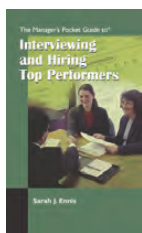
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Gary English, Ph.D.

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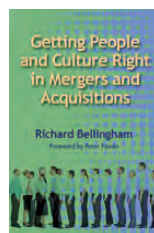
Learn how real people in real public sector agencies have met the challenge

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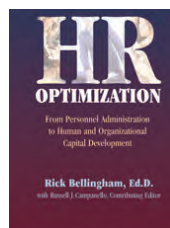
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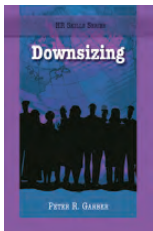
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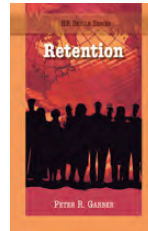
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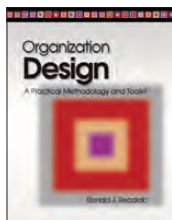
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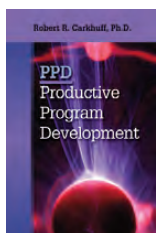
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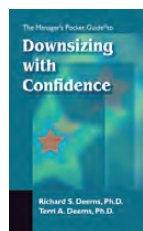
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Bruce Tulgan

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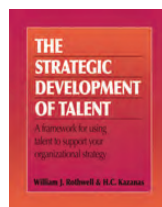
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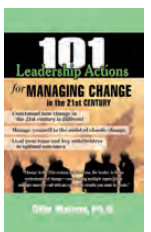
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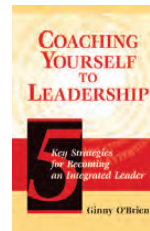
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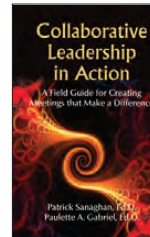
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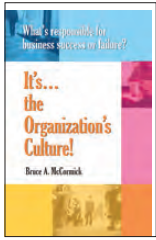
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Lewis Green

How to Grow a Business by Putting People First is about changing the way you do business. It introduces a business model that will result in growth, revenues and profits and a better world in which to do business, work and live. It is written to inspire executives, managers and entrepreneurs to invest in this way of doing business and make it the first step to changing the world we live in.

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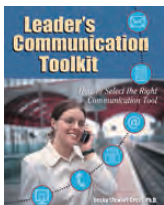
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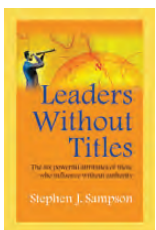
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Leaders Without Titles

The six powerful attributes of those who influence without authority

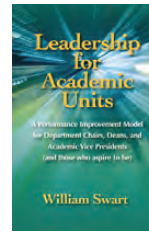
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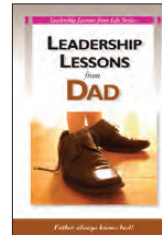
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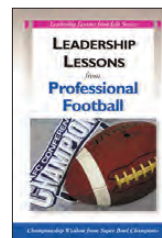
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Leadership Lessons from Professional Football

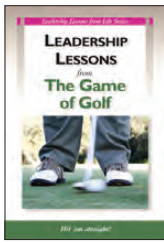
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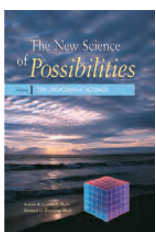
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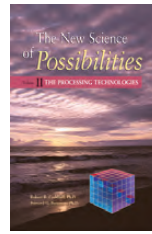
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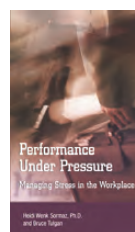
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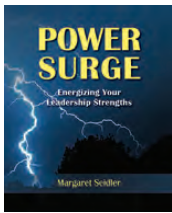
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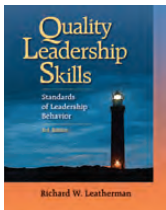
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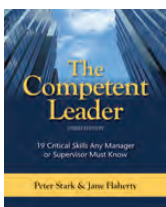
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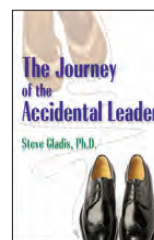
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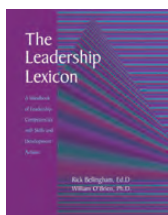
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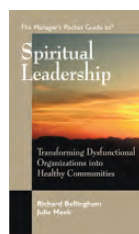
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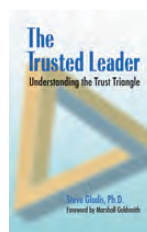
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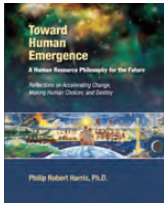
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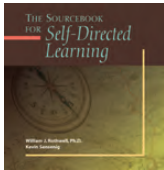
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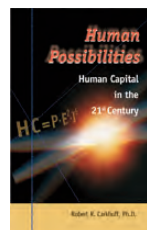
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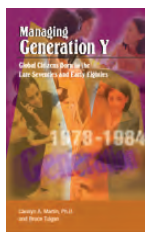
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Robert R. Carkhuff, Ph.D.

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Managing the Knowledge Culture

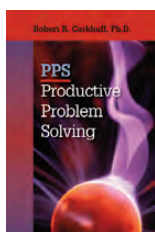
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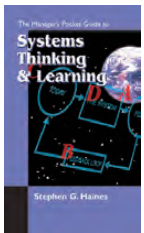
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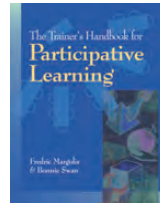
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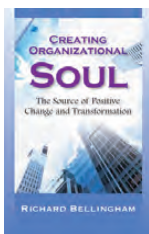
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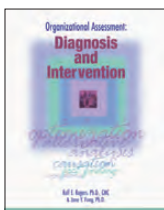
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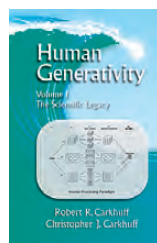
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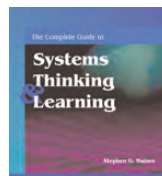
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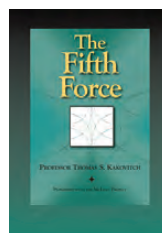
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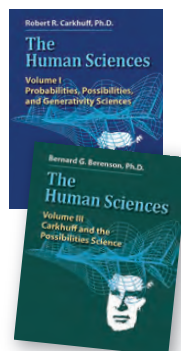
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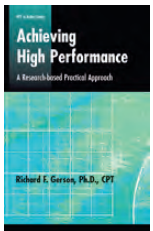
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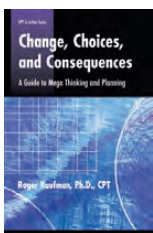
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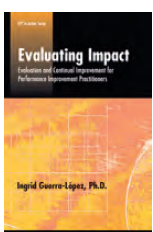
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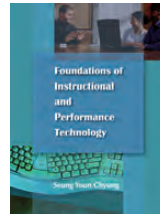
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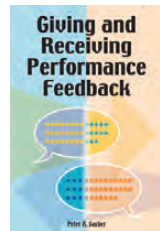
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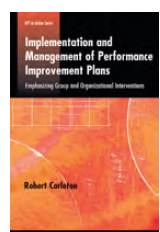
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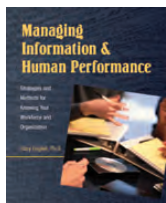
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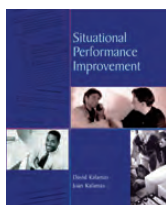
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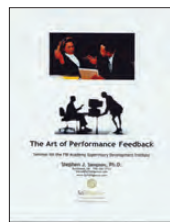
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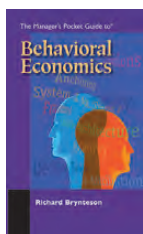
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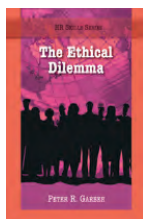
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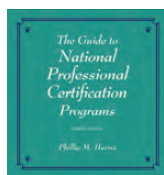


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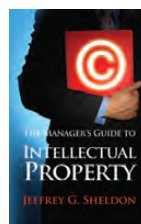
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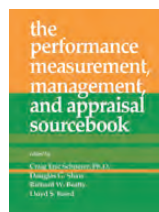
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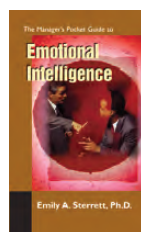
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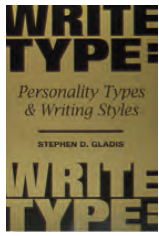
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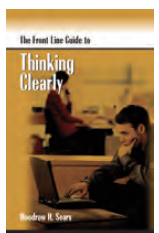
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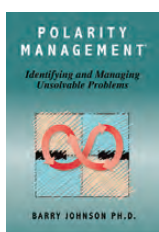
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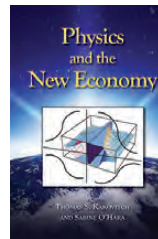
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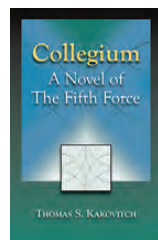
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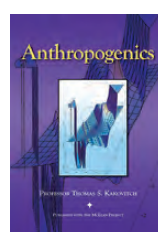
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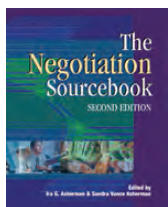
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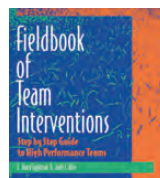
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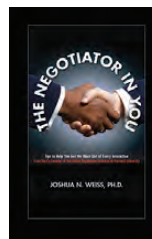
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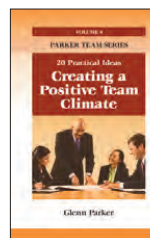
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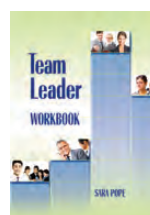
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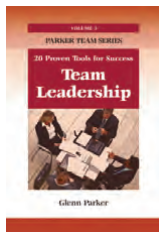
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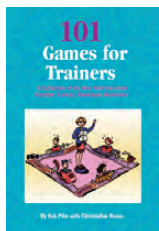
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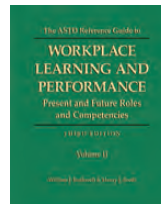
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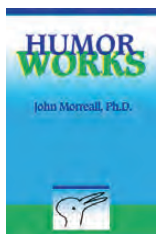
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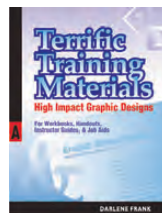
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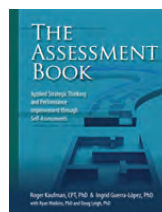
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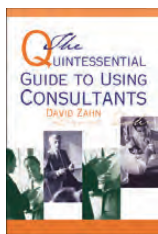
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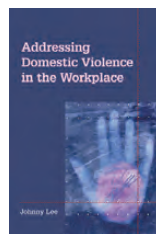
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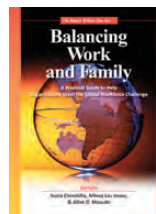
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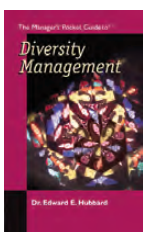
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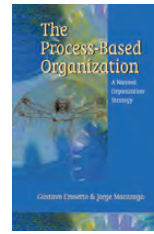
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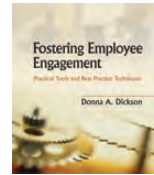
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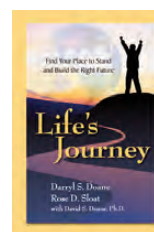


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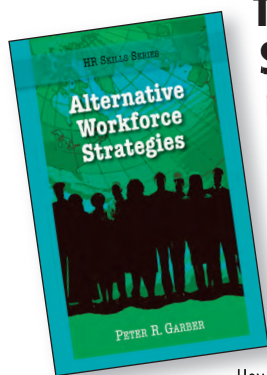
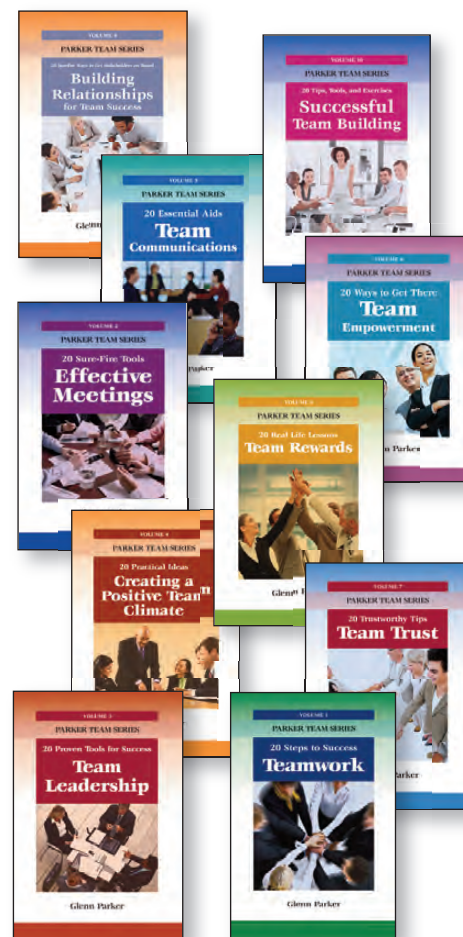
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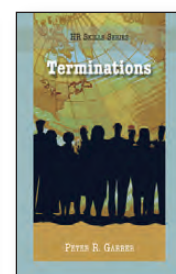
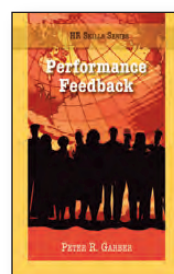
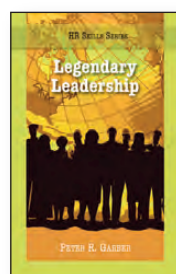
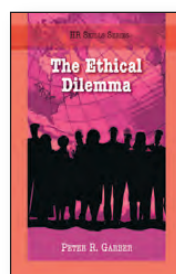
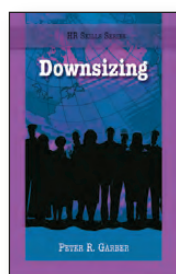
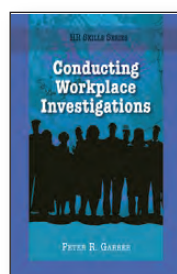
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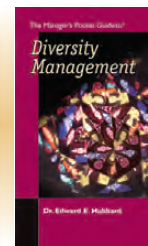
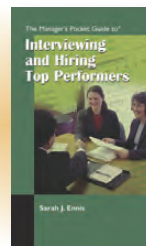
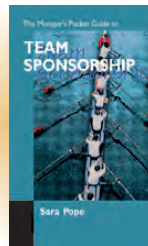
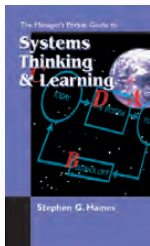
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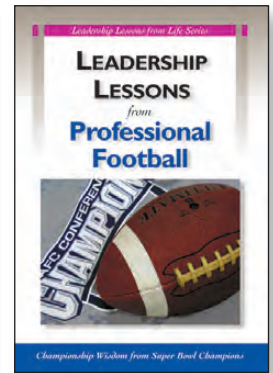
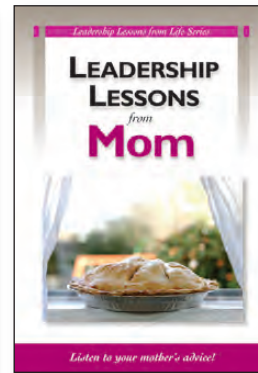
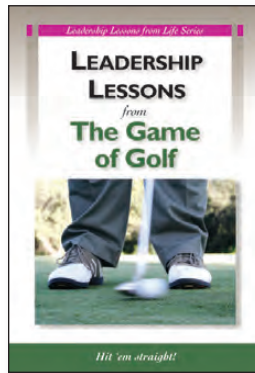
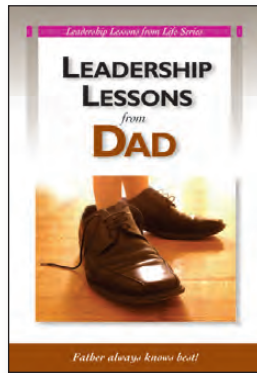
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By Peter Garber



The most important and significant things we learn about life are usually basic and fundamental lessons taught to us early on—lessons that we might have forgotten about, overlooked, or simply taken for granted. Even the most complicated leadership theory has as its source something we were taught when we were young. The Leadership Lessons from Life Series is designed to remind us of this wisdom and help us apply it to our efforts to become better, more effective leaders.

Each book in the series is devoted to exploring what we learn from significant people or events in our lives as it relates to our professional endeavors. Even the most challenging leadership and management situations can be changed for the better as a result of insights coming from unexpected sources. As you read each book, you will have a new appreciation for this simple wisdom and find new ways to apply the fundamental principles to your professional life and responsibilities.

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The Front Line Guides for Management and Supervision

By Dr. Woodrow Sears

A must read for every manager. These easy-to-read, real-world books explain just how to fine-tune your management skills and improve performance without having to wade through a lot of tedious theories and non essential information. The practices described really work. Tested in more than 200 companies, large and small, government agencies, military and police organizations, and self-employed professionals these techniques for resolving organizational conflicts have helped thousands of managers solve problems, develop employees, and enhance their personal effectiveness.

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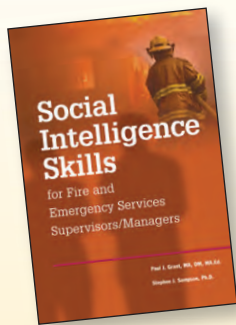
The Front Line Guide to Building High-Performance Teams

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The Social Intelligence Skills Series

By Stephen Sampson, John Blakeman and Robert Carkhuff



This timely series is based upon 15 years of experience and work of trainers and researchers in the field of criminal justice. Each book is filled with the practical skills and actual techniques and methods. The focus is on how to communicate and get others to what is desired with minimal hassles. Examples and techniques are based on the real world and can readily be used as a part of a hands-on training program. The highly successful intervention model is demonstrated through practical skill related exercises including — The Basics (sizing up skills), The Add-ons (communicating skills), and The Applications (controlling skills). A worthwhile series for any law enforcement or governmental organization.

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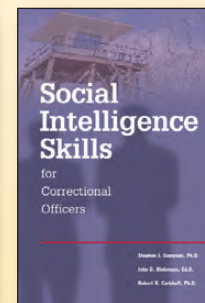
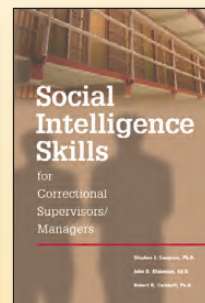
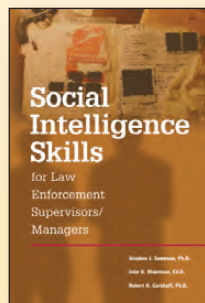
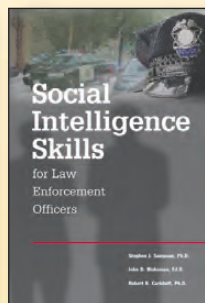
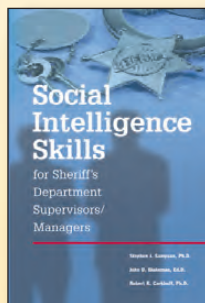
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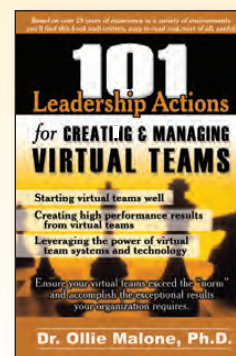
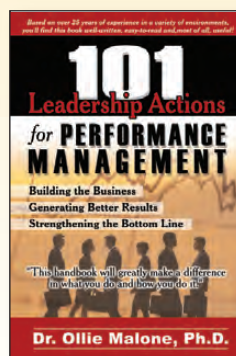
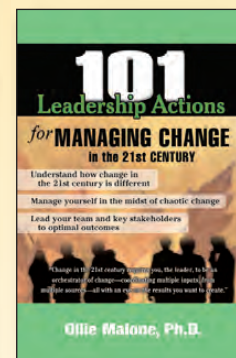
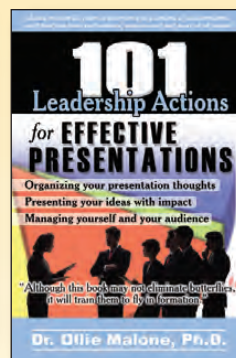
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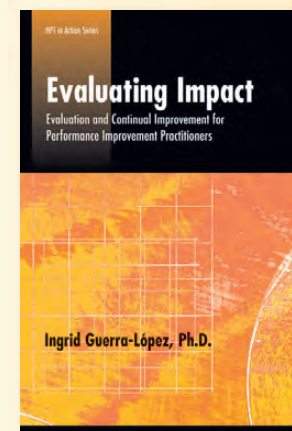
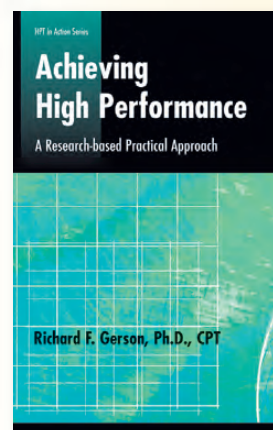
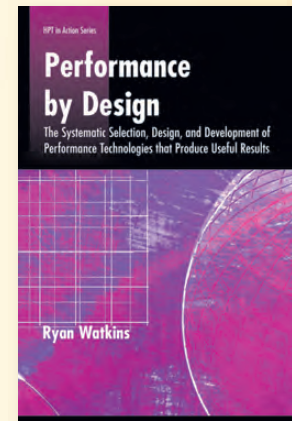
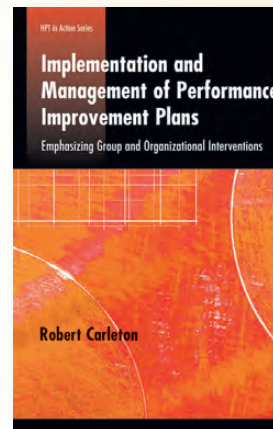
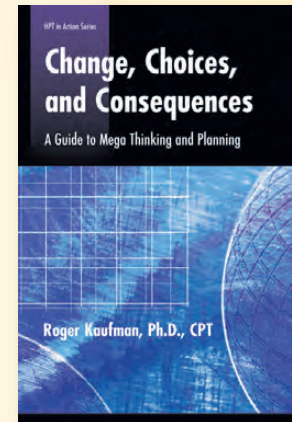
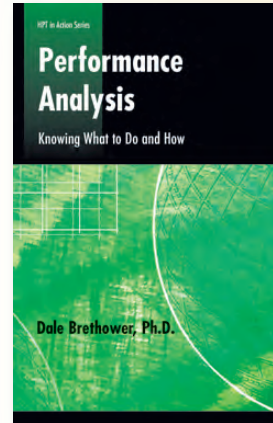
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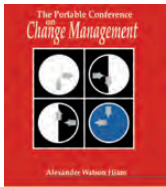
Evaluation and Continual Improvement for Performance Improvement Practitioners

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Portable Conference on Change Management

Alexander Hiam

This workshop contains real world expertise and techniques for developing an organization wide ability to create and embrace fundamental change. It contains details you'll need for planning a major transition, diagnosing a specific problem, putting a presentation or training session together, or just shopping for leading edge practices to benchmark. It also offers a systematic method for diagnosing your planning or implementation needs.

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Surviving Workplace Change Courseware

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A customizable, interactive, experiential, soft skills training program that comes complete as Microsoft Word files, but can also be edited to match your specific situation. Comes complete with Instructor Guide; Participant Coursebook; Pre- and Post-Tests; Evaluations; Trainer's Quick-Start; PowerPoint presentation; Pre-course assignment; Workshop outline; Lesson plans; Customization rights. Use this 2-day workshop to prepare your managers and workforce for any meaningful change at the department level or at the organization level.

Code...SWCCWD / \$295



Coaching Effectiveness Workshop

Jon Warner

This one-day coaching workshop includes complete trainer notes, lesson plans, experiential activities, and a CD with PowerPoint® masters. Lessons include understanding your coaching style and the coaching needs of others, setting the climate for coaching, building the coaching relationship and encouraging communication and feedback.

Facilitator & Participant Guide / Code...COAEPIG / \$149.95
Additional Participant Guide / Code...COAEPWP / \$19.95



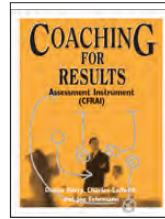
Becoming a Mentor Program

Watch mentoring done right!

Dr. Norman H. Cohen

Use the *Becoming a Mentor Workshop* to build a succession strategy, retain key workers and create a culture of inclusion anchored by employee development. This workshop includes a DVD video; demonstrating an essential mentor skill set. The leader's guide with CD containing PowerPoint® slides provides instructor lesson plans with experiential activities to supplement video learning.

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Coaching for Results Workshop

A skills-based workshop

Donna Berry, Charles Cadwell, Joe Fehrmann

This comprehensive new training program takes the approach that coaching is a series of skills to be mastered. The 12 skill modules can be facilitated individually or grouped in a flexible one day or two and a half day workshop. Includes the 36-question Coaching Skills Assessment Instrument.

Workshop / Code...CFR / \$99.95

Participant Workbooks / Pack of 5 / Code...CFRPW / \$74.75

Skills Assessments / Pack of 10 / Code...CFRCS / \$29.50



The Art of Helping

Robert R. Carkhuff, Ph.D.

This program is credited with having helped over 1 million individuals to improve their skills. The Trainer's Guide is designed to help students make the transition from reading about helping skills in *The Art of Helping* to practicing these skills. The complete program includes *The Art of Helping Text*, Student Workbook, and Trainer's Guide with 12 vignettes demonstrating practical helping techniques.

Trainer's Guide / Code...AH9T / \$29.95

Workbooks / Code...AH9W / \$19.95

Text / Code...AH9 / \$39.95

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The Complete Mentoring Program

Motivate, develop & retain great managers!

Dr. Norman H. Cohen

This program provides all the tools you need to win the war for talent by establishing a system that nourishes high performers, who, in turn will help develop the next generation. Individual components make it easy to breathe new life and effectiveness into existing programs. In addition to the *Becoming a Mentor* DVD and facilitation materials the program includes ten copies of *Principles of Adult Mentoring* assessment, 10 *Mentee's Guide to Mentoring*; 10 *Mentoring Pocket Guides*; 10 *Guides to Mentee Planning*; 1 *Step-by-Step Guide to Starting an Effective Mentoring Program*; and 1 *Assessment of Organizational Readiness*.

The Complete Mentoring Program Code...CMP / \$995.00

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Building Interpersonal Influence Courseware

Human Technology Corporation

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Code...BIICWD / \$295



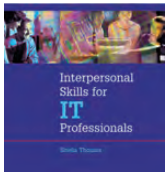
Effective Listening Workshop

Human Technology Corporation

Effective Listening is a comprehensive training course in which participants will analyze a series of barriers to effective listening and methods to successfully overcome them. This one-day workshop presents techniques for accurately interpreting both verbal and nonverbal aspects of a message and is designed for all employees, managers, supervisors, and leaders.

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Additional Participant Workbook / Code...ELP / \$50.00



Interpersonal Skills for IT Professionals

Sheila Thomas

Ready to use and loaded with enlightening exercises, the program contains everything necessary to design and deliver two and one half days of workshops by topic, all in one place — including objectives, timing issues, presentation methods, equipment and supplies, and notes for the facilitator. The five sections are organized by exercises so that each successive exercise builds on skills learned in earlier exercises, creating a seamless — and painless — way for IT professionals to enhance their interpersonal skills.

Instructor & Participant Guide / Code...IPSITF / \$99.95

Participant Guide / Code...IPSITP / \$19.95



Dealing with Conflict: Conflict Resolution Styles DVD

Turn conflict into opportunity!

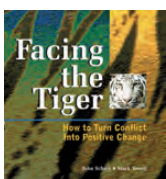
Alexander Hiam

Most employees would agree they spend too much time dealing with disagreements, differences, and other conflicts that arise in the workplace. *Conflict Resolution Styles* drives home the message that we usually can't avoid or ignore these conflicts, but we can learn how to deal with them.

22 Minute DVD, Leader Guide, Slideshow / Code...DCD / \$195

Leader Guide & Instrument / Code...DCLG / \$59.95

360 Degree Feedback / Pack of 5 / Code...DC360 / \$74.75



Facing the Tiger Workshop DVD

John Schere & Mark Yeowell

This interactive DVD training workshop can make a noticeable difference in the way people see and respond to conflicts. It has helped thousands of people, and it can help you and your organization experience the power and value of conflict utilization and how to release the untapped potential present in every conflict!

2 DVDs / 5 Workbooks / Code...FTIG / \$349.00

Additional Workbooks / Pack of 5 / Code...FTPW / \$29.75

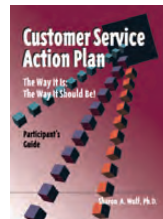


Transforming Workplace Conflict Courseware

Human Technology Corporation

A customizable, interactive, experiential, soft skills training program that comes complete as Microsoft Word files, but can also be edited to match your specific situation. Comes complete with Instructor Guide; Participant Coursebook; Pre- and Post-Tests; Evaluations; Trainer's Quick-Start; PowerPoint® presentation; Pre-course assignment; Workshop outline; Lesson plans; Customization rights. *Transforming Workplace Conflict* is a comprehensive 2-day trainer-led curriculum where managers, supervisors, and team leaders will learn to manage conflict by identifying conflicting personality styles.

Code...TWCCWD / \$295



Customer Service Action Plan

Sharon Wulf

This easy-to-administer activity is ideal for training customer service associates, call center managers, group leaders, internal staff, project teams, and supervisors. The result will be renewed awareness, better communication, improved focus, and practical action plans to improve your internal and external customer service. Use this 2 to 3 hour activity in workshops on: Customer Service; Team Building; Change Management; Planning and Goal Setting.

Complete Package / Code...CSAP / \$99.95

Participant Books / Pack of 5 / Code...CSAPP / \$49.95



Customer Service Training

How to create your own program

Nancy Friedman

Whether you're a training professional or beginner, you will appreciate the useful diagrams, articles, examples, key points, sample lesson plans, flip charts, and evaluation forms that are part of this Instructor's Guide for improving customer service.

Workshop / 139 pp / 3-ring binder / Code...CST / \$99.95

DVD / 18 minutes / Code...CSTD / \$395.00



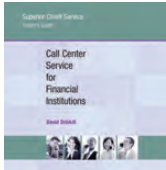
Service Pro: Better Faster Different Package w/DVD

Rick Tate

A comprehensive program targeting customer service INs and OUTs, ideal for today's competitive market. Program includes DVDs, stories, exercises, overheads, role-plays, and more for both managers and service personnel. This hard-hitting one-day workshop for service personnel provides both the why and the how of training on key competencies. *The Service Pro* program consists of five basic training modules and one supplementary module, along with a step-by-step Facilitator's Guide with instructions for running each module.

Code...SPBFPD / \$495.00

Additional Workbooks / Pack of 5 / Code...SPBFPW / \$74.75



Superior Client Service for Financial Institutions

David Driskill

This complete training program makes it easy to teach any number of employees the interpersonal communication skills needed to create superior interactions with financial clients. While the materials focus on providing service by phone, many of the concepts translate readily into face-to-face interactions.

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Participant Book / Pack of 5 / Code...SCSPW / \$49.95



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Human Technology Corporation

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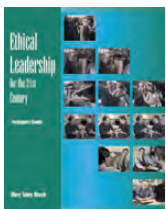
The Employee Development DVD Series

Richard Leatherman

10 separate DVDs with reproducible participant materials covering 10 essential employee competencies! This series of complete multimedia workshops will prepare your employees to meet the demands of today's workplace with skill and confidence. Each DVD video module can be delivered in a freestanding, half-day workshop or as a self-study course.

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Ethical Leadership for the 21st Century Workshop DVD

Mary Marsh

This video-based training program dramatically demonstrates to all leaders, managers, and supervisors the benefits of ethical behavior and how to apply ethical principles in their roles. It is full of concrete strategies participants can apply. Includes the video Ethics: Wrong or Right, reproducible handouts, and self-study instructions.

Code...EL21D / \$495.00

Additional Participant Books / Pack of 5 / Code ..EL21PB / \$49.75



Behavior Description Interviewing

Use past behavior to hire for future performance!

Tom Janz & Greg Mooney

This guide enables the trainer to break a class of participants into groups of 5 persons to optimally facilitate behavioral interview practice and role play exercises. This 4-pack will facilitate a participant group of 20.

Trainer's Package / Code...BDITP / \$295.00

Additional Participant Package / Code...BDIPP / \$49.95

Additional Interview Patterns / Pack of 10 / Code...BDIIP / \$39.50



Service Pro: Service Leadership Package w/DVD

Create an organization of Service Pros and build a competitive advantage!

Rick Tate

A comprehensive program targeting customer service INs and OUTs, ideal for today's competitive market. Program includes DVDs, stories, exercises, overheads, role-plays, and more for both managers and service personnel. This one-day workshop for leaders is absolutely essential for managers who must understand the big picture and be able to align systems, support, and recognition to make superior service a competitive strategy.

Code...SPSLPD / \$495.00

Additional Workbooks / Pack of 5 / Code...SPSLPW / \$74.75



Documenting Employee Performance Workshop

Terry L. Fitzwater

The workshop is packed with tips and strategies for giving feedback, using impact words, coaching for change, writing performance objectives, identifying and dealing with personality types, identifying performance gaps, using the correct language and formats for documentation, documenting expectations of employees, employee development, and much more.

116 pp / Includes Pocket Guide / Code...DEPW / \$139.95



Orientation Express Manager's Guide

A self-study course for onboarding new employees

Susan Robinson and Gayle Hopkins

Here's a self-study program your managers, team leaders and mentors to new employees can use to get new hires off to a great start, reduce anxiety, and create job satisfaction from day one. Unlike most orientations, the manager takes an active role in this process. Use the program in a group or one-on-one for the most efficient and effective way to engage new employees and ensure their success.

Fully reproducible files on CD / Code...OEMGL / \$149.95

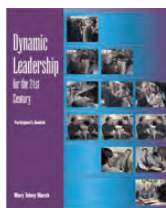


Preventing Sexual Harassment in the Workplace

Bette George

This workshop addresses a wide range of issues such as personal responsibility and proactive strategies. It explores the causes and consequences of harassment. It provides the legal definition of harassment and gives advice on how to personally deal with an incident. Using case studies, group discussion, and participant audits, it provides an atmosphere of trust and safety for open communication.

300 pp / 3-ring binder / Code...PSHW / \$125.00



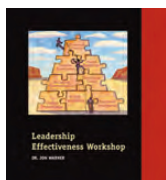
Dynamic Leadership for the 21st Century DVD

Leadership training to open minds to think out-of-the-box

Mary Marsh

A 22-minute DVD video anchors this leadership training that draws on wisdom from Colin Powell, Theodore Roosevelt, and Peter Drucker. The focus is on leading change. Participant materials, handouts, and action plan are included.

**22-minute DVD/ Leader & Participant / Code...DL21 / \$795
Participant Booklets / Pack of 5 / Code...DL21PB / \$49.75**



Leadership Effectiveness Workshop

Teach the eight qualities the world's finest leaders possess

Jon Warner

This 2-day, interactive workshop is designed to help an organization develop the leadership skills of its workforce. It includes the 8 core competencies assessed by the *Leadership Effectiveness Profile*: Contextual Thinking, Creative Assimilation, People Enablement, Reciprocal Communication, Directional Clarity, Change Orchestration, Driving Persistence and Emotional Intelligence.

**Facilitator & Participant Guide / Code...LEPIG / \$149.95
Additional Participant Guides / Code...LEPPW / \$19.95**



Motivating Employees DVD

Mary Marsh

In order for leaders to motivate their employees, they need to know the underlying principles of motivation. This DVD-based workshop focuses on application and skill development. The 22-minute DVD is supplemented by a participant course booklet, handouts, self-study instructions, and an action worksheet. Teaches powerful motivational principles from experts including Peter Drucker and John Kotter.

**Facilitator & Participant Guides, DVD / Code...MEMD / \$495.00
Participant Guides / Pack of 5 / Code...MEMPB / \$49.75**

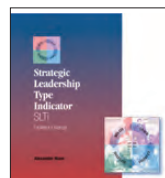


Preparing the Future Leader Courseware

Human Technology Corporation

A customizable, interactive, experiential, soft skills training program that comes complete as Microsoft Word files, but can also be edited to match your specific situation. Comes complete with Instructor Guide; Participant Coursebook; Pre- and Post-Tests; Evaluations; Trainer's Quick-Start; PowerPoint® presentation; Pre-course assignment; Workshop outline; Lesson plans; Customization rights. *Preparing the Future Leader* is a comprehensive 2-day training course exhibiting the highest standards of instructional design and available only as a licensed curriculum.

Code...LQCWD / \$295



Strategic Leadership Workshop: One-day Version

Alexander Hiam

The *SLTi Assessment Facilitator's Manual* outlines flexible, streamlined training on SLTI concepts that begin with administering and scoring the assessment and can include up to 7 hours of training using up to 10 experiential exercises outlined and ready to deliver in the Participant Coursebook.

**Code...SLTIF / Leader Guide & Coursebook / Slides / \$79.95
Additional Participant Coursebooks / Code...SLTICB / \$10.00
18 minute DVD / Code...SLTD / \$195.00**



Strategic Leadership Workshop: Three-day Version

Alexander Hiam

A comprehensive three-day curriculum designed to provide leaders the experiential learning practice necessary to fully master the appropriate use of four leadership strategies: Relate, Coach, Delegate, Instruct.

**Code...SLWIG / Leader Guide & Coursebook / Slides / \$250
Additional Participant Guide / Code...SLWPC / \$100.00
18 minute DVD / Code...SLTD / \$195.00**



Strategic Type Leadership Indicator Workshop DVD

Alexander Hiam

Add to your Strategic Leadership training program with this great new 18-minute DVD program. The DVD Leaders Guide enables an instructor to administer and score the SLTI with a minimum of explanation while still covering summary concepts and instructions on scoring the self assessment. The video also summarizes key SLTI concepts and assists participants in scoring. The DVD Leader's Guide comes with a short PowerPoint Slide presentation and prompts the instructor (or) participant when to play the DVD with either the 1-day or 3-day SLTI workshops.

Leader Guide, 18 Minute DVD & Slides / Code...SLTD / \$195



Using Adult Learning Principles Courseware

Sharon Fisher

A customizable, interactive, experiential, soft skills training program that comes complete as Microsoft Word files, but can also be edited to match your specific situation. Comes complete with Instructor Guide; Participant Coursebook; Pre- and Post-Tests; Evaluations; Trainer's Quick-Start; PowerPoint® presentation; Pre-course assignment; Workshop outline; Lesson plans; Customization rights. A must for ensuring trainers are skilled in accommodating learning styles and using the latest research on adult learning to make all training more effective.

Code...UALCWD / \$295



Decision Making and Planning Tools Courseware

Human Technology Corporation

A customizable, interactive, experiential, soft skills training program that comes complete as Microsoft Word files, but can also be edited to match your specific situation. Comes complete with Instructor Guide; Participant Coursebook; Pre- and Post-Tests; Evaluations; Trainer's Quick-Start; PowerPoint® presentation; Pre-course assignment; Workshop outline; Lesson plans; Customization rights. This is a comprehensive one-day workshop that enhances organization decisiveness while improving the quality of decisions. It teaches a variety of processes to assist with part or all of virtually any planning or decision challenge.

Code...ADMPCWD / \$295



**Best
SELLER**

Managing to Excel: Appraising People Performance w/DVD

Training House

This ½ day, instructor led, interactive workshop includes a leaders guide, participant booklet, DVD video footage, and PowerPoint® slides. Managers will learn how to use performance appraisal actively and positively including; using feedback as a daily tool, eliciting self evaluations from subordinates, using descriptive rather than judgmental comments, planning the development of subordinates.

**Instructor Guide, DVD & PowerPoint® / Code...EAP2 / \$500
Additional Participant Workbook / Code...EAPPW2 / \$20.00**



Managing to Excel: Counseling & Disciplining w/DVD

Training House

This ½ day, instructor lead workshop includes a leaders guide, participant booklet, DVD video footage, and PowerPoint® slides. Managers will learn several important techniques to improve disciplining and counseling employees including: Documenting sub-standard behavior in performance terms; identifying causes; counseling for improvement; applying a 6-step disciplinary process for restoring performance and establishing monitoring systems.

**Instructor Guide, DVD & PowerPoint® / Code...EDCD2 / \$500
Additional Participant Workbook / Code...EDCW2 / \$20.00**



Managing to Excel: Getting Unbiased Information w/DVD

Training House

This ½ day, trainer led workshop includes a leader's guide, participant materials, DVD video footage, and PowerPoint® slides. Managers will learn several important communication skills including: Applying the funnel technique to elicit information; interviewing skills; fact-finding skills; and using non-directive techniques to elicit hard-to-get information.

**Instructor Guide, DVD & Power Point / Code..EGUID2 / \$500
Additional Participant Workbook / Code...EGUIW2 / \$20.00**



Managing to Excel: Giving Clear Information w/DVD

Training House

This ½ day, instructor led workshop includes a leaders guide, participant booklet, DVD video footage, and PowerPoint® slides. Managers will learn several important techniques to improve communication including: Applying a 3-step process to plan interactions, rewrite improved messages, evaluating ones own communication skills, and analyze and edit an interview script.

**Instructor Guide, DVD & PowerPoint® / Code...EGCD2 / \$500
Additional Participant Workbook / Code...EGCPW2 / \$20.00**



Managing to Excel: Identifying & Solving Problems w/DVD

Training House

This ½ day, instructor led workshop includes a leaders guide, participant booklet, DVD video footage, and PowerPoint® slides. Managers will learn several important techniques to improve problem solving including: Defining the problem in terms of unmet business objectives; evaluating evidence; distinguishing causes; evaluating action plans and evaluating implementation.

**Instructor Guide, DVD & PowerPoint® / Code...EISPD2 / \$500
Additional Participant Workbook / Code...EISPW2 / \$20.00**



Managing to Excel: Listening & Organizing Guide w/DVD

Training House

This ½ day, instructor led workshop includes a leaders guide, participant booklet, DVD video footage, and PowerPoint® slides. Managers will learn several important techniques to improve listening and organizing skills including: Listening for and confirming intent; filtering bias; improving retention; lowering barriers to relating and recognizing omissions.

**Instructor Guide, DVD & PowerPoint® / Code...ELOD2 / \$500
Additional Participant Workbook / Code...ELOPW2 / \$20.00**



Managing to Excel: Making Decisions & Weighing Risks w/DVD

Training House

This ½ day, instructor lead workshop includes a leaders guide, participant booklet, DVD video footage, and PowerPoint® slides. Managers will learn several important techniques to improve decision making including how to: Review the big picture; clearly define the objective; specify and weight decision criteria; generate alternatives; and apply risk analysis to options.

Instructor Guide, DVD & PowerPoint® / Code...EMDD2 / \$500
Additional Participant Workbook / Code...EMDPW2 / \$20.00



Managing to Excel: Planning & Scheduling Work w/DVD

Training House

This ½ day, instructor led workshop includes a leaders guide, participant booklet, DVD video footage, and PowerPoint® slides. Managers will learn important planning and organizing techniques including: How to involve employees in planning, a 4-stage cycle for project management; supervising through goals instead of activities; analyzing work flow; and preparing PERT and Gantt charts.

Instructor Guide, DVD & PowerPoint® / Code...EPASD2 / \$500
Additional Participant Workbook / Code...EPASW2 / \$20.00



Managing to Excel: Setting Goals & Standards w/DVD

Training House

This ½ day, instructor lead workshop includes a leaders guide, participant booklet, DVD video footage, and PowerPoint® slides. Managers will learn several important goal setting skills including: Involving the workgroup in goal setting; developing standards for all work; overcoming resistance to goal setting; and prioritizing goals.

Instructor Guide, DVD & PowerPoint® / Code...ESGD2 / \$500
Additional Participant Workbook / Code...ESGW2 / \$20.00



Managing to Excel: Thinking Clearly & Analytically w/DVD

Training House

This ½ day, instructor led, interactive workshop includes a leaders guide, participant booklet, DVD video footage, and PowerPoint® slides. Managers will learn several important analytical thinking skills including: The appropriate use of inductive and deductive reasoning; testing the validity of a proposition; problem solving; and breaking down propositions into premises and arguments.

Instructor Guide, DVD & PowerPoint® / Code...ETCAD2 / \$500
Additional Participant Workbook / Code...ETCAW2 / \$20.00



Managing to Excel: Time Management & Prioritizing w/DVD

Training House

This ½ day, instructor led workshop includes a detailed leaders guide, participant materials, DVD video footage, and PowerPoint® slides. Managers will learn time management behaviors including: Preparing a daily to do list; prioritizing activities; controlling telephone time; reducing disruptions; and using meetings to save time instead of waste it.

Instructor Guide, DVD & PowerPoint® / Code...ETMD2 / \$500
Additional Participant Workbook / Code...ETMW2 / \$20.00



Managing to Excel: Training Coaching & Delegating w/DVD

Training House

This ½ day, instructor led workshop includes a leaders guide, participant booklet, DVD, and slides. Managers will learn important techniques to improve the related cluster of competencies. Skills will include: Using a 6-step job-aid to plan employee training; making learning interactive; organizing rapid training by using Train-Respond-Provide Feedback; using a job-aid to implement delegating.

Instructor Guide, DVD & PowerPoint® / Code...ETCD2 / \$500
Additional Participant Workbook / Code...ETCPW2 / \$20.00



Problem Solving Tools and Techniques Courseware

Human Technology Corporation

A customizable, interactive, experiential, soft skills training program that comes complete as Microsoft Word files, but can also be edited to match your specific situation. Teach an 8 step problem-solving process for work groups. Teams work through a variety of problem solving activities to learn each step in the process. This comprehensive two-day workshop builds problem solving ability in any professional by providing conceptual mastery of a set of tools. Participants work cooperatively to structure and solve problems using a series of proven methods.

Code...UPSTCWD / \$295



Project Management for Workgroups Facilitator's guide for the project manager's partner

Michael Greer

This Facilitators Guide enables a trainer to lead project management novices through the completion of a fully articulated project plan. This workshop teaches project management techniques to managers who need to plan and manage projects during the training. Participants use the Project Managers Partner as their personal project plan guide during the training, and after.

240 pp / 3-ring binder / Code...PMWGP / \$195.00



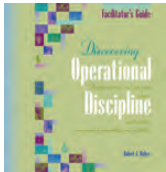
Project Management Toolkit

Clay Durr

The Project Management Tool Kit is a comprehensive resource that identifies the competencies for successful project managers and organizations; provides reproducible assessments to measure organization and individual strengths; facilitates developmental action planning; includes comprehensive facilitator instructions including handouts for a half- and full-day training program; and has self-instructional job aids and a case study.

Tool Kit / Code...PRMT / \$250.00

Additional Workbooks / Pack of 5 / Code...PMTW / \$49.95



Discovering Operational Discipline

Robert Walter

This workshop explores the 15 characteristics that we should seek during any interaction with others. The workshop introduces the synergistic relationships between business excellence, operating excellence, and operational discipline for an organization.

Facilitator Guide / Code...DODFG / \$195.00

Participant Book / Code...DOD / \$12.00



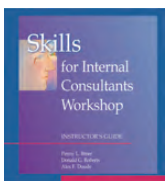
HR Consultant-in-a-Box

Critical skills for the 21st century trainer

Judith Allen

A complete employee handbook with 68 policies and procedures covering everything from dress code to personal leave. Includes step-by-step procedures for worry-free recruiting, selecting, hiring, reviewing, disciplining, and terminating. Fast and easy forms for handouts. Sample forms are included for: Position descriptions; job opening advertisements; job offer letters; reference check guides; exit interviews and more.

142 pp / 3-ring binder w/CD / Code...HRCIB / \$139.95



Skills for Internal Consultants Workshop

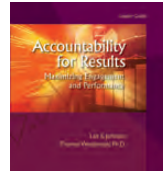
Critical skills for the 21st century trainer

Alex Douds

This comprehensive 2-day workshop includes lesson plans, instructor guidance, slides, and participant materials to train trainers to become internal consultants. Ideal for adding value to the training mission and developing key skills in training staff to make them more effective facilitators, internal partners, and change agents who focus on performance.

Instructor Guide / 250 pp / 3-ring / Code...SICW / \$99.95

Additional Coursebooks / 200 pp / Code...SICWPC / \$50.00



New!

Accountability for Results

Maximizing engagement and performance

Tom Westbrook and Lee Johnson

The *Accountability for Results* process is a specific set of behaviors and techniques applied consistently to achieve results. The process is step-by-step, systematic and easy-to-implement and enables any leader to translate the concept of accountability into measurable results. Plus, the highly interactive course uses case studies and video vignettes to bring the concepts to life and generate lively discussion among participants.

Leader Guide / 103pp / Ringbound / Code...AFRLG / \$295.00

Participant Books / 55 pp / Code...AFRPG / \$20.00



Janus Performance Management System Volume 1, CD

Performance is job #1

Jon Warner

Volume 1 includes seven modules that enable you to implement the *Janus Performance Management System* by training managers about the process and the use of Janus tools that make performance management seamless and custom fit to each individual and each individual work unit.

205pp / 3-ring binder w/CD / Code...JPMV1 / \$495.00



Janus Performance Management System Volume 2, CD

Jon Warner

Volume 2 provides tools for conducting appraisals and complete training modules for training supervisors and managers to implement an effective performance appraisal and development process. Three mini training workshops include: Conducting an end of cycle performance appraisal; career planning and development; and performance action planning.

353pp / 3-ring binder w/CD / Code...JPMV2 / \$495.00

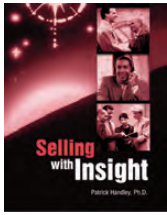


Janus Performance Management System Volume 3, CD

Jon Warner

Volume 3 enables you to create job specific, competency based appraisals by selecting from 36 competencies and 216 questions designed to assess performance in those competencies. Additionally there are 216 pages of coaching recommendations to develop behaviors that were assessed as sub-standard.

310pp / 3-ring binder w/CD / Code...JPMV3 / \$495.00



Selling with INSIGHT

Improve your skills by understanding yourself and others

Patrick Handley

This Trainer's Guide contains information on the research underpinning the Insight Inventory, training lesson plans, PowerPoint® slides and skill building exercises that teach the Insight Inventory skill of style flexing in sales and service interactions to improve influencing and relating to others.

Trainer's Guide & Booklet / 3-ring / Code...SWIT / \$195.00
Additional booklets / Pack of 5 / Code...SWI / \$ 79.75



Sexual Harassment New Roles / New Rules DVD

Dan Thompson

The most effective way to deal with sexual harassment is to prevent it. This breakthrough video-based training program does just that by providing clear, concise, on-the-job rules, and step-by-step practical approaches to handling potentially problematic situations. Participants will come away with a clear understanding of what sexual harassment is and what their role is in preventing it.

Code...SHNRD / \$495.00
Additional Participant's Guide / Pack of 5 / Code...SHNRP / \$49.95



Committing to a Team Approach Courseware

Human Technology Corporation

A customizable, interactive, experiential, soft skills training program that comes complete as Microsoft Word files, but can also be edited to match your specific situation. Comes complete with Instructor Guide; Participant Coursebook; Pre- and Post-Tests; Evaluations; Trainer's Quick-Start; PowerPoint® presentation; Pre-course assignment; Workshop outline; Lesson plans; Customization rights. This 4-hour workshop will energize newly formed teams by helping members explore team roles as well as four stages of team development.

Code...TCTACWD / \$295



Communicating Effectively in Teams Courseware

Human Technology Corporation

A customizable, interactive, experiential, soft skills training program that comes complete as Microsoft Word files, but can also be edited to match your specific situation. Comes complete with Instructor Guide; Participant Coursebook; Pre- and Post-Tests; Evaluations; Trainer's Quick-Start; PowerPoint® presentation; Pre-course assignment; Workshop outline; Lesson plans; Customization rights. This 8-hour workshop systematically presents core communication skills enabling you to improve all key skills within the context of achieving team goals.

Code...TCETCWD / \$295



Creating a Shared Team Purpose Courseware

Human Technology Corporation

A customizable, interactive, experiential, soft skills training program that comes complete as Microsoft Word files, but can also be edited to match your specific situation. Comes complete with Instructor Guide; Participant Coursebook; Pre- and Post-Tests; Evaluations; Trainer's Quick-Start; PowerPoint® presentation; Pre-course assignment; Workshop outline; Lesson plans; Customization rights. This 2-hour workshop will help team members establish a mission that can be used to guide the formulation of goals and objectives.

Code...TCSTCWD / \$295



Evaluating Team Performance Courseware

Human Technology Corporation

A customizable, interactive, experiential, soft skills training program that comes complete as Microsoft Word files, but can also be edited to match your specific situation. Comes complete with Instructor Guide; Participant Coursebook; Pre- and Post-Tests; Evaluations; Trainer's Quick-Start; PowerPoint® presentation; Pre-course assignment; Workshop outline; Lesson plans; Customization rights. This 2-hour workshop provides team members with an analytical framework for thoroughly evaluating nine critical dimensions of team effectiveness.

Code...TETPCWD / \$295



Making Team Decisions Courseware

Human Technology Corporation

A customizable, interactive, experiential, soft skills training program that comes complete as Microsoft Word files, but can also be edited to match your specific situation. Comes complete with Instructor Guide; Participant Coursebook; Pre- and Post-Tests; Evaluations; Trainer's Quick-Start; PowerPoint® presentation; Pre-course assignment; Workshop outline; Lesson plans; Customization rights. In this 2-hour workshop, team members learn four basic decision-making approaches and identify why consensus decision making is most beneficial in a team setting.

Code...TMTDCWD / \$295



Making Team Meetings Work Courseware

Human Technology Corporation

A customizable, interactive, experiential, soft skills training program that comes complete as Microsoft Word files, but can also be edited to match your specific situation. Comes complete with Instructor Guide; Participant Coursebook; Pre- and Post-Tests; Evaluations; Trainer's Quick-Start; PowerPoint® presentation; Pre-course assignment; Workshop outline; Lesson plans; Customization rights. This 2-hour workshop addresses why meetings should be called, how to prepare for them, and most importantly, how to conduct them effectively.

Code...TMTWCWD / \$295



Planning for Team Results Courseware

Human Technology Corporation

A customizable, interactive, experiential, soft skills training program that comes complete as Microsoft Word files, but can also be edited to match your specific situation. Comes complete with Instructor Guide; Participant Coursebook; Pre- and Post-Tests; Evaluations; Trainer's Quick-Start; PowerPoint® presentation; Pre-course assignment; Workshop outline; Lesson plans; Customization rights. This 2-hour workshop enables team members to set goals and objectives that are in direct support of the team's purpose.

Code...TPTRCWD / \$295



Resolving Team Conflicts Courseware

Human Technology Corporation

A customizable, interactive, experiential, soft skills training program that comes complete as Microsoft Word files, but can also be edited to match your specific situation. Comes complete with Instructor Guide; Participant Coursebook; Pre- and Post-Tests; Evaluations; Trainer's Quick-Start; PowerPoint® presentation; Pre-course assignment; Workshop outline; Lesson plans; Customization rights. This 3-hour workshop focuses on resolving the types of conflicts that commonly occur in teams.

Code...TRSCCWD / \$295



Solving Team Problems Courseware

Human Technology Corporation

A customizable, interactive, experiential, soft skills training program that comes complete as Microsoft Word files, but can also be edited to match your specific situation. Comes complete with Instructor Guide; Participant Coursebook; Pre- and Post-Tests; Evaluations; Trainer's Quick-Start; PowerPoint® presentation; Pre-course assignment; Workshop outline; Lesson plans; Customization rights. With this This 3-hour workshop, teams will learn to use a team problem solving process while working on an actual problem the team currently faces.

Code...TSTPCWD / \$295

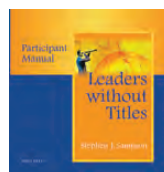


Utilizing Team Members Abilities Courseware

Human Technology Corporation

A customizable, interactive, experiential, soft skills training program that comes complete as Microsoft Word files, but can also be edited to match your specific situation. Comes complete with Instructor Guide; Participant Coursebook; Pre- and Post-Tests; Evaluations; Trainer's Quick-Start; PowerPoint® presentation; Pre-course assignment; Workshop outline; Lesson plans; Customization rights. This 4-hour workshop provides a framework to identify individual team members' strengths to more efficiently achieve team objectives.

Code...TUTMCWD / \$295



Leaders without Titles Participant Manual

Stephen J. Sampson

What does it mean to lead? Are there natural born leaders? Can leadership be taught? Throw out everything you thought you knew. This companion workshop for *Leaders without Titles* puts into practice many of the concepts discussed in the book through self-assessments, modeling and practice. It challenges the way we determine who our leaders should be and uncovers the factors that really influence the ability to lead.

Code...LWOTPM / \$39.95



Rapid Skill-BUILDER Series Library: Complete 2-Volume Set

Jon Warner

The Rapid Skillbuilder Library: 2-Volume Set comes complete with one copy of all 42 of the Rapid Skillbuilder Series. Each Volume includes 21 different Skillbuilders. Each Rapid Skillbuilder provides an individual with a thorough overview, techniques, and methods to improve in the competency.

2 Volume Set / 504 pp / 3 ring binder / Code...RSLIB / \$199.95



**Best
SELLER**

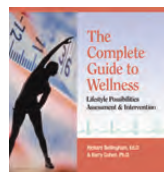
Train-the-Trainer, 3rd Edition

A proven workshop for teaching non-professional trainers

Penny L. Ittner & Alex F. Douds

This proven workshop for teaching non-professional trainers to develop and conduct effective training is back. *Train-the-Trainer Workshop, 3rd Edition* is thoroughly revised and updated, making it the most complete and current training of its kind available today. This powerful workshop will help you bring your managers, team leaders and other non-trainers quickly up-to-speed in the basic skills required to develop and conduct training confidently, competently and with ease.

**250 pp / 3-ring binder w/CD / Code...TTWI3 / \$99.95
Additional Coursebook / 200 pp / Code...TTWC3 / \$49.95**



The Complete Guide to Wellness

Richard Bellingham, Ed.D.

The Complete Guide to Wellness is the culmination of over 20 years of applied research in over 100 companies. The materials in this book were first tested in hospital settings under physician supervision and were later implemented in companies with leading behavioral psychologists and organizational change experts. *The Complete Guide to Wellness* includes all the reproducible materials you need to run either a self-study or group program on any of the topics covered.

600 pp / 3-ring binder / Code...CGW / \$199.95

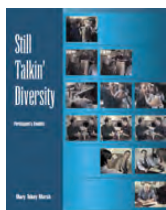


Human Diversity Workshop

George Banks

This 2-day, trainer led course is a how-to workshop for developing skills for working with individuals from diverse backgrounds. Participants will learn how to prevent bias and discrimination and tap into the human potential of their diverse workforce. The activities in this workshop provide a forum for participants to practice their interpersonal, goal-setting, and decision-making skills in a number of diversity scenarios.

Facilitator & Participant Guide / Code...HDWF / \$495.00
Additional Coursebooks / Code...HDWC / \$100.00



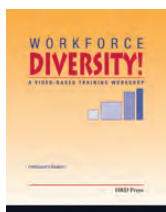
Still Talkin' Diversity Workshop DVD

The hottest tool for bringing out the most sensitive issues

Mary Marsh

Still Talkin' Diversity presents sensitive workplace diversity issues that are frequently ignored. It can supplement previous diversity discussions on the more common issues-stereotypes or it can be used on its own. The program includes a candid, hard-hitting DVD vignettes that examine the sensitive issues head on, showing the realities of the issues in today's workplace. The participant's booklet examines the issues up close and engages learners through a variety of learning experiences while reinforcing the lessons taught.

Workshop / Code...STDD / \$495.00
Additional Workbooks / Pack of 5 / Code...STDPB / \$49.75



Workforce Diversity DVD

A video-based training workshop

Devaney, Smith & Leatherman

This DVD based training workshop will help employees recognize the ways in which their organization is changing, evolving, and becoming more diverse. Includes: 20-minute video; five participant booklets (56 pages); leader's guide; self-study instructions The workshop takes approximately 3 hours to complete. For time-limited sessions, use only the 20-minute video.

Workshop / Code...WDD / \$495.00
Additional Workbooks / Pack of 5 / Code...WDP / \$49.75



The Project Manager's Partner, 2nd Edition

A step-by-step guide to project management

Michael Greer

This guide can be used as a stand alone or as the participants booklet with the title *Project Management for Workgroups*. It is organized around 20 key project manager actions and results with the majority devoted to providing new project managers with the tools to get quality results.

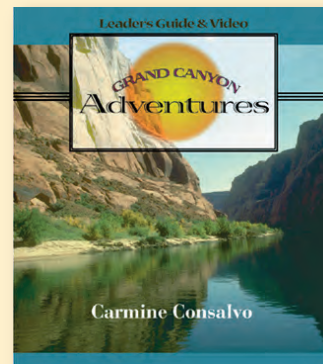
ISBN: 978-0-87425-610-9
160 pp / Paperback / Code...PMP2 / \$39.95

**Best
SELLER**

Grand Canyon Adventures

Realistic, video-based simulations

Take participants on an unforgettable learning adventure! Set in the Grand Canyon, these stimulating group activities provide an adventurous backdrop for enthusiastic participant involvement and memorable skill building.



Use Grand Canyon Adventures for active learning in

- Creativity and Problem Solving
- Teamwork
- Conflict Resolution
- Collaboration
- Leadership
- Consultation

**Best
SELLER**

Grand Canyon Adventures were researched on location and written by Carmine Consalvo.

More than the usual consensus-building activities

The creative design of the participant scenario booklets gives these learning activities a distinct advantage over other consensus-building simulations by supporting participants throughout the activity with helpful techniques and key learning points.

Nine related activities provide new training flexibility

The Grand Canyon Adventures package includes interrelated activities on problem solving, collaboration, and consensus decision making, which makes the program extremely flexible. Use all nine activities with your entire team, or split up your group to focus on individualized skill development with a single activity.

Inspiring video gets participants involved

Start your session with *The River Song*, a 40-minute DVD that sets the scene for the simulations. It is an all-original, breathtaking video tour of the sites within the Grand Canyon where the simulations take place. It will motivate and focus participants on the activities, and ensure high-impact learning.

Grand Canyon Complete Package includes:

- Nine different simulations
- Scenic full color video or DVD, *The River Song*
- Comprehensive Leader's Guide that includes detailed debriefing suggestions, instructions for leading adventure simulations, and valuable tips on involving and motivating participants.

The Nine Team Building Simulations

- **Overboard in the Roaring River: Action Plan**
- **Lava Falls: Determining the Essentials**
- **Up Deer Creek Without a Boatman: Problem-Solving Analysis**
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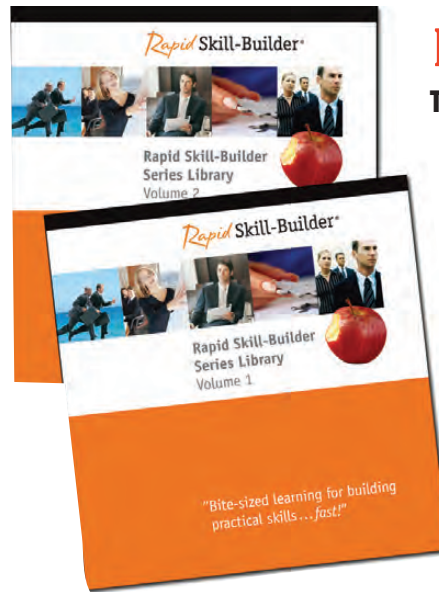
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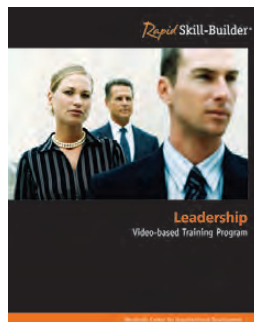
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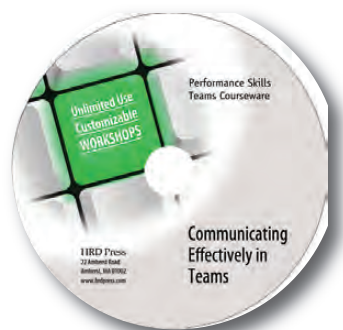


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Features:

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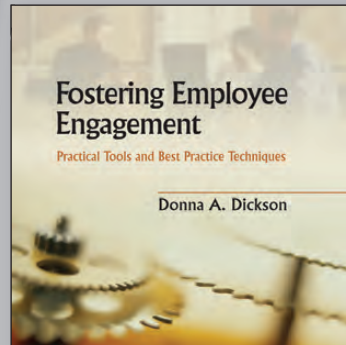
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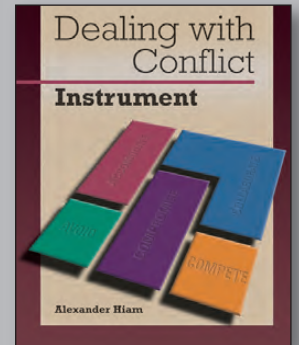
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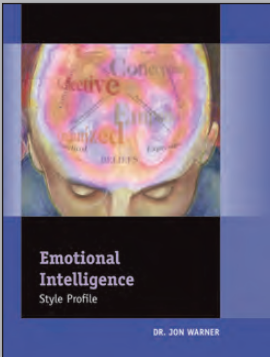
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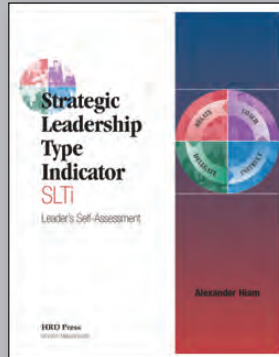
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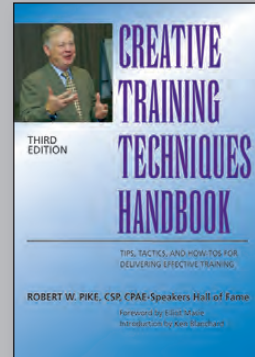
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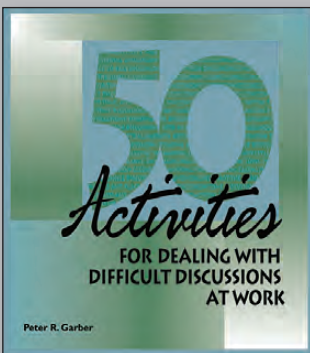
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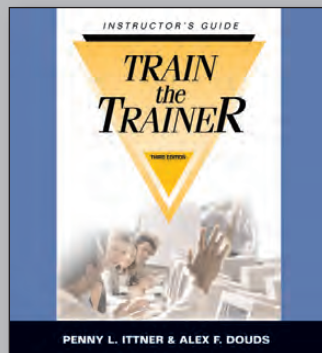
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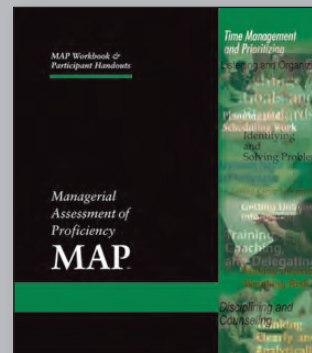
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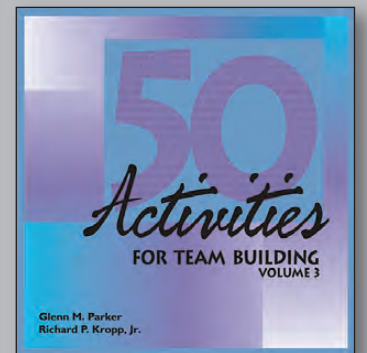
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