Workforce Development and Training Videos (By Topic)

The California State Library maintains a collection of videos/DVDs that support the training needs of state agencies and their employees. Special policies apply to their use. Videos are available to state employees with a library card. It is recommended that videos be reserved in advance. To reserve a video or to get a library card, please contact the California State Library Circulation Desk by phone, email or in person. Library hours are from 9:30 to 4:00, Monday-Friday. Videos may be reserved any time prior to the date needed. The loan period is for one week but may be renewed if there is no reserve on the title. The library requests that videos be picked up and returned in person. If you are a state employee outside of the Sacramento area, we request that you return the videos to us by traceable carrier such as UPS, Federal Express or Golden State Overnight. Since there is great demand for these videos, it is important to return them by the due date so that they are available for others to borrow.

Video/DVD Borrowing Agreement:
http://www.library.ca.gov/statetraining/docs/VideoAgreement-State-rev.2-10.pdf

California State Library
Sacramento, California
916-654-0261
www.library.ca.gov
cslsirc@library.ca.gov

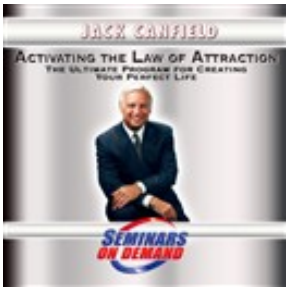
Updated September 2013

Table of Contents

Attitudes 3
Burnout in the Workplace 9
Career Planning 10
Change 11
Coaching 17
Communication Skills 19
Conflict Management 32
Creative Thinking 33
Critical Thinking 36
Customer Service 36
Difficult People 44
Disabilities 46
Diversity 50
Employee Performance 60
Employee Retention 66
Ethics 68
Government 71
Groups 73
Interviewing Skills 74
Job Search Techniques 77
Law 77
Leadership 78
Library-Related Videos 85
Management Techniques 89
Meetings 100
Motivation 102
Negotiations 110
Persuasion Skills 110
Presentations 111
Quality 113
Respect in the Workplace 115
Safety 119
Sexual Harassment 123
Stress Management 125
Statistics Courses 127
Supervision 128
Teamwork 130
Telephone Techniques 135
Time Management 138
Training 140
Violence in the Workplace 143
Workforce Development and Planning 145

Attitudes

Activating the Law of Attraction



"In this captivating seminar on video, speaking legend Jack Canfield defines critical steps and thought processes that can take your life to a whole new level. You'll learn the three major components of the law of attraction for attracting excellent health, abundance, and great relationships. Plus, you'll hear powerful stories, including some from 'Chicken Soup for the Soul,' which will expand your vision and touch your heart. You will walk away from this Law of Attraction program with a clear sense that virtually anything is possible when you are in alignment with what you want and ready to receive it." (117minutes) (DVD)
TrnVideo BF 637 S4 A28 2008

Attitude is Everything
"One of the most important steps you can take toward achieving your greatest potential in life is to learn to monitor your attitude and its impact on your work performance, relationships and everyone around you. We all have a choice. We can choose an inner dialogue of self-encouragement and self-motivation, or we can choose one of self-defeat and self-pity. It's a power we all have. Each of us encounters hard times, hurt feelings, heartache, and physical and emotional pain. The key is to realize it's not what happens to you that matters; it's how you choose to respond." (14 minutes) (DVD)
TrnVideo HF 5415.5 A885 2000

Attitude: Radiating Possibility
"In our culture of measurement, most people develop habits that hold them back and slow them down; one is the fear that something will go wrong. Another is the voice in the head that says 'you will fail.' A third is the assumption that other people aren't interested in what you have to say - that they are simply not on your team. This is not a typical training video. You will not walk away with a process that claims to make all your problems disappear, but instead you will have the opportunity to discover from within that every human being is brought into the world 'radiating possibility.'" (17 minutes) (VHS)
TrnVideo BF 327 R33 2000
PLTrnVid BF 327 R33 2000

The Attitude Virus: Curing Negativity in the Workplace
(Workforce edition)
"This workforce edition video illustrates how these viruses have many forms and one common result: negativity in the workplace. Negativity is spread easily and affects productivity, motivation and profitability. You'll meet a quality technician, shop foreman, shipping clerk and forklift operator; all attitude virus carriers. Fortunately, there is a cure. Watch these workers learn to recognize and change their attitudes for the good of their jobs and their organization."
(20 minutes) (DVD)
TrnVideo HF 5549.5 M63 A8854 2003

The Attitude Virus: Curing Negativity in the Workplace (Government edition)

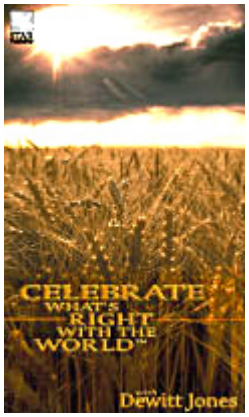
"You will learn to vaccinate your agency or department from this potentially devastating threat. An attitude virus could be spreading through your workforce as you read this. Learn how to get to the cause, administer the cure, and create a healthier workplace for everyone. Don't let the bad-attitude epidemic wipe out your organization." (21 minutes) (DVD)
TrnVideo HF 5549.5 M63 A8853 1997

Calm Effectiveness: Excelling During Challenging Times

"This program on Calm Effectiveness reflects how I see the hidden possibilities that are everywhere around us for growth and success during times of great change. All of us have, within our reach every single day, untold opportunities to thrive under pressure and stay on top of our priorities, instead of losing them along the way. We are given a chance at every turn and at every moment of our lives and work to shape what we become. If only we can master Calm Effectiveness." (18 minutes) (DVD)
TrnVideo HD 58.9 C3564 2003

Celebrate! Change Your Lens, Change Your Life
"'Celebrate! Change Your Lens, Change Your Life' reminds us that we have the power - the power to choose how we see the world around us, and the power to choose how we want to live in it. Shot on the beautiful island of Molokai, Hawaii, this program highlights Dewitt's unique perspective and amazing photography. It is a timeless message that carries well beyond the confines of work into every aspect of our lives." - from container. (19 minutes) (DVD)
TrnVideo BF 408 C44 2012

Celebrate what's Right with the World



"In 'Celebrate What's Right with the World', Dewitt Jones asks: Do we choose to see possibilities? Do we really believe they're there? He assures us that there is always more than one right answer. This video helps us recognize the possibilities and find solutions for many of the challenges before us. It utilizes stunning photography and powerful dialogue to help viewers approach their lives with celebration, confidence, and grace." (22 minutes) (VHS and DVD)
(VHS) **TrnVideo BF 637 S4 C44 2001**
(VHS) **PLTrnVid BF 637 S4 C44 2001**
(DVD) **PLTrnVid BF 637 S4 C44 2001**

Character is Destiny
"Pick up any newspaper, watch any news show, or read any business magazine, and the topic of character comes up. Why is character discussed so regularly? And why do experts believe a strong character is vital to the long-term success of every individual and every organization? Character is Destiny, hosted by national ethics expert Russell W. Gough, illustrates the importance of doing the right thing every time." (16 minutes) (DVD)
TrnVideo BJ 1521 G647 2000

It's a Dog's World: A Painfully Funny Video about Patient Care
"This video demonstrates the subtle differences between quality patient service and being treated 'worse than a dog.' It follows a man and his dog, both of whom are injured, through their respective medical treatments. It demonstrates the vast contrasts between disastrous and delightful patient service."
(15 minutes) (DVD, CD-ROM)
TrnVideo R 727.3 I87 2008

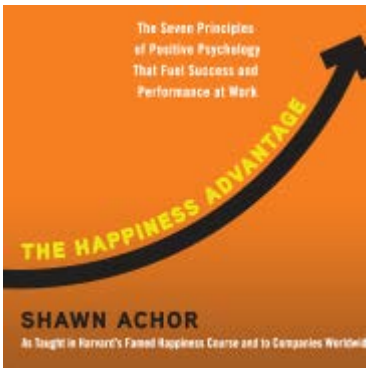
Fish! For Leaders: Choose Your Attitude
"As a leader, your attitude sets the tone for the people you lead. What impact do you want to have on them? 'Choose Your Attitude' shows you how to show up for your team in a way that picks them up, not drag them down. When you take responsibility for the attitude you choose, you set a powerful example of integrity and accountability." (8 minutes) (DVD)
TrnVideo HD 57.7 F572 2010

Focus your Vision
"How can we find our direction, our purpose? When we combine our energy and passion with our focused visions, we give ourselves direction and power. Dewitt Jones's newest release, 'Focus Your Vision', encourages us to develop our visions and turn them into reality. When we connect with our vision, and in doing so, release our passion, we have a better understanding of who we are, what we stand for, and where we are going." (20 minutes) (VHS)
TrnVideo BF 367 F63 2004

For the Love of It
"Dewitt Jones, photographer for National Geographic, shares his personal observations on people's attitudes about work and the importance of a positive viewpoint. Highlights the perspectives of those who love their work and how anyone can learn to love the work they do by honoring their passion, making a contribution to those around them, and expressing gratitude." (25 minutes) (DVD)
TrnVideo BF481 .F67 2007

Fun is Good
"This video program takes you out to the ballgame and behind the scenes with the Saint Paul Saints, a minor league baseball team from Minnesota. The people who work here wake up every morning loving their jobs - even 15-hour days of plain hard work. How do they do it? They know fun is an attitude, an experience. They take charge of their day - and remember to have fun. Simply having more fun on the job can make employees more creative, more productive, and ultimately, more satisfied." (16 minutes) (VHS and DVD)
(VHS) **TrnVideo HF 5549.5 M63 F86 2004**
(VHS) **PLTrnVid HF 5549.5 M63 F86 2004**
(DVD) **TrnVideo HF 5549.5 M63 F86 2004**
(DVD) **PLTrnVid HF 5549.5 M63 F86 2004**

The Happiness Advantage



"What does being happy have to do with work? We've all been told that if we work hard, we'll be successful. And if we're successful, we'll be happy. What if that formula is wrong? What if the opposite were true and happiness is the secret to success - at work and at home? In 'The Happiness Advantage,' author and Harvard Professor Shawn Achor explains how happiness can improve your performance and satisfaction at work. Happy is a healthy state of mind and it is infectious! When we are happy, that positive feeling will ripple out of those around us, which can raise productivity and help us work faster and smarter." (2 DVD, CD-ROM)
TrnVideo BF 575 H27 A272 2011

Hire for Attitude
"Skills can be taught. Attitude cannot. With fewer people doing more work these days, organizations cannot afford costly hiring mistakes and the resulting turnover. This video will teach you how to: determine what attitudes lead to success in a job; design questions to reveal those attitudes; conduct effective interviews; and evaluate candidates placing a priority on attitude."
(20 minutes) (VHS and DVD)
(VHS) **TrnVideo HF 5549.5 S38 H53 2000z**
(DVD) **TrnVideo HF 5549.5 S38 H532 2000**

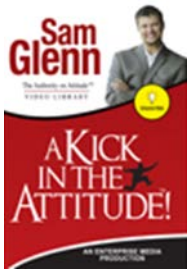
How to Have a Terrific Day, Every Day!
"In this fast-paced positive attitude training video, top motivational speaker Ed Foreman recommends a series of easy to implement strategies for overcoming the daily bombardment of negativity surrounding us. You'll learn the basic habit patterns of winners, techniques for overcoming worry, how to help others to have a more positive attitude, and dozens of ideas to make sure that every day is a terrific day. Whether you are in sales, service, management, or any other capacity in business, maintaining a positive attitude is critical for success."
(75 minutes) (DVD)
TrnVideo HM 1186 H69 2005

How to Lose Customers without Trying?
"It's easy to put customers off; just be aggressive or defensive. Thankfully, keeping customers satisfied is equally easy. From sales to service, at a retail check-out or a reception desk, the same guidelines apply in every area of front line service. There's never a need to treat customers as the enemy, yet many people do so, choosing to attack or defend. Attack may involve being patronizing to them, making them feel in the wrong, being superior or making them feel small or a nuisance. Defense implies ignoring customers, practicing selective deafness, not accepting responsibility and finding any reason not to solve their problem. In every example featured in these short sketches, there are easy steps that can be taken to avoid customer conflict." (32 minutes) (DVD)
TrnVideo HF 5415.32 H698 2009

It's Business, Not Personal: Taming Emotions in the Workplace
"Presents keeping a professional manner when confronting difficult emotional situations on the job." (21 minutes) (VHS)

GEN Audio Visual Media HF 5548.83 I87 2005

A Kick in the Attitude



"In this video, you will learn Sam Glenn's four key training lessons which include how to lighten up, keep your perspective, and reject negativity and practice. Sam is a motivational speaker who invigorates audiences with sidesplitting humor, inspirational insights, and candid simplicity."
(22 minutes) (DVD, CD)
TrnVideo BF 327 K535 2009

Les Brown Story: Life Lessons from the Man behind the Motivation
"Les Brown has released a number of motivational videos over the years, and this is certainly one of the best. Many people refer to Les Brown as one of the greatest motivational speakers in the world. He has been a motivational business speaker for more than 30 years across a broad range of industries. This particular Les Brown motivational video covers more about his life than any other. He uses his own life experience as an example, to teach powerful principles and philosophies for overcoming life's greatest challenges, and going to your next level." (89 minutes) (DVD)
TrnVideo BF 637 S8 L47 2006

Negaholics: How to Handle Negativity in the Workplace
"If phrases like 'That'll never work,' "I just can't do it,' and 'Things are terrible around here' sound all too familiar, chances are that you deal with Negaholics on a regular basis. Individuals who are addicted to negative behavior and negative thinking can slow projects to a grinding halt, destroy team spirit, spread their poisonous attitudes throughout the workplace - and make life miserable for people who have to work with them. This video provides you with some powerful tools and strategies that can transform negative attitudes into positive behaviors."
(200 minutes) (3 VHS)
TrnVideo HF 5548.8 N44 1999

Priorities for Life: Excelling
"Sometimes the best way to spark innovation and increase commitment and contribution is to just remind people that they are free to try new things and get excited. This highly motivating program provides a number of reminders that people can ponder and discuss as they think about harnessing the untapped potential within themselves and others." (6 minutes) (DVD)
TrnVideo HD 57.7 P7561 2001

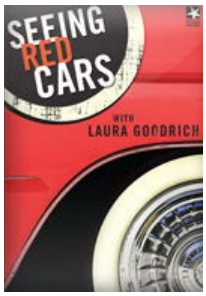
Priorities for Life: Leadership
"Leadership is the act of making a difference and achieving results through other people. When you think of it in these terms, you realize that leaders cannot afford to be complacent. They must always be on the lookout for new opportunities and ways to apply new strengths, talents and passions. This short program gives plenty of food for thought on these and other leadership insights."
(5 minutes) (DVD)
TrnVideo HD 57.7 P756 2001

The Science of Getting Rich
"Imagine discovering a secret that catapults you to the life you always wished you'd have, one that's abundantly rich and rewarding in every facet. That solution exists. In fact, it exists today, this very moment - in your own mind! Every person walking this planet carries this key, but few know how to plumb their depths to excavate a more rewarding life for themselves. That's where Bob Proctor comes in. For more than 40 years, Bob Proctor has focused his entire agenda around helping people create lush lives of prosperity, rewarding relationships and spiritual awareness. Bob Proctor knows how to help you because he comes from a life of want and limitation himself. In 1960, he was a high school dropout with a resume of dead-end jobs and a future clouded in debt." (108 minutes) (DVD)
TrnVideo BF 637 S8 S35 2004

A Second Chance

This DVD is "based on the poem 'The Road not Taken' by Robert Frost. This inspirational short program reminds us that even when an opportunity may have passed us by, we can still create a second chance. This program is about finding hope, taking risks, and awakening new possibilities." (4 minutes) (DVD)
TrnVideo B 105 O67 H66 2008

Seeing Red Cars



"Encourages audiences to focus on what they do want instead of focusing on what they don't. By having a positive attitude and taking action, viewers will be motivated to move in the right direction for themselves and for their organization."
(10 minutes) (DVD, CD-ROM)
TrnVideo HF 5549.5 M63 S451 2008

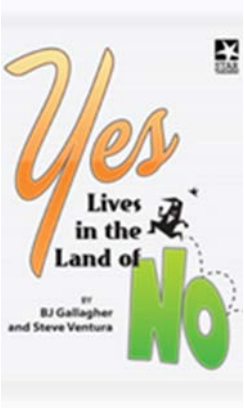
Seven Keys to a Positive Mental Attitude
"This program helps viewers gain awareness that a great attitude isn't something that magically happens. Rather, it's an active choice that people make in advance about how they are going to deal with life's events. The program's seven key points and review quotes after each segment will set the stage for better attitudes around your workplace." (25 minutes) (DVD)
PLTrnVid BF327 S48 2005

The Unbreakable Laws of Self-Confidence
"Self-esteem and self-confidence play a major role in any quest for a happier, more fulfilling life. In this content-filled training video, self-esteem expert Brian Tracy brings you dozens of important ideas for taking your self-esteem and self-confidence to the next level. Of all the keys to success, self-confidence and self-esteem are the two critical factors that impact all areas of life. They determine how much money you will earn, how happy you will be, the quality of your relationships, your ability to attract the things you want, and more. Your self-confidence and self-esteem are everything!" (98 minutes) (DVD)
TrnVideo BF 575 S39 U57 2007

Will to Win!
"Winners think differently than losers. They possess certain qualities that separate them from the masses, including a strong positive mental attitude, commitment, knowledge, and a hunger for greatness. They also understand that failure is part of the success process, and the ability to embrace it, and grow from it, is a sign of greatness. Using real life stories from his own life, and those of others, Willie Jolley shares basic success principles that can make the difference between mediocrity and greatness. He explores a variety of areas including persistence, teamwork, customer service, overcoming obstacles, building your desire, and more." (50 minutes) (DVD)
TrnVideo BF 637 S4 W55 2008

WorkSmarts: How to Get Along, Get Noticed, and Get Ahead
"This video shows employees and supervisors what it really takes to fit in and succeed in an organization. It gives the 'inside scoop' in a friendly manner - covering the unspoken truths we all wish we knew from day one. Four main strategies for success are discussed: be positive and proactive; be accountable and flexible; be cooperative and respectful; and communicate actively and listen. Through video demonstrations of these strategies, focused discussions and a variety of exercises, participants develop the competence and confidence to actively participate in the work environment." (18 minutes) (VHS)
TrnVideo HF 5549.5 T7 W677 2003

Yes Lives in the Land of No: A Tale of Triumph over Negativity



"Shaking heads, brush-offs, closed doors, and put-downs. It's no secret that negativity surrounds us. Combine that with our own pessimism, apathy and over-cautiousness, and you get a workplace where people are discouraged from moving forward with ideas and initiatives. This program offers how-to instruction on the power of perseverance. This dynamic animated program is about overcoming the negative people and obstacles you encounter when trying to achieve both work and life goals. It also takes a look at how your own negative thinking may have an impact on your success. If we are to persevere, understanding the sources of negativity - both our own and others' - is essential for people to work together effectively. Workshop participants practice developing skills for their own journeys in the Land of No - learning how to overcome others' resistance, roadblocks and rebuffs." (9 minutes) (DVD)
TrnVideo BF 698.35 O57 Y47 2007

[Back to Top]

Burnout in the Workplace

Personal Issues
"Equip managers with the answers they need to handle personal, discrimination, conflict, and job performance problems they face every day." The Consultant series. (27 minutes) (DVD)
TrnVideo HF 5549.12 P477 2007

Preventing Burnout in Your Organization
"Professor Maslach describes six contributing factors that increase the risk of burnout and the human toll it takes on individuals and job performance. She suggests intervention strategies that turn the multidimensional syndromes of exhaustion, cynicism and ineffectiveness into energy, involvement and achievement. Christina Maslach, professor of psychology at the University of California at Berkeley, is one of the pioneering researchers on job burnout and is the creator of 'The Maslach Burnout Inventory,' the most widely used research measure in the field." (43 minutes) (VHS and DVD)
(VHS) **PLTrnVid HF 5548.85 M37 2001**
(DVD) **PLTrnVid HF 5548.85 M37 2001**

The Three Signs of a Miserable Job

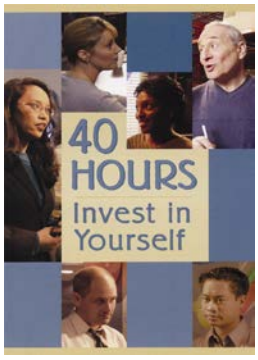
"There are three underlying factors that can make a job miserable, and they apply to virtually all jobs regardless of the nature of the work being done. At first glance, they are obvious and seemingly easy to resolve; yet they remain largely unaddressed by even the most well-meaning managers. This program ensures that managers understand how to provide each and every employee with the fundamentals of a meaningful job. In 'The Three Signs of a Miserable Job' best-selling author Patrick Lencioni offers a unique perspective on his model for employee engagement. Based on his book by the same title, the video program's intent is for managers to tap into the potential of their employees in a new, straightforward manner. The concept presented is for managers and employees alike to see a revolutionary yet simple model for making any job more rewarding and fulfilling. Designed to incite cultural transformation - one manager at a time - the easy-to-follow format will help managers more effectively engage, motivate, and retain employees by eliminating three causes of job misery."
(45 minutes) (DVD)
PLTrnVid HF 5549.5 J63 T474 2008

[Back to Top]

Career Planning

A Basic Toolkit: Good Manager and Good Employee Skills
"This video offers a practical, grounded approach to improving the workplace environment and advancing your career. Debra Wilcox Johnson presents different perspectives to help you gain a mutual understanding of what it means to be both a good supervisor and employee. She will provide you with specific information for improving skills that will both help you advance your career and make your workplace more enjoyable." (120 minutes) (VHS)
PLTrnVid Z682 S64 2003
Audio Visual Media Z682 S64 2003

40 Hours: Invest in Yourself



"This employee development program will inspire employees to maximize their workdays and to take more ownership of their job satisfaction. A shift in attitude and perspective is the first critical step to improving the work experience. '40 Hours' provides a great jump - start to all levels of employees in every work environment. Using an engaging story line, the

program focuses on the following keys to a maximized work life: connecting and belonging; taking pride and earning respect; having fun; seeking growth; and finding purpose and meaning." (20 Minutes) (VHS and DVD)
(VHS) **TrnVideo HF 5549.5 J63 F67 2003**
(VHS) **PLTrnVid HF 5549.5 J63 F67 2003**
(DVD) **PLTrnVid HF 5549.5 J63 F67 2003**

How to Set and Achieve Goals
"In this program, you will discover what is really important to you and you will identify some negative behaviors that may be holding you back. Some of the skills presented will help you to: understand how childhood experiences can influence goal-setting, learn to eliminate what you don't want and overcome conditions that make you settle for less."
"Volume Two of this series takes up where the first video left off in your goal-setting, showing you how to reach your goals and to keep on track when you reach a setback. In this program, you will discover how to keep your enthusiasm high and how to balance long and short-term goals. You will also see how to gain support of your family and friends and how to take action now."
Subtitle on vol. 1: Know Yourself and What You Want from Life.
Subtitle on vol. 2: Get Focused to Take Immediate, Effective Action.
(2 VHS - 50 minutes each)
TrnVideo BF 505 G6 H68 1989

A Professional Toolkit: Tools for Advancement
"This teleconference addresses skills required for professional advancement for library staff. Topics include mentoring, creating professional portfolios, career ladders, professional organizations and meetings, and information about the American Library Association's current initiatives concerning library support staff." (120 minutes) (VHS)
PLTrnVid Z 682.2 U5 S64 2004

WorkSmarts: How to Get Along, Get Noticed, and Get Ahead
"This video shows employees and supervisors what it really takes to fit in and succeed in an organization. It gives the 'inside scoop' in a friendly manner - covering the unspoken truths we all wish we knew from day one. Four main strategies for success are discussed: be positive and proactive; be accountable and flexible; be cooperative and respectful; and communicate actively and listen. Through video demonstrations of these strategies, focused discussions and a variety of exercises, participants develop the competence and confidence to actively participate in the work environment." (18 minutes) (VHS)
TrnVideo HF 5549.5 T7 W677 2003

[Back to Top]

Change

All Washed Up
"All Washed Up is a short program that discusses what it takes to get people to change their behavior, especially when it's hard. Join 14 year-old Hyrum Grenny as he takes us through the process of figuring out what it takes to get the toughest subjects, kids, to wash their hands! In this six-minute program, viewers

will learn about insightful strategies for influencing behavior change, and the importance of hand hygiene." (6 minutes) (DVD)
TrnVideo BF 637 C4 A44 2011

Business of Paradigms
"Joel Barker says people shoot down good ideas because they assume that the future is merely an extension of the past. People resist change when they operate within old paradigms. These paradigms establish boundaries and provide the rules for success. People tend to filter out information that doesn't fit the paradigm. Barker calls this the 'paradigm effect.' This can block creative solutions to problems and the ability to see the future. This film makes people aware that we view and understand the world through our paradigms. This is a crucial step toward breaking through barriers to innovation and unlocking resistance to change." (See also: "Joel Barker's the New Business of Paradigms.") (38 minutes) (VHS)
TrnVideo HD 30.27 B87 1989

Change and Innovation through Brainstorming
"Whether we pursue it, or it is forced upon us, change or break any business. Change can be resisted with fear and denial or embraced as fuel for innovation and transformation. Hosted by comedian and author, John Sweeney, and based on his best-selling book, Innovation at the Speed of Laughter, this 15 minute highly engaging program introduces your team to the 8 secrets of a brainstorming session." (15 minutes) (DVD)
TrnVideo HD 53 C43 2009

Creating You and Company: Learning to Thrive Like the CEO of Your Own Career
"It is a paradox: almost all Americans are employed, but there is a widespread sense that no one's job is secure. Temporary workers, contractors and outsourced employees are doing the work that yesterday belonged to the organization's own full-time, long-term workers. In short, jobs as we have always known them are going away. William Bridges, President of William Bridges and Associates, explains why this is happening and how individuals can cope with and even capitalize on this situation." (53 minutes) (VHS)
TrnVideo HD58.8 C74 1998

Embracing Change
"Embracing Change was created to stimulate conversation. Using 'person-on-the-street' interviews, you will be introduced to a cast of characters that not only share how we should deal with change, but are required to put their thoughts into action. Fast-paced and funny, this four minute program is applicable for all levels of an organization, and will effectively set the stage for meaningful dialog." (4 minutes) (DVD)
TrnVideo HD 58.8 E43 2013

Goal Setting Techniques That Work: How to Create a Five Year Action Plan for Your Life
"Effective goal setting is one of the most important habits you can develop. Goal setting is the core skill for achieving success in your relationships, your health, and your profession. So why is it that many of us never get around to doing it? In

this fast-paced, entertaining session, motivational speaker Warren Greshes presents a proven system that takes the guesswork out of goal setting. He will show you how to set your goals correctly, and then actually lead you through the process of creating your five-year goal setting plan. If you know you need to get clear about your future, but haven't yet clarified your vision, this program will give you the tools and motivations you need to get started now." (64 minutes) (DVD)
TrnVideo BF 433 P6 G63 2007

Joel Barker's the New Business of Paradigms

"Organizations need to innovate and change in order to survive. So why are so many people afraid of it? How do you help people open themselves up to change? …'The New Business of Paradigms,' explains how the rules we live by can limit our ability to innovate and be creative. In example after example, Joel demonstrates how thinking differently is necessary for us to grow as organizations and as individuals." (46 minutes) (DVD, CD-ROM)
PLTrnVid HD 30.27 B87 2001

Journey to Discovery
"Journey to Discovery" is a video that "dramatically highlights the evolution that occurs as the British author, Charles Dickens, is transformed from earning a living to creating a life and leaving a legacy. This video and Leader's Guide will provide a stimulating venue for examining how we can overcome the fear and sense of loss that often accompany change in our work lives. Playing off the story of Charles Dickens, and the catharsis he underwent while writing 'A Christmas Carol,' the training looks at how past, present, and future all come into play when we are faced with stressful change situations. The training will nudge the learner toward new patterns and thinking that enlightens their vision for the future." (14:47 minutes) (DVD)
TrnVideo HD 57.7 J68 2002

Leading in a Time of Change: A Conversation with Peter F. Drucker and Peter M. Senge
"This video presents a conversation between Peter F. Drucker and Peter M. Senge, bringing together two great minds of modern management to share their wisdom on how leaders can prepare themselves and their organizations for the inevitable changes that lie ahead. They talk about the importance of all organizations learning to lead change. It serves as a fundamental resource for planning and implementing change." (42 minutes) (VHS)
TrnVideo HD 58.8 L21 2001

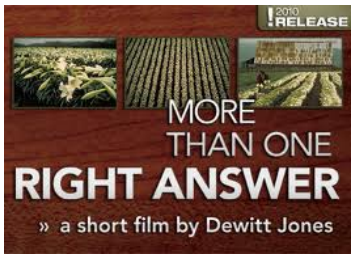
Leading Yourself through Change
"The video, as part of a 1-hour workshop or as a three-hour action planning workshop, takes the participant through the 5 action steps that lead a person through change: Overcome the negative feelings that come with change, reframe unproductive thoughts and beliefs, unfreeze and try new behaviors, arrange encouraging consequences to keep themselves motivated and discover the impact they have on others as they deal with the change."

(23 minutes) (VHS and DVD, CD-ROM)
(VHS) **TrnVideo BF 637 L53 L43 2005**
(DVD) **TrnVideo BF 637 L53 L43 2005**

Managing Change
"Highlights: why change is important for growth; the importance of technology in driving change; ways to successfully involve employees in change; and the role of confidence in creating change. If you're not thinking about how to change things or how to innovate in your company, you're going to be left behind. It might be later rather than sooner, but it is inevitable. Change is one of the few variables that remain constant. Carol Bartz, a self-described 'change agent,' discusses ways to drive, rather than simply react to, change." (57 minutes) (VHS)
TrnVideo HD 58.8 B37 1997

Memory Power
"Memory training can be beneficial for students and business professionals alike. With information coming to us at a faster speed than ever, there has never been a more important time to enjoy the benefits of memory training. The fact is, most people never receive memory training in high school or college, yet the benefits can be immense. Whether it's a clients name or a new product presentation, or studying for an exam, we could all benefit from using our memory more effectively." (115 minutes) (DVD)
TrnVideo BF 385 M466 2005

More Than One Right Answer



"Using his photography as an example, [Dewitt] Jones shows how to reframe a problem into an opportunity. 'Perfect for any organization looking to open people's minds to new ideas and ways of thinking.'"
(4 minutes) (DVD)
TrnVideo HD 30.29 M67 2010

Ordinary People Extraordinary Results: True Stories of Great Leadership
"Sometimes a profound improvement in organizational results stems from one grand maneuver. More frequently, however, it occurs through a series of small changes introduced by average people. Nothing illustrates this concept better than this collection of true stories which show the simple steps some leaders have taken to dramatically improve team performance. Leaders who understand how small acts can lead to big results are invaluable to an organization. This compilation DVD helps build that understanding. Containing four stand-alone videos plus two meeting openers, this set provides real-world examples of 'average' people who did small things to focus and motivate others toward significant accomplishments - many times under trying circumstances."
(36 minutes) (DVD)
TrnVideo HD 57.7 O73 2008

Painless Performance Improvement
"Real change only happens when the decision to change comes from the person doing the changing. 'Painless Performance Improvement' provides managers with a simple and proven technique to help team members improve their own

poor performance without the drama, pain or conflict often associated with performance issues…. Supervisors will relate to scenes of management gone awry as well as employee's favorite excuses and sidetracks."
(23 minutes) (VHS and DVD)
(VHS) **TrnVideo HF 5549.5 M63 P35 2004**
(DVD) **TrnVideo HF 5549.5 M63 P356 2004**

Power of Vision: How to Remove the Roadblocks and Live Your Dreams
"This exciting and idea loaded program will help you to achieve greater focus, overcome obstacles, enjoy higher levels of happiness, and create a new vision in alignment with your most important goals. If you're looking for a simple formula to help you get a clearer vision for your life, and achieve it more rapidly, this program contains the tools to make it happen." (122 minutes) (DVD)
TrnVideo BF 637 S4 P69 2004

Ready. Set. Change! : Reacting Smarter. Adapting Faster. Engaging Together
"'Ready. Set. CHANGE!™' helps employees positively and productively navigate any change - big or small. Through learning tools such as right-way behavior modeling and a Change Response Assessment, this program equips employees with skills to react smarter, adapt faster and engage together more productively when change comes around again. Learn more about strategies for a change-responsive workforce." - Publisher website. (30 minutes) (DVD, CD-ROM)
TrnVideo HD 58.8 R43 2008

Riding the Wave: Strategies for Change
"Based on the book: 'From Chaos to Confidence : Survival Strategies for the New Workplace' by Susan Campbell. Explains the advantages of shifting from security-seeking behavior to a mindset that helps to see problems as opportunities for expanding your potential." (18 minutes) (DVD)
TrnVideo HF 5549.5 T7 R52 1999

Tactics of Innovation: How to make it Easier for People to Accept New Ideas
"'Tactics of Innovation' explores a problem that plagues organizations everywhere: Why smart people reject good ideas. 'It is natural and logical for people to resist change,' says Joel Barker. New ideas upset the balance and change makes things difficult. Only by developing the ability to present your idea from the user's point of view will you be able to achieve success. 'Tactics of Innovation' and its ten-step strategy will help you remove barriers to change. It is an important message for any organization that wishes not only to discover new ideas, but also to bring them into practice." (22 minutes) (VHS)
TrnVideo HD 58.8 T32 1998

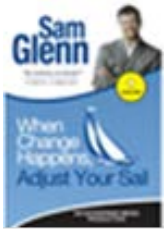
Taking Charge of Change
"Shows employees the skills necessary to understand and support change initiatives in the workplace. Identifies three stages of internal transition to help employees productively guide themselves through organizational change."
(34 minutes) (DVD, CD-ROM)
TrnVideo HD 58.8 T35 2004

Teaching the Elephant to Dance…Today: Empowering Change in Your Organization.
"Change is the engine of growth in today's fiercely competitive marketplace. Learn how to harness its power with 'Teaching the Elephant to Dance…Today'…a practical, hands-on video-based learning program for creating the right kind of change in any organization." (Government edition.) (16 minutes) (DVD)
TrnVideo HD 58.8 T43 1995

Tempered Radicals: How People Use Difference to Inspire Change at Work
"This video, using the philosophy of Debra Meyerson, is a timely account of the effect 'tempered radicals' have on organizations. Who are tempered radicals? A few years ago, they were the people who encouraged women to seek positions in executive management and academic life and first recruited minorities for management training programs. Today, tempered radicals include: an African-American woman who tries to make her workplace more friendly and welcoming for other African Americans; a white male who believes work-life balance is a necessary and inalienable right for all working family members; a gay man who requests domestic partner benefits as part of an employment package. In short, tempered radicals have made the business world take note and adopt progressive policies before attitudes have changed in the world at large." (49 minutes) (VHS)
TrnVideo HD 58.8 M49 2001

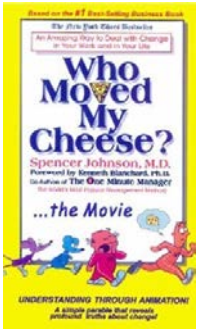
Thriving on Change
"In this fast-paced program you'll learn the skills, strategies, and belief systems necessary to take charge of change in your business, and in your personal life. You'll discover how to anticipate, react to, or create change in any situation. And you will experience a proven formula for processing any given change that our team or family may be going through. Plus, you'll learn about other aspects that affect change including focus, physiology and maintaining a high level of energy." (60 minutes) (DVD)
TrnVideo BF 637 C4 T475 2008

When Change Happens, Adjust your Sail



"Change is happening all around us and we all know that change can be very difficult for people to navigate. So how do you and your team manage change? How can you cope? When Sam Glenn speaks about change, he uses the analogy of being on a small sailboat in the middle of a storm. Change is tossing us around and we need to adjust our sails to stay afloat. As Sam tells us in this video, we can adjust our sail and get out of the storm. We CAN overcome change. Sam Glenn uses funny anecdotal stories and a simple formula to help you and your associates deal with change. As you watch the program, you'll develop tools for overcoming changes, challenges, the unexpected, and negative people." (22 minutes) (DVD)
TrnVideo BF 637 C4 W546 2009

Who Moved My Cheese? : The Movie



"Based on Dr. Spencer Johnson's best selling book, this video offers an entertaining presentation, through animation, on how to increase success and reduce stress in times of change. Viewers explore the fear of change and how it affects those who must adjust their behavior patterns." (VHS - 13 minutes)
(DVD - 30 minutes, includes both 1999 and 2003 versions.)
(VHS) **TrnVideo BF 637 C4 J642 1999**
(DVD) **TrnVideo BF 637 C4 J6422 2003**

[Back to Top]

Coaching

Art of Coaching in Business
"The Art of Coaching video features golfer Jack Nicklaus, Herb Kelleher (Chairman of SW Air Lines), Mercedes Ellington (Artistic Director - Dance Ellington), Keith Lockhart (Conductor of The Boston Pops), Lenny Wilkens (the winningest NBA coach of all time), Sarah Nash (Managing Director - JP Morgan), and Jim Flick (Director of Education Nicklaus/Flick Golf School). While all of these experts are from different fields, through their wisdom and stories, a coaching model emerges to create a climate, provide feedback and create actions for improvement." (22 minutes) (DVD)
TrnVideo HF 5549.5 M63 A78 2002

The Coach
"The package shows how important it is for managers to identify their role in providing opportunities and implementing coaching programmes. It provides a logical structure to help plan and conduct coaching sessions, and demonstrates the skills needed to become a good coach." (26 minutes) (DVD)
TrnVideo HF 5549.5 T7 C62 2007

Coaching
"Explains how a supervisor can help his employees improve their work performance. Gives five specific steps for improving performance; preparing the learner, demonstrating the operation, creating a positive atmosphere, having the learner perform the operation and implementing a follow-up program."
(30 minutes) (VHS)
TrnVideo HF 5549.5 T7 C68 1993

Coaching Challenges

COACHING CHALLENGES

"In the real business world, coaching situations spring up all the time…. In this exciting series, see a range of situations where the coach is confronted with a challenge. Watch how they handle them and learn a range of practical tools and techniques. This series is suitable for all coaches, managers and team leaders, team members, mentors… even those who need to coach their managers! Each video program can be used for an effective meeting opener, or you may use all four to generate discussion and brainstorm your way into an outpouring of great ideas about coaching and mentoring."
Subtitle on Disc 1: Can We Talk? (10 minutes)

Subtitle on Disc 2: So You Agree With Me? (9 minutes)
Subtitle on Disc 3: What's Really Going On? (9 minutes)
Subtitle on Disc 4: Why Are We Stuck? (9 minutes)
(ca. 37 minutes) (4 DVD)
TrnVideo HF 5549.5 C53 C633 2003

Coaching from the Heart: You Can Inspire Anyone to be a Winner
"The winningest coach in the history of pro football and one of the world's top management consultants team up to reveal coaching secrets that have made them successful in the video 'Coaching from the Heart'. Learn to lead and motivate your people to peak performance through five coaching secrets that made Miami Dolphins coach Don Shula**,** the winningest coach in professional football and Dr. Ken Blanchard, ('The One-Minute Manager') a leading coach of top managers." (26 minutes) (VHS)
TrnVideo HD 57.7 C6 1996

Coyote Power
"Coyotes have not only survived, they have thrived in the face of an all-out war to exterminate them - because they've learned to adapt, to use teamwork, and they exhibit amazing courage. In this high energy session, Joel Weldon shows you how to thrive by understanding the positive attributes of the coyote. With adaptability, teamwork, and courage being the main theme, you'll learn several techniques and tools for turning average into excellent, no matter what career or profession." (74 minutes) (DVD)
TrnVideo HF 5386 C696 2007

Face to Face: Coaching for Improved Work Performance
"This video tells managers how to improve work performance by changing behavior not people. It has a coaching theme."
(30 minutes) (VHS)
TrnVideo HF 5549.12 F682 1981

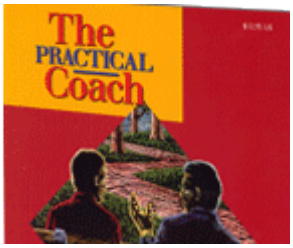
Getting it Right: Etiquette Tips
"Six scenes are included that highlight interaction with people with various disabilities. As, Debra, the HR Director says, "these scenes will give you some basic guidelines on how to interact with people with different types of disabilities. They might even make you laugh…the scenes, not the people…"
(33 minutes) (DVD)
(DVD) **TrnVideo HV 1568 G48 2008**
(DVD) **REHVD HV 1568 G48 2008**

The Helping Hand: Coaching Skills for Managers
"Coaching is a critical management skill that will enable managers to guide their direct reports and help them cope more effectively with existing as well as new tasks and responsibilities. Featuring John Cleese, 'The Helping Hand' provides a humorous learning experience that will enable managers to understand the value of coaching while implementing processes for setting goals, motivating employees and following through on expectations. The course draws an important distinction between coaching and training."
(38 minutes) (VHS and DVD)
(VHS) **TrnVideo HD 30.4 H45 1990**

(DVD) **TrnVideo HD 30.4 H45 2007**

Mentoring Partnership Workshop: Introduction to Mentoring, Video Case Studies
"The story line presents a challenging situation related to mentoring which contains a number of themes that participants need to address. Each segment will end with summation of the teaching points and message for the participants." (19 minutes) (DVD)
PLTrnVid HF 5385 M46 2005

The Practical Coach: Inspiring, Encouraging and Challenging Your Team



"'The Practical Coach' training video shows how to let them know they matter...

- For good work, *When you see it, say it.*
- For poor work, *Make it private, and positive.*
- For a dead-end performer *The Two Minute Challenge*….

Coaching is the process of letting people know that what they do matters to you. Realistic role plays covering a variety of topics - from getting good work repeated, correcting poor work in a positive way, dealing with employees poor personal habits, and tools for turning a dead-end performance around - make 'The Practical Coach' video an everyday guide to using good judgment and caring about each member of your team."
(24 minutes) (DVD, CD-ROM)
TrnVideo HF 5549 P73 2003

Science of Positive Focus: Master Keys for Reaching Your Next Level
"You'll discover the critical steps necessary to stay focused on your goals and make the goal setting process fun, instead of a chore. You'll also get the motivational push that can help you follow through on your commitments and keep yourself in balance. Loaded with great ideas and philosophies for the achievement of big dreams, this power-packed training video is one of Brian Tracy's best ever." (124 minutes) (DVD)
TrnVideo BF 637 S4 S35 2004

When the Coach Is You: Skills for Helping Others Learn What You Already Know
"These days, coaching isn't only the responsibility of the manager. Any team member may be called upon to coach a coworker. This video walks viewers through the practical steps to increasing success for coaches and learners in any organization. Viewers will explore how to: prepare the learner, demonstrate for the learner the skills desired, establish and maintain a positive coaching atmosphere, and let the learner perform his/her newly learned skills."
(18 minutes) (VHS) and (DVD - Government version)
(VHS) **TrnVideo HF 5549.5 T7 W48 2000**
(DVD) **TrnVideo HF 5549.5 T7 W482 2000**

[Back to Top]

Communication Skills

Abilene Paradox, 2nd Edition
"This classic film on management in an organization has been completely updated with a fresh, new look and a faster, more engaging pace. Whether you are interested in leadership, individual-accountability, communication, team building, decision making or problem-solving training, you'll find this film flexible enough to target the skill sets most important to your organization at any given time." (24 minutes) (DVD)
TrnVideo HD 30.23 A255 2002

Art of Networking

"This toolbox is designed to give you an advantage in your business and social life. Whatever your industry or product, the concepts in The Art of Networking, will raise your game, add impact to your presence and put you ahead of the competition. Strategic communication is the ability to connect with and influence others; to successfully pitch ideas, and to persuade people that they not only want you, but that they need you." (22 minutes) (DVD)
TrnVideo BF 637 C45 J44 2011

Assert Yourself: Learning to be Assertive
"Assertive behavior means saying what we want, need, feel, think or believe in ways which are direct, honest and appropriate, but also respects the rights of those we are addressing - treating ourselves and those we work with as professional adults. It's the balance between passive and aggressive behavior. Passive behavior has the advantage of avoiding confrontation but fails miserably at getting what you want. While aggressive people often appear to be successful, they rarely win the willing co-operation of their colleagues in the long run."
(26 minutes) (DVD)
TrnVideo BF 575 A85 A774 2007

Being Assertive
"Assertiveness is defined as the ability to express yourself openly and honestly without denying the rights of others…. The use of assertiveness skills in the workplace is varied and unlimited. How many times have you seen people fail to contribute a great idea because they're reluctant to speak up? Or miss a chance to resolve an interpersonal challenge because they're afraid to deal with conflict? Talented people who don't master the art of communicating assertively can derail themselves from a successful career. By contrast, those who know how to express themselves appropriately can deal more confidently and effectively with a wide variety of people and business situations…. Participants learn to:

- Be clear on what they want and articulate it appropriately.
- Practice good listening technique.
- Say 'no' with tact.
- Effectively negotiate and look for win/win solutions."

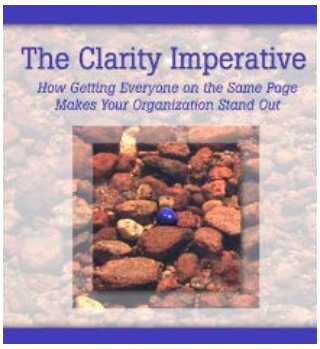
(23 minutes) (DVD)
TrnVideo BF 575 A85 B456 2002

Boomerang

"Boomerang explains the Reciprocity Urge - the basic drive in all of us that compels us to return favors, to repay kindness with kindness, to reciprocate when someone gives us something. This video gives a compelling message about how to get the most out of people and develop emotional competence. It can influence those around you to behave the way you want." (10 minutes) (DVD)
TrnVideo HF 5549.5 C6 B666 2002

Business Writing: Getting Started
"This program demonstrates to viewers how to tackle the hardest part of business writing - getting started. It follows Bob Tilson, personnel director of Allied General, as he learns the 4 fundamental steps to clear and concise business writing. Each of the 4 steps is demonstrated. After watching this film, viewers will be able to: create a purpose statement; use techniques to write to the reader's interest; use mind-mapping to generate ideas and free-writing to produce a first draft; and make a document visually appealing."
(19 minutes) (VHS)
TrnVideo HF 5718 B87 1990

Clarity Imperative: How Getting Everyone on the Same Page Makes Your Organization Stand Out



"What makes a team, department or organization stand out? Typically, it's things like clarity of purpose, a strong culture and alignment around where the group is headed. This program provides a simple but powerful methodology for getting people 'on the same page' so that this kind of clarity and cohesiveness can emerge. As host and noted speaker John Jenson points out, it's not about creating a mission statement or slogan, it's about getting real with who you are, identifying the meaning in what you do and ensuring that you can bring your strengths and values to bear in every situation. In The Clarity Imperative, John Jenson uses a variety of inspirational stories to introduce viewers to the importance of 'consistent messaging'. He shows that when people within a group or organization share the same understanding of 'what we do', 'our culture' and 'our direction' - to the point where they can succinctly express these things to others - they are easily able to walk their talk. Ultimately the group separates itself from those that are trying to be all things to everybody." (20 minutes) (DVD)
TrnVideo HD 30.285 C52 2009

The Comeback
"At one time or another every organization deals with grief and loss in some capacity. 'The Comeback' helps empower employees to know how to confidently and sensitively support each other during times of tribulation. 'The Comeback' follows a man returning to work after suffering a loss, where he finds his colleagues are uncomfortable and unsure how to interact with him. Dealing with grief and loss is difficult, not only for the person directly experiencing it, but also

for their co-workers. Patrick Coyle addresses these sensitive topics in a way that is safe for all participants and organizations." (39 minutes) (DVD)
TrnVideo BF 575 G7 C66 2011

Communicating Non-Defensively: Don't Take It Personally
"Viewers gain an understanding of why all people are naturally defensive, as well as learn the symptoms and consequences of inappropriate defensiveness. This video shows that we all must be responsible for how we deliver and receive messages. 'Communicating Non-Defensively' shows how to disengage from a defensive position, how to empathize and disarm a defensive person, how to inquire and focus on the issues, how to disclose ones own needs and goals non-defensively, and how to depersonalize the issues." (20 minutes) (VHS)
TrnVideo HF 5549.5 C6 C66 1994

Communication Counts: Speaking and Listening for Results
"No one disputes the fact that we can't work together effectively unless we can clearly and comfortably talk to each other about what we need to do and how to get it done. But even though we've all had plenty of time to perfect our communication skills, we still tend to fall into bad habits that we acquire over the course of our lives. If we recognize how our communication behavior affects others and take steps to me more clear and proactive on both sides of every conversation, our chances of success go way up. This program explores six keys to effective communication, and shows how each of them can affect the success of an organization." (19 minutes) (DVD, CD-ROM)
TrnVideo HF 5549.5 C6 C7 2012

Communication Nightmares
"The scenarios in 'Communication Nightmares' exemplify coworkers struggling through different types of conversation and personality conflicts: a retail worker and manager trying to understand the other's perspective; an employee struggling to get his boss to listen; an employee dominating the group discussion; an employee interrupting the conversation; and an employee having difficulty communicating what she really wants to say. Each dramatization shows how each of these situations can be improved by understanding how to apply the appropriate techniques." (26 minutes) (VHS)
TrnVideo HF 5549.5 C6 C658 2000

Communication: The Non-Verbal Agenda
"This film examines the role that nonverbal messages play in our lives at work. As we see in the film, it is especially troublesome when we send or receive mixed messages - when the words say one thing and the facial expressions, tone of voice, and body language say something else. Confused messages greatly impair our ability to communicate effectively. They have an adverse impact on morale, performance and productivity. Nonverbal language is something we cannot afford to ignore. It is a powerful and fascinating aspect of communication. This film offers concrete guidance in becoming more alert to this 'silent language'." (21 minutes) (VHS)
TrnVideo HF 5549.5 C6 C66 1988

The Communication Toolkit
"Designed for maximum flexibility, the 'Communication Toolkit' provides vignettes that can easily be incorporated into a custom training course. The 39 clips in the 'Toolkit' are organized into the following communication skill categories: speaking clearly; active listening; nonverbal communication; conflict and difficult conversations; group communication; and presentation skills."
(71 minutes) (DVD, 2 CD-ROM)
TrnVideo HD 30.3 C651 2004

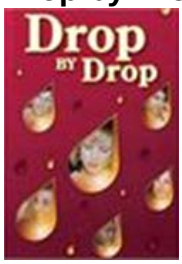
Conversation Strategies for Creating Preeminence

"How can you create conversations that help others grow? How can you make every meeting a once-in-a-lifetime experience that inspires others? How can you be more present in all of your interactions? How can you be recognized as the best? These and many more questions are answered in this unforgettable, power packed program featuring one of North America's most extraordinary speakers, Mike Lipkin. As you become captivated by his South African accent, you'll discover key insights and practical strategies for improving your conversation effectiveness in both business and personal situations. You'll learn how to listen more intensely, communicate with these principles; extraordinary conversations will be your new standard." (85 minutes) (DVD)
TrnVideo HF 5718 L57 2009

Dialogue - Now you're Talking
"Dialogue isn't a natural form of communication. When we feel threatened or in conflict, we humans tend to defend our positions or ideas and resist exploring other options. 'Dialogue - Now you're Talking' is a 4- program series. Program 1, 'Communicating in a Diverse World,' is the overview module. Here, the fundamental skills and rules of dialogue are explored. Programs 2, 3, and 4 present actual dialogue sessions addressing cultural, gender, and generational issues respectively. These demonstrate how a dialogue might work and model the basic rules one needs to follow. Each program can stand alone or may be presented in combination with other modules."
(In two containers, 94 minutes) (4 VHS, CD-ROM and 4 DVD, CD-ROM)
(VHS) **TrnVideo P 90 D53 2003**
(DVD) **TrnVideo P 90 D53 2003**

Decisions, Decisions
"Two clear stages in the decision process are revealed in this humorous program: making the decision and making it happen. A board of Great Decision Makers confronts Alan Moore (John Cleese) to review an office move that went disastrously wrong. Had he not ignored the basic principles of decision-making, things could have been different." (27 minutes) (DVD)
TrnVideo HD 30.23 D435 2009

Drop by Drop



"'Drop By Drop'…focuses on being aware of the way we communicate at work by eliminating the micro-inequities that slowly but surely tears down the morale and productivity of our organization. 'Drop by Drop', demonstrates how the small slights,

subtle discriminations and tiny injustices can add up to big problems in your workplace! These little negative gestures are called 'micro-inequities' and they occur in organizations every day. These small communications of disrespect, prejudice and inequality usually are not overt, but they can be incredibly destructive. A poison in the workplace that doesn't come in a bucket, but takes its toll drop by drop." (Gota a Gota) (English and Spanish.) (20 minutes) (DVD)
TrnVideo HD 30.3 D76 2008

Emotional Intelligence
"Most of us have been conditioned to believe that emotions are not welcome in the workplace, that team and work decisions should be based upon cold, logical reason. Today there is a growing body of science in the emerging field of emotional intelligence (EI), indicating that proper understanding - and use of - emotions can be critical to helping us be more effective workers and better communicators. Five EI competencies are introduced: self-awareness, self-regulation, self-motivation, empathy and effective relationships. The program then takes viewers to organizations such as Kaiser Permanente, State Street Bank and Nichols Aluminum where training in emotional intelligence is being used to help employees access the power of emotions to create better, more productive working relationships."
(40 minutes - 2 VHS, CD-ROM) (28 minutes - DVD, CD-ROM)
(VHS) **TrnVideo HF 5548.8 E46 2001**
(DVD) **TrnVideo HF 5548.8 D462 2001**

Empathic Listening
"Most people don't take the necessary time and effort to properly diagnose a problem before prescribing solutions. They immediately assume they understand someone else's condition. Often the biggest obstacle in interpersonal communication is the tendency to respond autobiographically - meaning from our own frame of reference." (50 minutes) (DVD)
TrnVideo BF 323 L5 E47 2008

Face It! Using Your Face to Sell Your Message
"Arch Lustberg shows you his methods for enhancing communication. Learn how your face can become your greatest asset in selling your ideas and your library." (17 minutes) (VHS)
PLTrnVid BF 592 F33 F33 2002

For Goodness Sake
"Video shows why it is important to be good to each other using a series of vignettes featuring Hollywood celebrities." (28:30 minutes) (VHS)
TrnVideo BJ 1581. 2 F67 1992

Gateways to Inclusion: Turning Tense Moments into Productive Conversations
"Our diverse workplaces, because they are diverse, can be minefields of misunderstandings, hurt feelings, and even conflict. If handled properly, these uncomfortable moments – or even small explosions – can be transformed into gateways that will lead to better working relationships, increased understanding, and less tension." – Sondra Thiederman, Ph.D. "Gateways to inclusion teaches 4 skills for turning these tense moments into productive conversations: - Manage

your emotions - Set productive goals - Assess intent cautiously - Communicate in a way that demonstrates respect." (17 minutes) (DVD, CD-ROM)
TrnVideo HD 42 T55 2013

How to Speak Up, Set Limits, and Say No: Without Losing Your Job or Your Friends
"No one needs to feel bad. This video will show you new ways to stand up for your rights without damaging your relationships. You'll learn exact words and phrases to use in tough situations and specific techniques that will help you get treated the way you want." (93 minutes) (VHS)
TrnVideo BF575 A85 A73 1991

I Know Just What You Mean: Overcoming Roadblocks to Effective Communication
"Many so-called active listening techniques do just the opposite of what they're supposed to do. This video reveals the secrets of listening with the intent to understand rather than with the intent to respond. Introduced and summarized by Dr. Stephen R. Covey, this video and workshop show how easy it is for us to think we're listening to another person when we're really not. And, by showing how quickly people can jump to conclusions, it underscores the vital importance of diagnosing needs *before* prescribing solutions." (21 minutes) (DVD)
TrnVideo BF 637 C45 I56 1998

If Looks Could Kill: The Power of Behaviour
"How people behave when dealing with customers or colleagues can determine the success or failure of each interaction. In this spoof detective case, careless failure has created a victim. At the doctor's, at the shoe shop, in the post office and at the station, a customer was driven to distraction by careless behavior. A detective must piece together a customer's movements to see how several suspects' behavior led to his demise." (28 minutes) (DVD)
TrnVideo BF 637 C45 I3 2006

Invisible Rules: Men, Women and Teams
"Dr. Pat Heim sorts out some invisible social rules of men and women. She explains that women and men have radically different ideas of what it means to be a team player and how meeting behaviors and non-verbal communication are different between them. These differences are based on different cultures which teach men and women different lessons about what it means to be a leader and what it means to be a team player." (33 minutes) (DVD)
TrnVideo HD 66 I58 2005

It's Business, Not Personal: Taming Emotions in the Workplace
"Presents keeping a professional manner when confronting difficult emotional situations on the job." (21 minutes) (VHS)
GEN Audio Visual Media HF 5548.83 I87 2005

Listen and Win: Communicate for a Competitive Edge
"Believe it or not, listening is an active experience. Yes, active! We all think we listen rather well; however, how many times have you heard a name, date, address, or phone number, and if asked 30 seconds later would not be able to remember it? It's not the memory process that's at fault, it's the listening process!

To succeed in business today you must become an effective communicator. Why then are some people better communicators than others? In most cases the mastery of effective listening skills gives the best communicators the desired competitive edge." (28 minutes) (DVD)
TrnVideo HF 5415.5 L5784 1996

Making E-Communications Work: Strategies to Manage Web Sites and E-Mail
"This video was produced by The National Council of State Legislators (NCSL) for more than 2000 newly-elected state legislators, experts in the field share views for legislators to improve constituent communications through effective management of email and websites. Although aimed at legislative staff, it will be useful to any government employee." (ca. 15 minutes) (VHS)
(VHS) **TrnVideo JK 468 A8 M34 2003**
(VHS) **CRB JK 468 A8 M34 2003**

Managing Communication in a Multicultural World
"Highlights: linguistic behaviors as economic commodities; domestic and global strategies in a multilingual world; and managing a multicultural workforce."
(54 minutes) (VHS)
TrnVideo HD30.3 B38 2002

Nobody's Listening
"This humorous program gives learners the opportunity to recognize poor listening skills. Manager Ray only listens to his employee, Leo, with the intent to respond (and get out the door), rather than with the intent to really understand him." (11 minutes) (DVD)
TrnVideo P 95 N636 2005

One Person's Struggle with Gender-Biased Language
"Gender-biased language unnecessarily differentiates between women and men, thereby perpetuating discriminatory attitudes and practices. Examples of gender-biased language that is denying women the right to name themselves (referring to all females as 'ladies' rather than as 'women'), using sex to differentiate job titles (chairman/chairwoman), and using referents that deny self-esteem (broad, dame), withhold adulthood (girl), and exclude women (mankind). This program portrays one person's struggle with accepting new ways of looking at language. Our 'struggler' views various scenes in which gender-biased language is used, and then he discusses these experiences with experts on language and diversity. The objective is to foster an awareness of problems associated with gender-biased language and to encourage the use of alternative word choices."
(23 minutes) (VHS)
TrnVideo PE 1460 O54 1994

Phone Power: How to Make the Telephone Your Most Profitable Business Tool
"Telephone sales skills are critical to anyone in telemarketing, inside sales, outside sales, collections, and even customer service. And when it comes to telephone sales skills, George Walther wrote the book on the subject (Phone Power, Putnam Books). Get ready for a content-loaded training video that will give you specific telephone sales skills for immediately improving your results.

You'll learn ideas on how to communicate with clarity, connect with hard-to-reach people, eliminate phone tag, create higher customer loyalty, use voice mail more effectively, and more." (76 minutes) (DVD)
TrnVideo HF 5541 T4 P56 2005

The Power of Future Conversation
"In any organization, including government agencies, conversation is a tool that gives leaders and team members the power to translate possibility into action. Unlike the old saying, talk is not 'cheap'. Conversation is the driving force behind positive change and growth. This video training program is based on the work of author and consultant Kim Krisco and his book, 'Leadership and the Art of Conversation'. According to Krisco, meetings and other kinds of conversations can be highly effective tools for change. Six important principles are covered in this program:
- Be aware of conversation and pay close attention to how you speak and listen.
- Don't dwell on past conversations, use them to establish a connection and then move on.
- Be aware of, then manage and change the unspoken conversations that determine the way people see and interpret the world.
- Shift the conversation first from the past to the future, and then to the present.
- Manage your listening and that of others by using affirmative, not reactive, listening.
- Go for a breakthrough."
(Government version.) (18 minutes) (DVD)
TrnVideo P 95.45 P694 1999

Power of Words
"This short but powerful video gets right to the heart of communication that works, setting the stage for great meetings and training sessions in communication, diversity and teamwork. Participants learn: to use 'words of power' in their communications and the importance of framing comments positively." (3 minutes) (VHS)
TrnVideo HF5549. 5 C6 P68 1992

Power Talking: How to Say What You Mean and Get What You Want
"You'll learn specific ideas on how to be more positive, more persuasive, improve your impression, improve teamwork, and use positive language to serve at a higher level. Whether routinely communicating with co-workers or clients, or defusing hostile customers, or seeking to build sales cooperation, or simply aiming to project a more positive image for your organization, you'll see results fast with this content-loaded communication skills training video."
(125 minutes) (DVD)
TrnVideo HD 30.3 P69 2003

Power Writing: The Key to Success
"To be successful, you need superior writing skills - no matter what your job. This video offers proven methods to help you - and your staff - write so that bosses, clients and colleagues buy your ideas, products and services. You'll discover proven ideas on how to: ask four key questions before writing a word; find out what kind of writers you and your staff are and how to improve; overcome writer's block; organize and tighten your writing; energize your verbs; and more."

(39 minutes) (VHS)
TrnVideo HF5718 P69 1990

Professional Styles: Dimensions of Behavior
"This video portrays various behavioral styles for use in workshops and workshop development." (30 minutes) (VHS)
TrnVideo HD 30 3 P76 1990

Proofreading and Editing Skills: How to Achieve Total Accuracy in Written Communication
"Written mistakes are embarrassing and costly. They make you come across as sloppy and unprofessional to your reader. They can even convey the wrong message - and result in serious problems. Volume one: Perfect Proofreading; Volume 2: Grammar and Punctuation; Volume 3: Spelling and Usage."
(210 minutes) (3 VHS)
PLTrnVid Z 254 S64 1992

Relationship Strategies
"'Relationship Strategies' is a… course utilizing dramatic vignettes to illustrate communication situations. **'**Part One: Understand and Identify' focuses on the four styles: Dove, Owl, Eagle, and Peacock and how they differ. It teaches viewers how to identify their own styles and the styles of others. 'Part Two: Adapt' shows the viewers how each style can adjust to better communicate with others. It also gives examples of how each style wants to be treated in normal and stressful situations." (Estrategias para las Relaciones Humanas; Estratégias de Relacionamento.) (DVD in English, Spanish, Portuguese - 38 minutes.)
(VHS - ca. 40 minutes) (VHS, CD-ROM or 2 DVD)
(VHS) **TrnVideo HD 30.3 R45 1993**
(DVD) **TrnVideo HD 30.3 R45 2005**

Report Writing
"This program outlines the six steps to successful report writing: focusing on the objectives, organizing points into related groups, and using the four P's (Position, Problem, Possibilities and Proposals.) The video shows how avoiding the use of jargon and keeping words, sentences and paragraphs short and simple, will contribute to a report's overall effectiveness. Additionally, making the report look readable will encourage its recipients to read and respond to it."
(20 minutes) (VHS)
PLTrnVid HF 5719 R47 1993

The Respectful Communicator: The Part You Play
"Demonstrates five guidelines: consider your audience; talk with someone instead of about them; confirm that you understand what someone is saying; know the boundaries of what's appropriate to talk about; and, communicate respectfully during disagreements." (18:55 minutes) (DVD, CD-ROM)
TrnVideo HM 1166 R47 2011

The Respectful Workplace: It Starts with You
"The key to building the kind of workplace, where the unique skills and experiences of all individuals is respected, lies in ensuring that each and every individual understands the part that they play in the process. This program

combines dramatic vignettes and onscreen hosts to illustrate the four things that individuals must do in order to ensure that their workplace is respectful and inclusive." (15:54 minutes) (DVD)
TrnVideo HD 58.7 R434 2011

Responsible Business Communication
"In a world where virtually anything scribbled or typed may be considered business-related, it is critically important to follow some basic rules of business correspondence. Failure to do so could result in far-reaching, often unforeseen legal implications. Any email, fax, handwritten note, calendar entry, or even an annotation in the margins can be archived and become part of a communication chain that can cost your company time, money and even its reputation. Help your employees recognize these risks and educate them on proper writing practices with the help of 'Responsible Business Communication.'"
(21 minutes) (DVD)
TrnVideo HF 5718 R47 2012

Social Media: Reduce the Risk
"Social Media can be an important for conducting business; however, there are also serious risks. You can protect yourself and your organization by following a few guidelines when using social media, such as, maintaining confidentiality, privacy and respect." (Redes Sociales : Reducir el Riesgo; Mídia Social : Reduza os Riscos) (English, Spanish, Portuguese.) (20 minutes) (DVD)
TrnVideo HM 742 S6353 2011

Speaking Effectively: To One or One Thousand
"In a well-known study, 3,000 people were asked what frightened them most. The number one answer was public speaking. This film gives viewers the skills so needed for confident communication with audiences of one or one thousand. This video proves that the ability to speak effectively is one of the most powerful tools for personal and professional success. And because people who speak effectively are perceived as leaders, the importance of training all members of your organization in the techniques presented here cannot be overstated. By showing this film to both management and the workforce, you'll help people build better relationships with colleagues and customers while greatly enhancing the quality of communication, creativity, productivity and the very image of your organization." (24 minutes) (VHS and DVD)
(VHS) **TrnVideo PN 4121 S63 1992**
(DVD) **TrnVideo PN 4121 S632 1992**

Straight Talking: The Art of Assertiveness
"The basic rule of assertive behavior is honesty. The thing that usually prevents people behaving and speaking with honesty is fear of the response - however, this fear is generally exaggerated. With dramatic sequences and subtle humor, techniques of assertiveness are delivered in a powerful, convincing fashion, shown in action in a series of different settings from a management meeting to a one-to-one conversation between colleagues. Particularly suitable for junior management, sales personnel and purchasing staff, this programme is highly reassuring for anyone who has doubts about volunteering what they think - even when asked to do so. It also demonstrates why aggressive behavior doesn't work

in the long run and why it's important to establish a negotiating position and stick to it." (26 minutes) (DVD)
TrnVideo BF 575 A85 S835 2007

Talking 9 to 5: Women and Men in the Workplace
"Dr. Deborah Tannen explores conversational gender differences that start early in childhood and affect our productivity in the workplace. Meaningful stories and real-life examples show the power of understanding conversational styles and how better understanding will dramatically improve your workplace."
(30 minutes) (VHS and DVD)
(VHS) **TrnVideo HD 30.3 T34 1995**
(DVD) **TrnVideo HD 30.3 T342 1995**

Talk isn't Cheap
"This demonstrates four practical, effective techniques for improving communication in the workplace: making yourself clear, adding reinforcement, becoming an active listener, and finding hidden messages. The video also dramatically illustrates how expensive a careless communication error can be. The cumulative cost of these sometimes small, sometimes devastating errors can chisel away at a company's profitability." (20 minutes) (DVD)
TrnVideo HF 5718 T355 1997

Tearing Down Walls
"Sometimes, the most difficult walls to tear down are not actual physical structures, but the barriers that exist between people. Here, Dr. Stephen R. Covey challenges us to identify and dismantle common barriers to individual, team and organizational performance. This memorable program uses the metaphor of the Berlin Wall for the barriers that exist between individuals, teams, departments, or even between an organization and its customers. In a highly involving documentary format, the video helps people eliminate miscommunication, distrust, and stereotyping to improve performance and productivity. Participants will be prepared individually, as teams, and as an organization to communicate better and manage change. They will also learn to initiate effective leadership not merely for short-term gains, but for long-term progress." (21 minutes) (DVD)
TrnVideo HD 58.8 T253 1998

Tell Me a Story: A Powerful Way to Inspire Action
"Anyone who wants to wield true influence in an organization must be effective at telling stories. Why? Because stories capture peoples' hearts and minds; using them makes communication both memorable and meaningful. This program illustrates how leaders can use storytelling to impact such things as: creating a shared vision of the future, kick-starting new projects, highlighting lessons learned, and reinforcing the organization's brand." – Distributor's website.
(18 minutes) (DVD, CD-ROM)
TrnVideo HD 30.3 T4525 2013

Ten Commandments of Communicating with People with Disabilities
"Designed for use by anyone who employs, serves or interacts with people with disabilities, the focus of this video is on 'etiquette for the world.' A person with a

disability who discusses his/her personal views on this subject presents each commandment." (VHS - 52 minutes) (DVD - 26 minutes)
(VHS) **TrnVideo HV 1553 T46 1994**
(DVD) **TrnVideo HV 1553 T46 2007**
(DVD) **REHVD HV 1553 T46 2007**

Toxic Talk: What Would You Say?
"Using three open-ended scenarios (two videos and one audio), the training design focuses on how to respond if you become engaged in toxic conversation and helps participants to redirect potentially hazardous communication. The activities also help participants understand the different perceptions of those involved in toxic talk and how others are affected by this behavior."
(9 minutes) (DVD)
TrnVideo HF 5718 T695 2009

Verbal Communication: The Power of Words (Rev. ed.)
"This video helps you teach people how to speak and listen responsibly for essential results: quality of product, more error-free efficiency, higher productivity, smoother performance and better human relationships. Viewers will learn: good verbal communication isn't automatic, that we must work hard at it; the five critical elements of successful verbal communication, and how to apply them; the art of responsible speaking and responsible listening to achieve mutual understanding." (29 minutes) (DVD)
TrnVideo HD 303 V428 1992

When I say No, I Feel Guilty
"This program teaches specific skills to be courteously assertive. This skill encourages better communication and healthier relationships."
(30 minutes) (VHS and DVD)
(VHS) **TrnVideo BF 575 A85 W54 1991**
(DVD) **TrnVideo BF 575 A85 W54 2008**

Yes or No
"Dr. Spencer Johnson, author of the 'One-Minute Manager' and the originator of its system, offers a 5 step system for expediting decision-making and empowerment resulting in individual and organizational success. This film shows people how to make more successful choices sooner and reduce the stress that often accompanies the pursuit of success." (26 minutes) (VHS)
TrnVideo HD30. 23 Y47 1994

You Are the Organization: Every Employee's Public Relations Role
"Everything your employees say and do presents an image of your organization. This video helps to understand and accept the public relations role."
(24 minutes) (VHS)
Audio Visual Media HD 59 .Y68 2001

You're not Communicating
"This video makes a point in assisting the viewer in breaking down the common barriers to communication. It leads the way to revitalizing professional relationships and developing expert communicators among your staff with the time-tested skills outlined in this how-to-video. Training Points from the video

are: how to utilize the five basic steps to effective communication; how to organize thoughts and messages before sending them; and how to use analogies and examples to make messages meaningful." (23 minutes) (VHS)
TrnVideo BF 637 C45 Y68 1989

[Back to Top]

Conflict Management

Between You and Me: Solving Conflict for the Public Sector
"A trainer's favorite since its release, this program uses believable, realistic role-plays to help employees embrace teamwork and solve their own conflicts without management intervention. It helps the employee in: taking responsibility for conflict and uncovering both sides; ventilating and neutralizing emotion; listening without arguing or judging; and reaching consensus." (Government edition.)
(29 minutes) (VHS and DVD)
(VHS) **TrnVideo HD 42 B48 1995**
(VHS) **PLTrnVid HD 42 B48 1995**
(DVD) **PLTrnVid HD 42 B48 1995**

Conflict Management.
"Equip managers with the answers they need to handle personal, discrimination, conflict, and job performance problems they face every day." The Consultant series. (22 minutes) (DVD)
GEN TrnVideo HD 47 C649 2007

Dealing with Conflict
"Conflict shifts the focus away from work and the basic goals of the team, department and organization, negatively impacting productivity and ultimately, the bottom line. Based on the world-famous Thomas-Kilmann Conflict Mode Instrument, this program offers methods for recognizing and resolving conflict by dramatizing three scenarios that highlight the five positions taken by most people during contentious situations: avoiding, accommodating, competing, compromising, and collaborating. While the skills and insights presented here will enhance management's ability to resolve conflicts, they are for all employees - enabling everyone to work through conflicts with less dependence on superiors."
(20 minutes) (VHS and DVD)
(VHS) **TrnVideo HD 42 D42 1992**
(DVD) **TrnVideo HD 42 D42 1992**

Facing Anger
"Facing Anger introduces five employees of the same organization who represent some of the classic examples of anger experienced in the workplace. Andy, a supervisor, is 'The Bully,' who needs to keep control of everything. Bonnie is 'Blame' always looking for something to get mad about. Carl is 'The Chronic' who is angry and moody all the time. Dan is 'The Short Fuse' who believes it is easier to get mad then to think first. Edie is 'The Camouflager' disguising her anger with Passive-Aggressive behavior. Told in their own words, in the form of 'Anger Logs,' the five employees are seen implementing the techniques they've learned and successfully handling their anger." (22 minutes) (DVD)
TrnVideo HF 5549.5 E43 F33 1999

Gateways to Inclusion: Turning Tense Moments into Productive Conversations
"Our diverse workplaces, because they are diverse, can be minefields of misunderstandings, hurt feelings, and even conflict. If handled properly, these uncomfortable moments – or even small explosions – can be transformed into gateways that will lead to better working relationships, increased understanding, and less tension." – Sondra Thiederman, Ph.D. "Gateways to inclusion teaches 4 skills for turning these tense moments into productive conversations: - Manage your emotions - Set productive goals - Assess intent cautiously - Communicate in a way that demonstrates respect." (17 minutes) (DVD, CD-ROM)
TrnVideo HD 42 T55 2013

Resolving Conflicts
"Conflict shifts the focus away from work and the basic goals of the team, department and organization, negatively impacting productivity and ultimately, the bottom line. Surveys show that managers now spend about 20 percent of their time on conflict resolution. And employees - now carrying the increased responsibilities of such programs as empowerment and quality management - are more vulnerable to conflict than ever. As employees are asked to become more self-directed, to contribute their opinions and communicate with a greater variety of people, they need ready access to their own conflict management skills." (22 minutes) (VHS)
TrnVideo HD 42 R47 1989

What to do When Conflict Happens
"What causes the most stress across all occupations? The interpersonal conflicts we all experience on a daily basis with coworkers and supervisors. 'What to do When Conflict Happens' gives employees a memorable, easy-to-implement tool to resolve conflict." (28 minutes) (DVD, CD-ROM)
TrnVideo HD 42 W53 2007

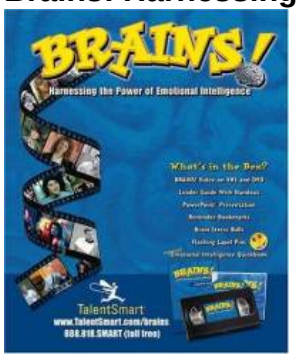
Working with You is Killing Me: Freeing Yourself from Emotional Traps at Work

"Portrays realistic work scenarios and teaches how to recognize the symptoms of negative workplace relationships and the role each employee plays in these situations; how to set boundaries and control ones reactions to co-workers who cross those boundaries; how to 'un-hook' from difficult interpersonal situations at work." (23 minutes) (DVD)
TrnVideo HF 5548.8 W67 2007

[Back to Top]

Creative Thinking

Brains! Harnessing the Power of Emotional Intelligence

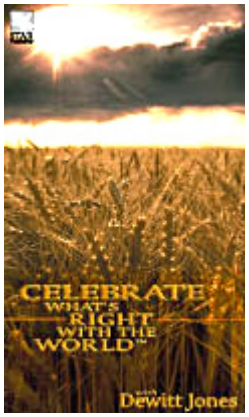


"Emotional intelligence is a recognized predictor of workplace performance - explaining 60% of success in positions of all types. Hollywood teaches emotional intelligence in the Brains! video. Just as emotional intelligence is an important part of everyday life; it is present in the movies, television and memorable historical

events. Viewers are introduced to emotional intelligence and discover practical strategies for building their own."
(20 minutes) (VHS and DVD)

(VHS) **TrnVideo BF 576 B7322 2004**
(DVD) **TrnVideo BF 576 B732 2004**

Celebrate what's Right with the World



"In 'Celebrate What's Right with the World', Dewitt Jones asks: Do we choose to see possibilities? Do we really believe they're there? He assures us that there is always more than one right answer. This video helps us recognize the possibilities and find solutions for many of the challenges before us. It utilizes stunning photography and powerful dialogue to help viewers approach their lives with celebration, confidence, and grace." (23 minutes) (VHS and DVD)
(VHS) **TrnVideo HF 637 S4 C44 2001**
(DVD) **PLTrnVid HF 637 S4 C44 2001**

Creating Our Future through Creativity
"This high-energy presentation defines the visionary thinking necessary to develop mastery on personal and professional levels. Designed to help deal with change, challenges and obstacles, James Mapes captures the energy each of us needs to discover within and points a path to success." (80 minutes) (VHS)
TrnVideo HM 1201 C73 1993

Everyday Creativity
"'Everyday Creativity' is a video about how we all have the ability to make the ordinary extraordinary. Everyday we are all presented with the opportunity to come up with the next solution, the next right answer to our problems. In 'Everyday Creativity', National Geographic photographer Dewitt Jones, challenges such thinking and shows us that we have the ability to be more creative in everything we do." (VHS - 25 minutes) (DVD - 20 minutes)
(VHS) **TrnVideo BF 408 E93 1999**
(DVD) **PLTrnVid BF 408 E93 1999**

Focus your Vision
"How can we find our direction, our purpose? When we combine our energy and passion with our focused visions, we give ourselves direction and power. Dewitt Jones's newest release, 'Focus Your Vision', encourages us to develop our visions and turn them into reality. When we connect with our vision, and in doing so, release our passion, we have a better understanding of who we are, what we stand for, and where we are going." (20 minutes) (VHS)
TrnVideo BF 367 F63 2004

Free Radicals of Innovation
"In these nine programs, you will learn how to use creativity and innovation to find solutions for challenges within organizations, families, and communities. Most people appreciate innovation's benefits, but few actively pursue it because of a fear of failure. Why? Because people are afraid of change. However, danger

and failure can act as a catalyst for innovation - spawning adventure, exploration, and fun! Laughter is often the sound of innovation being born. In 'Free Radicals of Innovation,' you will become more comfortable with risk and learn tools and techniques to create new solutions." (70 minutes) (VHS and DVD)
(VHS) **PLTrnVid BF 408 F744 2005**
(DVD) **TrnVideo BF 408 F744 2005**

Ideas into Action
"The aim of the creativity video is to stimulate creativity as a tool for enhancing an organization's success. Anyone who needs to challenge the way they think will benefit from this visually stimulating and highly entertaining resource, which is the title program of the Ideas of Action series." (14 minutes) (DVD)
TrnVideo HD 58.8 I343 1993

Innovation at the Verge
"Joel Barker has always believed the future is something you create, not something that happens to you. In this bold program, Barker teaches how to create your own future by finding your next innovation. Through stories and examples, you will learn how to combine your ideas with the ideas of others as you meet at 'The Verge'. The Verge is where something and something different meet. The Verge has huge potential to spawn innovations. You find Verges between different industries, disciplines, professions and systems. When done right, innovating at the verge creates whole new categories of products and services, opportunities for improvement and competitive advantages."
(18 minutes) (DVD)
TrnVideo BF 408 B37 2008

Lessons from the New Workplace
"This is a documentary on applying Mother Nature's lessons to the workplace. It features case studies from the U.S. Army, DuPont Corporation and a North Carolina school system. Participants will learn what it means to be part of a learning organization, the importance of the effective exchange and utilization of information, mapping organizational vision and values onto even simple tasks and more. In step-by-step detail, this video shows how three vastly different organizations have successfully implemented Dr. Wheatley's concepts within their teams. Looking at these diverse organizations, viewers will find many practical applications on how to analyze their own work roles in new and more productive ways." (24 minutes) (VHS and DVD)
(VHS) **TrnVideo HD 58.8 M324 1995**
(DVD) **TrnVideo HD 58.8 M3242 1995**

Maps, Mindscapes and More
"This video demonstrates 'mind mapping,' a unique form of graphic representation which enables learners to capture presentations and discussions in a form that clearly conveys the essential concepts and relationships."
(90 minutes) (VHS)
TrnVideo LB 1601. 5 M36 1993

More Than One Right Answer

"Using his photography as an example, [Dewitt] Jones shows how to reframe a problem into an opportunity.

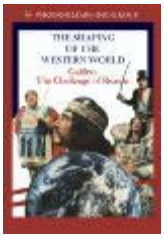
‘Perfect for any organization looking to open people’s minds to new ideas and ways of thinking.’”
(4 minutes) (DVD)
TrnVideo HD 30.29 M67 2010

[Back to Top]

Critical Thinking

Exceptional Thinking
“In this peak performance training video, you’ll learn critical thinking skills that can help improve your results in several areas of life. Being exceptional means using thinking skills that go against the way many of us were programmed to think. We learned early on that failure, stress and obstacles are bad things, but that is not necessarily true. Top performers use stress and failure to propel themselves to their next level, so they approach setbacks with different thinking skills and a different mindset. Dr. Eliot has spent numerous hours working with top performers, studying their thinking skills, and figuring out what makes them great. In this interesting and story-filled program, he shares important principles from his findings that explain peak performance, and show you how to practice improved thinking skills.” Part 1: Psychological Hardiness; Part 2: The Training and Trusting Mindsets. (77 minutes) (DVD)
TrnVideo BF 441 E934 2007

Galileo: The Challenge of Reason



“In Galileo’s time there was no discipline of science. Then, science was regarded as the least important branch of philosophy that concerned observation rather than contemplation. This film is useful for promoting analytical and critical thinking. This dramatic production presents Douglas Watson as Galileo, challenger of traditional views of astronomy and physics, whose conflict with established beliefs lead to his trial as a heretic in 1632, but whose theories dominated western thought in succeeding centuries.”
(26 minutes) (VHS)
TrnVideo QB 36 G2 G35 1970

Red Movie
“More and more people at work are being asked to make decisions…. However, these decisions often need to be made at increasing speed and under pressure. Set in the ‘decision lab’, this engaging program uses live action and animation to illustrate Mark Brown’s ‘red-thinking’ phase. It will get an audience thinking about how they make decisions, and where they go wrong. Useful as a 15-minute energizer, or to support a full course, this program will get every level of staff focused on improving the quality of their decision-making.” (16 minutes) (DVD)
TrnVideo HD 30.23 R436 1997

[Back to Top]

Customer Service

But I Don't Have Customers
"Do your employees realize that every person in every department has customers? This video teaches employees the steps and techniques for defining their internal customers and how to serve them appropriately. By asking questions, listening, and keeping their word, employees can create a positive and productive working environment, which will reflect on external customers, as well." (21 minutes) (VHS)
TrnVideo HF 5415.53 B87 1998

Communication Intelligence: Business Etiquette
"What kind of impression are you making to visitors to your work environment? This video illustrates the missteps taken by staff while trying to impress a prospective candidate for a job. Once the team learns a few important tips on business etiquette, their guided tour of the workplace is a success."
(18 minutes) (DVD)
GEN Audio Visual Media HF 5718 C734 2002

Complaints: Five Tactics for Handling Complaints Effectively
"Very few organizations get everything right on every occasion. When things go wrong, sometimes it's no-one's fault. Accidents do happen and they occur without warning. However, the problem is that customers, the most important people to any organization, can be affected, and sometimes very badly. It has been estimated that every dissatisfied customer shares their bad experience with another seven people. Knowing how to handle a customer complaint is a key skill for all customer-facing staff." (25 minutes) (DVD)
TrnVideo HF 5415.52 C66 2012

Creating Customers for Life
"Customer retention is critical for most businesses. Experts have proven that it costs a whole lot more to attract a new customer than it does to keep an existing one. Yet many companies do not have a specific customer retention plan in place. In this exciting and idea loaded sales training video, you'll discover powerful customer retention strategies for immediately boosting sales. Highly acclaimed speaker Michael Wickett delivers practical and unique ideas for connecting with customers at a deeper level through questions, listening, and communication excellence." (92 minutes) (DVD)
TrnVideo HF 5415.5 C74 2006

Customer is always Dwight: How to Achieve 100% Quality the First Time, Every Time
"'The Customer Is Always Dwight' makes the point that it is the responsibility of managers to act as process 'owners', maintaining the links with all the people in the process chain. Of course, there are less ideal ways to approach quality. Dwight uses two examples. One, where the process management approach is needlessly complicated - to make his point. Dwight concludes that quality is not confined to products and services; it's the way that organizations work."
(22 minutes) (DVD)
TrnVideo HD 62.15 C878 2009

Customer Service
"New public employees learn the importance of giving basic respect to each person they deal with and the importance of being open and pleasant and truthful and sincere. They learn the value of minimizing unnecessary frustration, of responding to requests in a timely manner and the necessity of learning their jobs completely in order to be an informed public servant. By the end of the program new employees understand clearly the principles of successful customer service and that they are expected to put these principles into practice every single day they come to work." Municipal Employee Training series. (11 minutes) (DVD)
PLTrnVid JS 148 C87 2006

Customer Service in Action
"This video uses believable drama to present all the basic principles of customer service. It goes beyond traditional techniques to concentrate on the fundamental dynamics of behavior and attitude. To give added impact to each learning point, a diverse range of scenarios is used including telephone bookings, retail purchases and internal office communications. This video 1) demonstrates key skills in a realistic environment that your colleagues will recognize; 2) improves every customer service interaction, whether it's over the phone, in a shop or an internal client situation; and 3) defines the four common types of teammates and learn how to work with them." (Title from cassette label: Customer Service at Work) (17 minutes) (VHS)
TrnVideo HF 5415.5 C87 2005

Customers with a Difference
"Dramatization to help train telephone customer service representatives in strategies and techniques in service to culturally diverse customers."
(14 minutes) (DVD)
TrnVideo HF 5415.5 C93 2001

Give 'Em the Pickle
"Your business is not what you sell; it's whom you serve. Meet Bob Farrell, founder of Farrell's Ice Cream Parlor and Restaurant, as he serves up the most important aspect of any service business: taking care of the customer. We're all in the same business, the people business. Make sure your employees have the scoop on effective customer service with this fun, lighthearted training tool. Viewers will learn what it takes to foster and maintain customer loyalty." (18 minutes) (VHS and DVD)
(VHS) **TrnVideo HF 5415.5 G58 2002**
(VHS) **PLTrnVid HF 5415.5 G58 2002**
(DVD) **TrnVideo HF 5415.5 G58 2002**
(DVD) **PLTrnVid HF 5415.5 G58 2002**

Glad I Could Help: Real Customer Service Situations for Discussion
"There's no tougher business situation than dealing with an angry customer, whether external or internal to your organization. Now, you can equip employees to handle those calls and confrontations without getting rattled. What's more, they'll become experts at working through misunderstandings, misinformation and frustration over policies and practices, while helping angry customers feel heard and valued in the process." - Publisher website.
(22 minutes) (DVD, CD-ROM)

TrnVideo HF 5415.5 G63 2002

High Performance Selling
"Average sales people are continuously seeking new customers while true sales professionals enjoy steady business from long-term clients. In part-one of this power-packed session, you'll learn how to advance your customers up the 'loyalty ladder' to higher levels of repeat business and more referrals than ever. In part two, you'll gain valuable insights into Needs Analysis Selling." Part 1: Building Customer Loyalty; Part 2: Needs Analysis Selling. (104 minutes) (DVD)
TrnVideo HF 5438.25 H54 2006

If Looks Could Kill: The Power of Behaviour
"How people behave when dealing with customers or colleagues can determine the success or failure of each interaction. In this spoof detective case, careless failure has created a victim. At the doctor's, at the shoe shop, in the post office and at the station, a customer was driven to distraction by careless behavior. A detective must piece together a customer's movements to see how several suspects' behavior led to his demise." (28 minutes) (DVD)
TrnVideo BF 637 C45 I3 2006

It's So Simple

"The 'It's So Simple' learning program takes you behind the scenes at Southwest Airlines to show how one of the most sought-after employers in the nation achieves success. This program will help you see a fresh perspective relating to customer service and leadership. Discover what's possible for you and your organization to achieve and, through the help of the leader's guide, see your culture transform into that reality." (15 minutes) (DVD)
TrnVideo HE 9803 S68 I88 2001

Lily Tomlin Customer Service Training Series
"Uses humorous skits to demonstrate good and bad customer service skills. Disc 1 reveals the seven deadly sins of customer service in a fiery piano show at the last stop before customer service purgatory. Disc 2 shows how to handle disappointed customers when no one is at fault, when the customer is at fault, and when the company is at fault. Disc 3 teaches five secrets of perfect telephone technique and five ways to improve vocal quality. Disc 4 explains that customers expect responsiveness, assurance, tangibles, empathy, and reliability." (81 minutes) (DVD)
TrnVideo HF 5415.5 .C87 1993

Make my Life Easier
"Expert speaker Warren Greshes is right on target in this motivational business training video geared towards boosting customer satisfaction. In it, he shares the importance of delivering extraordinary quality, service, convenience, and value, no matter what industry you are in. With the ability to buy almost anything online, the day of the mediocre salesperson is dead. The 21st century customer is more demanding than ever and will only deal with people who are ready, willing, and able to add extra value to everything they sell." (88 minutes) (DVD)
TrnVideo HF 5415.5 M354 2004

MasterStream Method
"This revolutionary sales training program covers sales strategies that are anything but typical. It is designed for situations where the prospect feels a certain level of risk when making the buying decision. If you sell financial services, insurance, security systems, high-ticket items, or any other products or services with a high level of inherent tension, these sales strategies could be invaluable. You'll learn that there is one critical ingredient that determines if, and what, your prospects will buy and when they'll take action." (127 minutes) (DVD)
TrnVideo HF 5438.8 P75 M37 2004

The Multicultural Customer
"What is courteous in one culture, may be disastrously discourteous in another! Learn how to satisfy the different expectations of customers with this video designed to help employees provide effective customer service to all external multicultural customers - face-to-face and on the telephone. It offers over twenty strategies to help people adapt their traditional customer service skills to domestic and international customers of all cultures. In addition to some basic interpersonal skills, the video offers specific techniques to help talk to customers who have a heavy accent or who may not be fluent in their language."
(20 minutes) (DVD)
TrnVideo HF 5415.5 M85 1993

The Other Side of the Window: Providing Exceptional Service in Government
"This important video illustrates how bureaucratic systems and procedures, however necessary to workflow, can get in the way of providing the level of service - and respect - the public requires. It's a valuable journey into attitudes and assumptions, a realistic look at the day-to-day public sector workplace that is full of customers anxious about the help they need and well-meaning CSRs hampered by inflexible rules. Government agencies are often hampered by inflexible rules. This video depicts a day in the life of one hapless customer experiencing various agencies with little satisfaction. The irony is that this customer is a government worker himself." (20 minutes) (VHS and DVD)
(VHS) **TrnVideo JF 1601 O83 2001**
(VHS) **PLTrnVid JF 1601 O83 2001**
(DVD) **TrnVideo JF 1601 O83 2001**
(DVD) **PLTrnVid JF 1601 O83 2001**

Outselling Your Competition
"In this powerful sales training video recorded in front of a live audience, you'll learn sales skills that will take your career to the next level. Sales training legend Brian Tracy gives you a series of practical, proven closing sales techniques you can use immediately to increase productivity. You'll learn prospecting skills, overcoming call reluctance, getting more qualified appointments, building long-term relationships, and closing the sale. You'll also learn how to get and stay motivated to reach your important sales goals, all year long. From rookies to veterans, this is a 'must view' sales training program." (98 minutes) (DVD)
TrnVideo HF 5438.25 O98 2006

Really Angry Customer

“Most angry customers have a legitimate reason to be frustrated. And even though it might not be your fault, if you’re the person who takes their call you’d better know how to smooth things over. This program provides a set of skill points that will lead to successful outcomes. Customers become angry when they have unmet expectations and the situation is not handled well. It is imperative that your CSRs know how to calm the customer and get the information needed to deal effectively with their issues. This program uses the story of a frazzled customer with a legitimate complaint to show how important it is to handle these situations properly. The last thing the caller in this drama needs is another setback!” (15 Minutes) (DVD)
TrnVideo HF 5415.5 R435 2000

Remember Me
“Good customer service is as simple as common courtesy. But common courtesy can be hard to find these days. This film is a fast look at several typical examples of the salesperson-customer interface. It illustrates that the attitude behind how a customer is treated is even more important than meeting the customer’s service expectations.” (11 minutes) (VHS and DVD)
(VHS) **TrnVideo HF 5415.5 R46 1991**
(DVD) **TrnVideo HF 5415.5 R46 2000**

The Right Words at the Right Time (Government Version)

“Produced specifically for front-line public employees, this practical training demonstrates how to turn a citizen/customer's frustration or complaint into understanding.”
(14:20 minutes) (DVD, CD-ROM)
TrnVideo HF 5415.5 R54 2012

The Right Words at the Right Time (Healthcare Version)
“This practical and memorable program is specifically designed to empower healthcare staff with a clear checklist of customer Service Recovery tools and techniques. From showing empathy and truly listening, to exploring with permission phrases and presenting options, front-line healthcare employees will learn how to match the signals they send with the words they say.” - Back cover.
(15 minutes) (DVD, CD-ROM)
TrnVideo HF 5415.5 R542 2012

Smile! : Make ‘Em Smile
“Smile! (Sincerity, Motivation, Integrity, Laughter, Enthusiasm). Positive attitude can be the primary factor in every customer service interaction - for the sake of the customer and, most importantly, for your own quality of life. Inspired by Seattle’s singing bus driver, Reggie Wilson.” (12 minutes) (VHS)
TrnVideo HF 5415.5 S64 2002
PLTrnVid HF 5415.5 S64 2002

So Help Me (Employee edition)
“This film illustrates realistic customer service problems that can frustrate both customers and employees. It provides solutions to these problems that satisfy everyone: the customer, the organization and the employee. These solutions

include: working with policy to solve problems, helping customers outside your department, actively listening, treating every customer as your own, and defining customer needs. 'So Help Me' demonstrates employees giving the kind of service that turns dissatisfied people into loyal customers. As one customer service provider in the video says, '… at the end of the day it makes me feel like I'm doing something useful. Instead of adding to people's frustrations, I'm actually helping them out.' This program benefits: all customer service providers, including sales associates, government employees, telephone customer service representatives and all other service professionals."
(18 minutes) (VHS and DVD)
(VHS) **TrnVideo HF 5415.5 S65 2005**
(DVD) **TrnVideo HF 5415.5 S65 2005**

So Help Me (Supervisor edition)
"'So Help Me' (Supervisor Edition) takes a fresh look at customer service by showing the direct connection between a supervisor's behavior and the way employees treat customers. When employees are listened to, respected, and encouraged, they will do the same for their customers. Supervisory behaviors that promote excellent service include: telling people what they're doing right, helping employees find solutions, focusing on people rather than numbers, empowering people to do their jobs, and turning mistakes into opportunities for growth. 'So Help Me' (Supervisor Edition) demonstrates supervisory practices that facilitate excellent customer service. The result is not only a better service provider, but also a loyal and satisfied customer. This program benefits: new and experienced supervisors and managers in all service industries."
(18 minutes) (VHS and DVD)
(VHS) **TrnVideo HF 5415.5 S65 2005b**
(DVD) **TrnVideo HF 5415.5 S65 2005b**

Street Smart Selling and Marketing
"In this fast-paced, entertaining, and idea-loaded program, you'll learn dozens of innovative tactics for selling and marketing your products and services more effectively than ever before. You'll hear clever stories loaded with insights, ideas, and humor. And finally you'll be reminded of some of the most important sales basics that many of us tend to forget. If you are ready to start thinking outside the box, Jeff Slutsky's sales and marketing training seminar will give you the tools you need, with an entertaining twist." (105 minutes) (DVD)
TrnVideo HF 5438.25 S76 2005

The Trust Factor
"In this high-energy sales training video with Dr. Kerry Johnson, you'll discover some of the most advanced techniques for quickly breaking the ice with your clients, building trust, and connecting with them at a deeper level. He will teach you the differences between the visual, the auditory, and the kinesthetic communication styles, and how to build trust with each one. You'll develop insights into the most persuasive words and colors to use in business."
(54 minutes) (DVD)
TrnVideo HF 5438.8 P75 T78 2005

WAYMISH: Why Are You Making it so Hard - For Me to Give You My Money?

"How many customers does your organization lose every day? How many were planning to give you their money but ended up leaving in frustration? It may be more than you think! And these days you can't afford to lose even one good customer. Let this unforgettable program teach your staff the attitudes and behaviors that make customers feel valued so they will buy from you again and again. WAYMISH is an acronym for: Why Are You Making It So Hard…for me to give you my money? It represents all the slights and indifferences made by employees and organizations that lead customers to believe that you don't really want their business. Things like not listening to what the customer is saying, putting policies ahead of common sense, not attempting to resolve complaints, etc." (34 minutes) (2 DVD, 2 CD-ROMs)
TrnVideo HF 5415.5 W396 2008

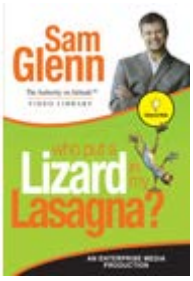
What's Wrong with This Picture?
"Ten powerful vignettes put the class in charge of identifying various customer service blunders and suggesting appropriate improvements. Features on-the-phone as well as face to face examples." Telephone Doctor customer service training. (16 minutes) (VHS)
Audio Visual Media HF 5541 T4 T44 v. A

What's your Pickle?

"What Bob Farrell did for customer service in 'Give 'Em the Pickle' spawned a 'pickle giving culture' among many businesses worldwide. As a result, there have been countless letters and emails detailing extraordinary Pickle stories from organizations and individuals alike. 'What's Your Pickle?' Bob hits the road in his red 1954 Cadillac convertible in search of 'all-star' Pickle Givers from across the country. He uses the best of these stories to create an endearing and inspirational video that continues to build upon the pickle philosophy."
(17 minutes) (DVD)
TrnVideo HF 5386 W438 2007

Who Cares?
"Believe it or not, most government workers really do care about customers; but they often neglect, or fail to remember, those basic behaviors that send the right message. This program provides both the information and inspiration your staff needs to provide winning service to the public. Federal, state and local agencies that offer excellent customer service have a greater advantage with the public today than ever before. This video program can play a critical role in giving your agency just such an advantage." (22 minutes) (DVD)
TrnVideo HF 5415.5 W46 2006

Who Put a Lizard into My Lasagna?



"The Lizard Philosophy is all about bringing your best to every interaction you have with customers and coworkers. We promise you will laugh at Sam's stories as his message helps you improve employee attitude and customer service. Businesses across the world are embracing and personalizing Sam's lizard concept and are watching results soar! You can't afford to miss this wave! The

Lizard is a philosophy that can be used to motivate and inspire every employee." (23 minutes) (DVD)
TrnVideo HF 5386 W567 2009

The Willie Factor: How to Be Extraordinary in Sales and Service
"Buckle your seat belt and get ready for a fascinating journey, as Joel helps you relive the adventures of Willie, and the amazing difference that anyone can make, when they have passion for their work, and pride in everything they do. Blending real life stories, inspiration, unique humor, and proven ideas, Joel Weldon reveals a higher standard for selling and serving in today's competitive marketplace. As one of the most highly respected speakers in North America for more than 30 years, Joel Weldon discovers an amazing man who redefines what it means to sell and serve." (95 minutes) (DVD)
TrnVideo HF 5438.25 W555 2007

Would You Do Business With You?
"Customer service training can positively impact customer retention and is an essential part of any retail, service or sales organization. For more than 20 years, Jane Handly has been a highly sought-after customer service training expert. She teaches practical ideas on exceeding expectations, handling difficult situations, increasing internal teamwork, boosting sales and much more. As dynamic as she is down to earth, her unique style captivates and motivates people to go the extra mile to wow their customers. Customer service can make the difference between customer loyalty and customer indifference. Make sure your team is equipped with all the skills they can get to take their customer service skills to the next level." (78 minutes) (DVD)
TrnVideo HG 1616 C87 W68 2005

[Back to Top]

Difficult People

Coping with Difficult People
Coping with Difficult People I: "The program will help participants: develop a framework of understanding disruptive behavior; produce a plan aimed at developing a more productive relationship with a specific difficult person they have encountered; and discover specific methods that are useful in coping with six difficult behavior patterns. The three difficult people encountered in the first video are: know-it-all experts, stallers, and snipers."
Coping with Difficult People II: "This film is the continuation of 'Coping with Difficult People Part I' and gives examples of three additional types of difficult people: Sherman Tanks, Super Agreeable, and Complainer."
(2 videocassettes) (41 minutes) (VHS)
TrnVideo HF 5548.8 C58 1989

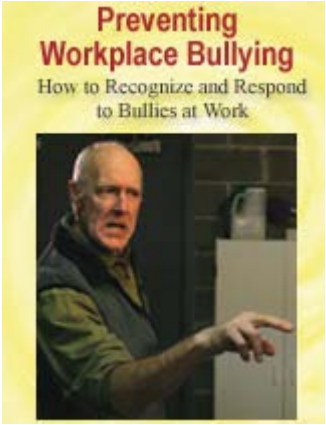
Dealing with Difficult Citizens
"The program follows five difficult situations public employees have faced in the past from the beginning of the incident to its successful conclusion, and includes explanations of how to assess the situation, how to position yourself, how to interact with the other person, and how to slowly take control of the situation."
Municipal Employee Training series. (10 minutes) (DVD)
PLTrnVid JS 148 D43 2006

Difficult People: How to Deal with Them
"Regain control of your life by identifying six major types of behavior and learning how to deal with them: hostile/aggressives; complainers; silent/unresponsives; know-it-all experts; and super agreeables." (Personas Difíciles : Cómo Lidiar con Ellas; Pessoas Difíceis : Como Lidar com Elas) (English, Spanish, Portuguese) (38 minutes) (VHS and DVD)
(VHS) **TrnVideo HM 132 D54 1989**
(DVD) **TrnVideo HM 132 D542 2006**

Documenting Discipline II
"Explains documentation of progressive discipline and offers supervisors a fair and consistent approach in dealing with negative employee behaviors." (Documentando Discipline II; Documentando a Disciplina II)
(English, Spanish, Portuguese) (22 minutes) (DVD-ROM)
TrnVideo HF 5549.5.L3 D63 2006

It's Business, Not Personal: Taming Emotions in the Workplace
"Presents keeping a professional manner when confronting difficult emotional situations on the job." (21 minutes) (VHS)
Audio Visual Media HF 5548.8 .I87 2005

Preventing Workplace Bullying: How to Recognize and Respond to Bullies at Work



"Through vignettes, learn to: recognize bullying behavior, know which physical, verbal, and social behaviors constitute bullying; speak up for yourself, stay calm, be confident, and state facts and feelings; speak out for others when being bullied, to the bully or their supervisor; commit to next steps, review organizational policies, document actions and responses, involve HR or management, formalize complaints." (22:02 minutes) (DVD, CD-ROM)
TrnVideo BF 637 B85 P74 2012

Working with You is Killing Me: Freeing Yourself from Emotional Traps at Work

"Portrays realistic work scenarios and teaches how to recognize the symptoms of negative workplace relationships and the role each employee plays in these situations; how to set boundaries and control ones reactions to co-workers who cross those boundaries; how to 'un-hook' from difficult interpersonal situations at work." (23 minutes) (DVD)
TrnVideo HF 5548.8 W67 2007

Workplace Bullying Made Simple: Bullying Prevention for the Workplace
"This 5 1/2 minute program covers several behaviors that constitute workplace bullying, and ideas for its prevention. Bullying behavior can include isolation and exclusion, hazing, menacing and physical bullying, yelling, screaming and verbal abuse, taunting, teasing and much more." (5:30 minutes) (DVD)

TrnVideo HF 5549.5 E43 W66 2011

[Back to Top]

Disabilities

Accommodating Employees and Job Applicants with Psychiatric Disabilities in the Workplace

"The video identifies key concepts of the ADA and applies the concepts to six fictitious employment scenarios involving individuals with mental disabilities. Viewers gain a cursory understanding of the categories of mental illness, essential functions, reasonable accommodation, undue hardships, disclosure requirements, and implications of harassment." (35 minutes) (DVD)
PLTrnVid HV 3005 A23 2006

ADA Maze: What Can You Do
"The Americans with Disabilities Act (ADA), which passed in 1990, calls for removing all barriers that deny individuals with disabilities equal opportunities in all aspects of life. Title I of the ADA prohibits discrimination against qualified individuals with disabilities in the workplace with regard to all terms, conditions, and privileges of employment. Title II mandates that public entities accommodate persons with disabilities to ensure their participation in services, programs, and activities". This film provides a summary of ADA and suggests ways that managers can adapt to the laws and regulations." (16 minutes) (VHS)
TrnVideo HD 7256 U6 A43 1991

ADA: The Americans with Disabilities Act
"This video discusses the Americans with Disabilities Act of 1990, signed into law by President Bush. Tells why the law was needed and how it helps disabled Americans." (18 minutes) (VHS)
TrnVideo HV 3023 A3 A4 1992

The ADA: Tough Questions and Straight Answers
"This program provides accurate legal information on the Americans with Disability Act (ADA) to help managers understand what is expected of them, how to sort through the tough issues and respond effectively. Managers will get a better grasp of how the Act impacts them and find key answers to their most frequently asked questions. Learning point highlights are: 1) educates managers about the Americans with Disabilities Act; 2) provides critical legal information to guide decision making case-by-case; and 3) provides answers to the most frequently asked questions about ADA." (15 minutes) (VHS)
TrnVideo HV 1553 A35 2001

Employment, Independence and Equality
"Chronicles the history of the disability movement and presents an overview of DOR's [Department of Rehabilitation's] services." (10 minutes) (DVD)
(Also available online at: http://www.rehab.cahwnet.gov/Media/index.html)
TrnVideo HD 7256 C2 E475 2000z

Equal Opportunities: Understanding Employment Laws
"Covers laws such as Title VII of the Civil Rights Act of 1964, the Civil Rights Act of 1991, the Americans with Disabilities Act, the Family and Medical Leave Act, and other laws pertaining to discrimination and harassment in the workplace"
(25 minutes) (VHS)
TrnVideo HD 4903 E62 1993

Getting it Right: Etiquette Tips
"Six scenes are included that highlight interaction with people with various disabilities. As, Debra, the HR Director says, 'these scenes will give you some basic guidelines on how to interact with people with different types of disabilities. They might even make you laugh…the scenes, not the people…'"
(33 minutes) (DVD)
TrnVideo HV 1568 G48 2008
REHVD HV 1568 G48 2008

Interviewing a Winner
"This video gives examples on how to interview people with various disabilities."
(30 minutes) (VHS)
TrnVideo HD 7255 I58 1986

I Can Work
California Dept. of Rehabilitation video: "Depicts successful outcomes from the job seeker's point of view as they tell us about specific programs or resources they used to find employment." (16:39 minutes) (DVD)
(Also available online at: http://www.rehab.cahwnet.gov/Media/index.html)
TrnVideo HD 7256 C2 I237 2000z

It's Up to You
California Department of Rehabilitation consumer orientation video: "Details information on the applicant's role, DOR's role and the vocational rehabilitation process." (13:17 minutes) (DVD)
(Also available online at: http://www.rehab.cahwnet.gov/Media/index.html)
TrnVideo HD 7256 C2 I878 2000z

A Little History worth Knowing
"From ancient times to telethons to today's burgeoning disability movement, 'A Little History worth Knowing' traces the often-over-looked history of people with disabilities. Although the video doesn't shy away from the abuses of the past (including Hitler's extermination of more than 200,000 people with disabilities), it ends with a hopeful look at the future as changing attitudes and advancing technology help people with disabilities to enter the global economy. 'A Little History worth Knowing' is an informative, entertaining primer on disability awareness. It is a shorter and more concise version of the video 'Unfinished Business.'" (45:42 minutes) (VHS and DVD)
(VHS) **TrnVideo HV 1552 L57 1998**
(VHS) **BTBL HV 1552 L57 1998**
(DVD) **REHVD HV 1562 L58 1998**

Making the ADA Work for You

"This video addresses both the attitudes and legalities necessary for managers and supervisors to effectively work with the Americans with Disabilities Act." (22 minutes) (VHS)
TrnVideo HD 7256 U6 M35 1992

Open Futures: Employees with Disabilities
"Your future is open. Although people with disabilities often face barriers moving into the world of work, many do succeed. Many discover exciting jobs inspired by their interests and abilities. Men and women in a wide range of careers reveal the qualities that make them valued employees: creativity, enthusiasm, and flexibility. This video program will introduce you to dozens of people with disabilities who describe how they found their paths to successful careers and why they love their jobs. The Role Models in the Open Futures videos inspire young people to explore careers and follow their dreams. They also help parents, counselors, and prospective employers appreciate the value that people with disabilities bring to the workplace." (9:56 minutes) (VHS)
BTBL Office HD 7255 O64 2003

Respect in the Workplace: Avoiding Discrimination
"This video will demonstrate to your employees how pre-judgment, mistaken assumptions, and fear can contribute to malicious situations, leading to hurt relationships, lower production, and high employee turnover. Video looks at disabilities, sexual orientation, stereotypes, and race discrimination." (24 minutes) (VHS)
TrnVideo HD 4903 R47 2000

Serving Customers with Disabilities
"This program helps viewers increase their awareness of the special needs of their customers who are disabled. It offers strategies and techniques designed to help them serve customers with disabilities more easily and effectively. In the video, real people with different physical disabilities describe the kinds of service they prefer. It's an excellent video for building awareness and sensitivity to some of the service issues surrounding customers with disabilities." (15 minutes) (DVD)
TrnVideo HF 5415.5 S47 1990z
REHVD HF 5415.5 S47 1990z

State Employment for People with Disabilities: LEAP, the Talent Connection

"Educates job seekers with disabilities on the benefits of working for the State. Encourages job seekers with disabilities to sign-up as a LEAP candidate." (10 minutes) (DVD)
(Also available online at: http://www.rehab.cahwnet.gov/Media/index.html)
TrnVideo HD 7256 C2 S738 2000z

Supervising an Employee with a Disability: Situations in the Workplace
"Men and women with various physical, sensory, hidden and developmental disabilities are portrayed successfully working in manufacturing, office and medical positions. A real-life look at issues and solutions in the workplace, with actual employers, supervisors, and employees with disabilities sharing their

experiences and providing step-by-step guidelines for orientation, training, and ongoing supervision." (2 videocassettes - 56 minutes) (VHS)
TrnVideo HD 7255 S86 1999

Talent Connection
"Educates state hiring managers on the process of hiring individuals with disabilities using LEAP." (LEAP: The California Department of Human Resources' Limited Examination and Appointment Program.)
(ca. 18 minutes) (DVD) (Also available online at:
http://www.rehab.cahwnet.gov/Media/index.html)
TrnVideo HD 7256 C2 T35462 2000z

Talent Knows No Limits
"Motivates companies to increase employment of persons with disabilities as a part of their corporate culture and diversity." (ca. 15 minutes) (DVD)
(Also available online at:
http://www.rehab.cahwnet.gov/Media/index.html)
TrnVideo HD 7256 C2 T354 2000z

Ten Commandments of Communicating with People with Disabilities
"Designed for use by anyone who employs, serves or interacts with people with disabilities, the focus of this video is on 'etiquette for the world.' A person with a disability who discusses his/her personal views on this subject presents each commandment." (VHS - 52 minutes; DVD - 26 minutes)
(VHS) **TrnVideo HV 1553 T46 1994**
(DVD) **TrnVideo HV 1553 T46 2007**
(DVD) **REHVD HV 1553 T46 2007**

Things are About to Change
California Dept. of Rehabilitation video: "Provides information, tips, and real stories of transitioning to adulthood from peers." (17:26 minutes) (DVD)
(Also available online at: http://www.rehab.cahwnet.gov/Media/index.html)
TrnVideo HD 7256 C2 T556 2000z

A Tool to Work with: The Americans with Disabilities Act
"This video, narrated by quadriplegic Joni Eareckson, provides all employees with an overview of the ADA. Questions posed are: What is a disability? Who is protected? Reasonable accommodations." (18 minutes) (VHS)
TrnVideo HV 3023 A3 A4 1992

Understanding the New ADA
"'Understanding the New A.D.A.' features a knowledgeable host who guides the viewer through precise clarifications of the many changes now required by the A.D.A. Amendments Act. Also, a wide variety of work environments are featured to demonstrate disabled Americans working productively. There is no denying that the reach of A.D.A. coverage has been widely expanded with the new A.D.A. and in return, the chance of legal exposure for organizations has been increased. The importance of managers and supervisors being trained on complying with

this law has never been more critical. 'Understanding the New A.D.A.' is a sure way to increase understanding and compliance within your organization."
(Ley de Estadounidenses con Discapacidades) (English and Spanish)
(16 minutes) (DVD)
TrnVideo HD 7256 U5 U534 2009
REHVD HD 7256 U5 U534 2009

Unfinished Business
"Situated in a corporate boardroom, a group of human resource officers and their CEO view segments of their new disability diversity modules. Through gentle humor, a flashback sequence and video within video, we view some very hard-hitting materials. With the help of old film clips, and other media portrayals, 'Unfinished Business' gives a review of how people with disabilities are currently, as well as historically, treated." (65 minutes) (VHS)
TrnVideo HD 7256 U6 U53 1996

Vision Loss: The Overlooked Labor Resource
"In today's job market, employers are always looking for the best and brightest to join their ranks and stay with their companies. The workers you will be introduced to in this video are dedicated, productive and loyal and they also happen to have vision loss. They are part of a valuable but often overlooked labor resource."
"Persons with vision loss are featured in this video, showing their excellent work potential. These workers show how they have the qualities most desired by employers." (12 minutes) (VHS)
Audio Visual Media HV 1652 V57 1998

You're in Charge
"Introduces self-employment as a viable employment option for some DOR [Dept. of Rehabilitation] consumers." (10 minutes) (DVD)
(Also available online at: http://www.rehab.cahwnet.gov/Media/index.html)
TrnVideo HD 7255.6 Y687 2000z

[Back to Top]

Diversity

Age and Physical Ability Workplace Issues
"'Age and Physical Ability Workplace Issues'… begins by dispelling some of the mythology that surrounds people who are young, old or differently abled. We evaluate our fears and look at how we can integrate all qualified employees regardless of age or physical ability." (18 minutes) (DVD)
TrnVideo HF 5549.5 M5 A44 1993

Anyone Can Be an Ally
"Many of us aspire to be concise and convincing allies for our lesbian, gay, bisexual and transgender family, friends and colleagues, but struggle with how to be effective in doing this the 'right way'. In this short 14-minute video, Brian McNaught offers what we need to know, say and do as allies - in a way that is compelling, informative and actionable." (14 minutes) (DVD, CD-ROM)
TrnVideo HF 5549.5 S47 A59 2011

As Simple as Respect: Diversity, Respect and Inclusion in the Workplace

“This easy-to-follow program features a series of workplace vignettes that illustrate disrespectful behavior and how to correct it. Both employees and managers will be able to use the seven commonsense Guidelines to discuss issues of respect in a diverse workplace as it relates to their own experience and behavior. The Guidelines are further broken down into Simple Steps which makes this an especially effective and user-friendly program.”
(34 minutes) (DVD, CD-ROM)
TrnVideo HF 5549.5 M5 A8 2009

Awesome!

Part 1: A New Generation @ Work
Part 2: Engaging Gen Y
“Part 1 presents 24 Generation Y employees from a wide range of work environments who explain who this new generation is and what they need to be successful. Part 2 introduces 5 business executives, owners and consultants who present their perspectives on the challenges and opportunities the new generation brings to employers.” (20 minutes) (DVD, CD)
TrnVideo HD 6270 A94 2005

Clown
“The ‘Clown’ training video will bring a new, thought provoking and entertaining addition to diversity awareness training for all levels of your organization! ‘Clown’ is refreshingly unique, and combines both drama and comedy to explore the affects of bias and racism in America.” (Payasos) (English and Spanish)
(14 minutes) (DVD)
TrnVideo HF 5549.5 M5 C566 2007

Creating the Respect Effect: Preventing Harassment, Discrimination and Retaliation
“Developed by experienced employment attorneys and trainers, ‘Creating the Respect Effect’™ is a cost-effective and results-oriented workshop, with video support, for employers seeking to improve and enhance work environments and reduce the risk of legal claims arising from employment issues.”
(11 minutes) (DVD)
TrnVideo HF 5549.5 M5 C74 2009

Cultural Awareness: Respecting Diversity and Beliefs
“As our world becomes increasingly global, people are increasingly likely to work with people from other cultures. In the Cultural Awareness training program, you’ll discover what happens when an American manager collides with his Muslim counterpart. Find out how poor communication leads to bad feelings and damaged relationships. This powerful dramatization will help your employees gain the essential skills for avoiding costly cultural conflicts, and for respect and cultural awareness in business places.” (9 minutes) (DVD, CD)
TrnVideo HD 30.3 C958 2005

Customers with a Difference
“Dramatization to help train telephone customer service representatives in strategies and techniques in service to culturally diverse customers.”
(14 minutes) (DVD)

TrnVideo HF 5415.5 C93 2001

Dialogue - Now You're Talking
"Dialogue isn't a natural form of communication. When we feel threatened or in conflict, we humans tend to defend our positions or ideas and resist exploring other options. 'Dialogue - Now You're Talking' is a 4- program series. Program 1, 'Communicating in a Diverse World,' is the overview module. Here, the fundamental skills and rules of dialogue are explored. Programs 2, 3, and 4 present actual dialogue sessions addressing cultural, gender, and generational issues respectively. These demonstrate how a dialogue might work and model the basic rules one needs to follow. Each program can stand alone or may be presented in combination with other modules."
(In two containers, 94 minutes) (4 VHS, CD-ROM or 4 DVD, CD-ROM)
(VHS) **TrnVideo P 90 D53 2003**
(DVD) **TrnVideo P 90 D53 2003**

Differences
"Differences is a short program created to help people explore and discuss their own differences through the 'voices' of dogs. Written and produced by BJ Gallagher, coauthor of the best-selling diversity classic, 'A Peacock in the Land of Penguins', this new video begins by exploring our differences…and ends by discovering how much we have in common." (4 minutes) (DVD)
TrnVideo BF 697 D54 2008

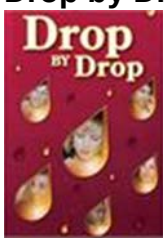
Different Like You: Appreciating Diversity in the 21st Century

"Our concept of diversity must evolve to encompass all of the talents, preferences, affiliations, intelligence and experience that make each one of us unique as individuals. Workforce diversity in the 21st century will focus less on what group one can be identified with, and focus more on the unique diversity of each individual as the organization's most valuable resource, its human capital." (18 minutes) (VHS and DVD)
(VHS) **TrnVideo HF 5549.5 M5 D54 2001**
(VHS) **PLTrnVid HF 5549.5 M5 D54 2001**
(DVD) **PLTrnVid HF 5549.5 M5 D54 2001**

Diversity: Food for Thought
"Valuing and appreciating diversity is an incredibly powerful business strategy in today's workplace. 'Diversity: Food for Thought' teaches managers and employees that when differences are valued, discrimination decreases and productivity increases. The program, which takes place in a diner, uses the conversations between the owner and his diverse customers to emphasize the importance of understanding and accepting individual differences. Employees will learn how to confront their biases and change their paradigms to include trust, openness and effective communication. The video also encourages employees to build relationships with people of diverse backgrounds, to find common ground, and to look for the best in others." (20 minutes) (VHS and DVD)
(VHS) **PLTrnVid HF 5549.5 M5 D58 2003**
(DVD) **PLTrnVid HF 5549.5 M5 D58 2003**

Diversity in the Library: A Way of Life
"This film will help you examine those assumptions and realize that they can create barriers to outstanding public service. It uses scenarios taken directly from library workers' experiences. Viewers will be able to better serve all of their customers in this increasingly complex and diverse world." (20 minutes) (VHS)
PLTrnVid Z 682.35 P82 D58 2001

Drop by Drop



"'Drop By Drop'…focuses on being aware of the way we communicate at work by eliminating the micro-inequities that slowly but surely tears down the morale and productivity of our organization. 'Drop by Drop', demonstrates how the small slights, subtle discriminations and tiny injustices can add up to big problems in your workplace! These little negative gestures are called 'micro-inequities' and they occur in organizations every day. These small communications of disrespect, prejudice and inequality usually are not overt, but they can be incredibly destructive. A poison in the workplace that doesn't come in a bucket, but takes its toll drop by drop." (Gota a Gota) (English and Spanish) (20 minutes) (DVD)
TrnVideo HD 30.3 D76 2008

Four Generations: The Greatest Potential
"With four generations in today's workplace, differences in attitudes, values, and communication can create misunderstandings and trigger conflicts that reduce morale, teamwork, and productivity. But these differences need not be barriers to a bigger bottom line." (24 minutes) (DVD)
TrnVideo HM 726 F68 2010

Gateways to Inclusion: Turning Tense Moments into Productive Conversations
"Our diverse workplaces, because they are diverse, can be minefields of misunderstandings, hurt feelings, and even conflict. If handled properly, these uncomfortable moments – or even small explosions – can be transformed into gateways that will lead to better working relationships, increased understanding, and less tension." – Sondra Thiederman, Ph.D. "Gateways to inclusion teaches 4 skills for turning these tense moments into productive conversations: - Manage your emotions - Set productive goals - Assess intent cautiously - Communicate in a way that demonstrates respect." (17 minutes) (DVD, CD-ROM)
TrnVideo HD 42 T55 2013

Generation Why?
"What's up with Generation Why? - born between 1980 and 1994, they make up 25% of the world's population (much larger than generation X.) They are impatient, disengaged, disrespectful, image-driven, blunt and expressive, and skeptical. But fear not, because they are also adaptable, innovative, efficient, resilient, tolerant, and committed. This video will show employers how to minimize the negatives and maximize the positives."
(22 minutes) (VHS and DVD)
(VHS) **TrnVideo HF 5549 C45 2004**
(VHS) **PLTrnVid HF 5549 C45 2004**
(DVD) **PLTrnVid HF 5549 C45 2004**

Generations and Work
"The Generations and Work Series is the culmination of 25 years of research by Claire Raines, co-author of Generations at Work and seven other books about the generations, supported by compelling real-world inquiry from award-winning producer Tarek Chacra. Workplace and on-the-street interviews, vignettes, and expert commentaries address such topics as coaching, work processes, technology, feedback, change, productivity, and sales." (35 minutes) (DVD)
TrnVideo HM 726 G43 2010

Generations: M.E.E.T for Respect in the Workplace
"With workers from four generations now active in the workforce, the potential for misunderstanding, frustration and conflict puts increasing pressure on productivity. To turn that challenge into a competitive advantage, this program applies the 'M.E.E.T. approach' to the complexities of effectively working in and managing a multigenerational workforce. Employees and managers gain insights, strategies and skills that help minimize generational conflict and strengthen collaboration. This program features the M.E.E.T. model: M - Make time to discuss; E - Explore differences; E - Encourage respect; and, T - Take personal responsibility." (44 minutes) (2 VHS or 2 DVD)
(VHS) **TrnVideo HF 5549.5 M5 G46 2006**
(DVD) **TrnVideo HF 5549.5 M5 G46 2006**

Inclusion Insights: Stereotypes, Lazy Brains and Unintentional Intolerance
"Inclusion Insights is a new training program featuring Steve Robbins, the innovative speaker / socio-scientist storyteller who coined the phrase Unintentional Intolerance. Did we mention he's also very funny? ... Learning objectives include examining and understanding how nice, well-meaning people engage in 'unintentional intolerance'; recognizing and understanding how closed-mindedness and exclusion take place, and how to become more open-minded to new people and different ideas; discovering how everyday experiences shape our perspectives and influence our interpretations of the people and world around us." (70:45 minutes) (DVD, CD-ROM)
TrnVideo BF 323 S63 I53 2011

Is it Bias? Making Diversity Work
"Bias costs organizations billions in lost productivity, high turnover, and low morale, not to mention the risk of expensive litigation. This course will show participants how to identify subtle biases in themselves and others and how to defeat them. Getting rid of bias is within our control. It is not a mystery. It is a choice and we each have the power to make that choice."
(43 minutes) (DVD, CD-ROM)
TrnVideo HF 5549.5 M5 I85 2010

It's About Respect: Recognizing Harassment in a Diverse Workplace
"The video takes place in a company similar to many others in today's world. Four diverse employees come together for a training session on harassment. When they realize that the Human Resources Director in charge of the training is going to be late, the group starts tackling the subject on their own. They discover that each one of them has witnessed or been a party to harassment. Through

personal revelations and group discussion, the four employees learn what harassment is and how they can help prevent it in the workplace."
(21 minutes) (VHS)
TrnVideo HF 5549.5 S45 I8 2002

Joel Barker's Wealth Innovation and Diversity: Putting our Differences to Work in the 21st Century
This video "takes you on a journey around the world to understand a fundamental truth: Without diversity, there can be no innovation. Without innovation, there can be no new wealth. Therefore, diversity is the key to creating wealth for all. Hosted by best-selling author, Joel Barker, 'Wealth Innovation and Diversity' contends that your organization will experience long-lasting success only when you collaborate with individuals who are different from yourself. Lessons are taught against such backdrops as macho Picchu's ruins, a farm in Ireland, skyscrapers in Singapore, and the forest, mountains and plains of America."
"'Wealth, Innovation and Diversity' contends that your organization will experience long-lasting success only when you hire, promote, and encourage people different from yourself." (31 minutes) (VHS and DVD, CD-ROM)
(VHS) **TrnVideo HF 5549.5 M5 J63 2000**
(DVD) **TrnVideo HF 5549.5 M5 J63 2000**

Managing Communication in a Multicultural World
"Highlights: linguistic behaviors as economic commodities; domestic and global strategies in a multilingual world; managing a multicultural workforce."
(54 minutes) (VHS)
TrnVideo HD30.3 B38 2002

Managing Diversity
"'Managing Diversity' reveals a range of human perspectives on such issues as power, authority, communication and performance. This enlightening film helps manager better understand the cause and effect of varying viewpoints. It inspires open-mindedness and a willingness to learn from those with diverse backgrounds. It offers strategies for clearer two-way communications, more productive relationships and stronger teamwork. And it provides guidance for bringing the values of the organizational culture into focus, and into action."
(22 minutes) (VHS)
TrnVideo HF5549. 5 M5 M36 1990

Mauritius: Celebrating Differences
"Despite its diversity, the island nation of Mauritius is a model of cohesiveness. In documentary style, viewers are shown how the people of Mauritius learned to replace 'mine' with 'ours' and change their mindset from 'now' to 'the future' by recognizing the inherent power of diversity. This video provides an inspirational model of diversity builds diversity awareness**,** helps optimize teams."
(26 minutes) (VHS or DVD)
(VHS) **TrnVideo HF 5549.5.M5 M38 1996**
(DVD) **TrnVideo HF 5549.5 M5 M382 1998**

Mixing Four Generations in the Workplace
"Addresses the conflict between generations in the workplace and how to minimize its negative effects. Provides managers and supervisors with strategies

for dealing with, recruiting, retaining, and motivating, using the generational differences in a positive way. The generations are: Matures, born prior to 1946; the Baby Boomers, born between 1946 and 1964; the Generation Xers, born between 1965 and 1980; the New Millennials, born after 1980."
(34 minutes) (DVD, CD-ROM)
TrnVideo HF 5549.5 M5 M59 2007

The Multicultural Customer
"What is courteous in one culture may be disastrously discourteous in another! Learn how to satisfy the different expectations of customers with this video designed to help employees provide effective customer service to all external multicultural customers - face-to-face and on the telephone. It offers over twenty strategies to help people adapt their traditional customer service skills to domestic and international customers of all cultures. In addition to some basic interpersonal skills, the video offers specific techniques to help talk to customers who have a heavy accent or who may not be fluent in their language."
(20 minutes) (DVD)
TrnVideo HF 5415.5 M85 1993

OpeningLines: Bridging 5 Generations
"Inspiring and positive, this three minute opener/closer introduces the five generations in the workforce, including the newest and youngest one, Generation 9/11. Get tips and facts about how we can use respect to understand our differences and learn to get along in the workplace. Learn the different traits of each generation." (3 minutes) (DVD)
TrnVideo HM 726 O64 2010

OpeningLines: Facing Diversity
"'OpeningLines: Facing Diversity' is a four minute meeting opener/closer that elegantly and intelligently explores core aspects of a diverse workplace using vibrant color and graphics along with inspirational music." (4 minutes) (DVD)
TrnVideo HF 5549.5 M5 F33 2008

OpeningLines: Understanding Respect
This video "is a four-minute meeting opener/closer that introduces fundamental and important concepts for promoting respect, diversity and inclusion in the workplace. Colorful, elegant and driven by up-tempo and inspiring music, 'Understanding Respect' is the perfect way to open or close a meeting about the importance of respect. Or use it alone as a great organizational refresher about how we should treat others and expect others to treat us!" (4 minutes) (DVD)
TrnVideo HF 5549.5 M5 O64 2009

Ouch! That Stereotype Hurts: Communicating Respectfully in a Diverse World
"Staying silent in the face of demeaning comments, stereotypes or bias allows these attitudes and behaviors to thrive. This undermines our ability to create an inclusive workplace where all employees are welcomed, treated with respect and able to do their best work. Yet, most employees and leaders who want to speak up don't know how. So, we say nothing. In a unique and powerful way, viewers will experience the impact of stereotypical comments, explore why people don't

speak up against stereotypes and other biased behaviors, and learn six techniques for speaking up without blame or guilt." (31 minutes) (DVD)
TrnVideo HF 5549.5 M5 O93 2007

A Peacock in the Land of Penguins
"Designed for all levels of the organization, this animated program teaches us to appreciate those whose backgrounds or personalities are different from our own. Viewers learn to recognize the strengths inherent in a diverse work group and see the danger that lies in seeking conformity. 'A Peacock in the Land of Penguins' is for non-management employees who need to enhance their tolerance and understanding of others who are different from themselves and others, as well as for executives, managers and supervisors who are in a position to set the tone and establish policies and procedures." (10 minutes) (DVD)
TrnVideo HF 5549.5 M5 P433 2009

People
"'People' was originally inspired by a mere three lines from a poem, and was more recently impassioned by observing the outpouring of global humanity after the unfortunate tragedies of our new century … People beautifully illustrates the potential of these universal human traits of kindness, generosity, and respect in our workplaces. This powerful, 4-minute video gets to the heart of the one thing that unites all people on earth. This one thing is the key to success in all our relationships." (4 minutes) (VHS and DVD)
(VHS) **TrnVideo BF 637 C45 P46 2005**
(VHS) **PLTrnVid BF 637 C45 P46 2005**
(DVD) **TrnVideo BF 637 C45 P46 2005**
(DVD) **PLTrnVid BF 637 C45 P46 2005**

Please Respect my Generation: 5 Generations at Work
"In our modern age, we now have as many as five different generations together in the workplace. By learning about life experiences, values, and the ideas of all five generations, we gain a better understanding of our coworkers as it relates to their own experience and behavior. For example, learn what our newest generation, Generation 9-11, and our oldest, the Traditionals, have in common. This program teaches how to bridge the gap between the generations and shows audiences how to avoid conflict and increase productivity in their generationally diverse workplace. Both managers and employees will gain insight and learn simple dos and don'ts when dealing with coworkers of different generations. In 'Please Respect My Generation! - 5 Generations at Work,' all five generations discuss their own generational traits and those of their coworkers. The scenarios and commentary integrate respect and unity at work for people at all stages of life. Viewers learn to communicate better, deal with change, increase productivity, and develop a more respectful workplace." (23 minutes) (DVD)
TrnVideo HM 726 P64 2010

Pigeonholed in the Land of Penguins
"This animated video is a charming and inspiring training resource for delivery, employee involvement, problem-solving, leadership and creativity. It tackles an overlooked aspect of diversity - stereotyping - in a delightful way. This video makes us do some soul-searching about the casual way we limit ourselves and the people around us. We confine others to 'pigeon hole' when we overlook their

abilities, talents, personalities, and backgrounds. We do it to ourselves, too - when we impose limits and cheat ourselves of new experiences, challenging opportunities, and the fulfillment of our underdeveloped potential. By tapping into the full creativity of everyone on a team, we open ourselves up to significant breakthroughs in innovation, productivity and team effectiveness."
(12 minutes) (DVD)
TrnVideo HF 5549.5 M3 P543 2000

The Plus of Us
This video includes "separate workshops for employees and supervisors that encourage interactive participation by learners as they explore scenarios addressing discrimination, harassment and diversity issues based upon: age/multi-generational tensions, sex and gender orientation harassment, disability, personal appearance, protected class cultural and lifestyle identifiers, religion, familial association discrimination, third party harassment and discrimination, retaliation." (36 minutes) (DVD, CD-ROM)
TrnVideo HF 5549.5 M5 P57 2011

A Real World Guide to Diversity in the Workplace
"Video topics include defining, appreciating, deploying and reinforcing workplace diversity. This video educates your new and existing employees on the basics of promoting the value of diversity in the workplace. The secret is in capturing each employee's attention with these engaging videos/DVDs that provide easy to grasp content and Q&A scenarios that assure employee understanding."
(16 minutes) (DVD, CD-ROM)
TrnVideo HF 5549.5 M5 R43 2004

Respect in the Workplace: Avoiding Discrimination
"This video will demonstrate to your employees how pre-judgment, mistaken assumptions, and fear can contribute to malicious situations, leading to hurt relationships, lower production, and high employee turnover. Video looks at disabilities; sexual orientation; stereotypes; and, race discrimination."
(24 minutes) (VHS)
TrnVideo HD 4903 R47 2000

The Respectful Workplace: It Starts with You
"The key to building the kind of workplace, where the unique skills and experiences of all individuals is respected, lies in ensuring that each and every individual understands the part that they play in the process. This program combines dramatic vignettes and onscreen hosts to illustrate the four things that individuals must do in order to ensure that their workplace is respectful and inclusive." (15:54 minutes) (DVD)
TrnVideo HD 58.7 R434 2011

Shifting Years: Leverage the Power of Generations

"[Laura] Goodrich talks about the workplace and how different people of different age groups can work together by focusing on similarities instead of differences. Also included is a 17 minute interview with business executive, Don Tapscott, who talks

about how to utilize the perspectives and skills of younger workers." (30 minutes) (DVD)
TrnVideo HD 58.8 S55 2010

A Tale of "O": On Being Different in an Organization
"This video uses simple graphics to explore what is like to be different from your colleagues, whether this is in terms of race, gender, specialist role, disability, or whatever. Written in 1979 by one of the few female management 'gurus,' Rosabeth Moss Kanter, this video is still very relevant today." (18 minutes) (VHS)
TrnVideo HD 58.7 T35 1980

Talent Knows No Limits
"Motivates companies to increase employment of persons with disabilities as a part of their corporate culture and diversity." (ca. 15 minutes) (DVD)
(Also available online at: http://www.rehab.cahwnet.gov/Media/index.html)
TrnVideo HD 7256 C2 T354 2000z

The Uh-Oh Syndrome: From Intolerance to Inclusion
"The 'uh-oh' syndrome is the negative reaction we can experience when we encounter something or someone different. The reaction is, in some ways, a natural human response, but in a world with increasing diversity and non-stop change, we need to strive for open-mindedness and inclusion."
(28 minutes) (DVD, CD-ROM)
TrnVideo HM 1271 U3 2012

Unfinished Business
"Situated in a corporate boardroom, a group of human resource officers and their CEO view segments of their new disability diversity modules. Through gentle humor, a flashback sequence and video within video, we view some very hard-hitting materials. With the help of old film clips, and other media portrayals, 'Unfinished Business' gives a review of how people with disabilities are currently, as well as historically, treated." (65 minutes) (VHS)
TrnVideo HD 7256 U6 U53 1996

Unnatural Causes… Is Inequality Making Us Sick?
"We produced 'Unnatural Causes' to draw attention to the root causes of health and illness and to help reframe the debate about health in America. Economic and racial inequality are not abstract concepts but hospitalize and kill even more people than cigarettes. The wages and benefits we're paid, the neighborhoods we live in, the schools we attend, our access to resources and even our tax policies are health issues every bit as critical as diet, smoking and exercise. The unequal distribution of these social conditions - and their health consequences - are not natural or inevitable. They are the result of choices that we as a community, as states, and as a nation have made, and can make differently. Other nations already have, and they live longer, healthier lives as a result. We hope that 'Unnatural Causes' and its companion tools will help you work towards better health by bringing into view how economic justice, racial equality and

caring communities may be the best medicines of all." (ca. 236 minutes) (DVD)
CDMH RA 448.4 U53 2008
TrnVideo RA 448.4 U53 2008

Valuing Diversity: Communicating Across Cultures
"This video discusses preventing cultural misunderstandings through effective cross-cultural communication. 'Communicating across Cultures' increases awareness of the skills necessary for cross-cultural interaction. It doesn't put responsibility on any one group. The video addresses the discomfort people feel with issues of race and gender; provides skills for effective cross-cultural communication and why communication is so important; raises awareness of barriers and examines misunderstandings based on miscommunication; and challenges employees to address 'differences' that create misunderstanding." (30 minutes) (VHS)
TrnVideo HM 258 V35 1987

Village of 100
"If we shrunk the earth's population to a village of precisely 100 people, with all existing ratios remaining the same, what would it look like? In under three minutes, this video statistically approximates what that village would be like. These dramatic figures make the need for both tolerance and understanding glaringly apparent." (2 minutes) (VHS and DVD)
(VHS) **TrnVideo HM 1271 V54 1998**
(VHS) **PLTrnVideo HM 1271 V54 1998**
(DVD) **PLTrnVideo HM 1271 V54 2000z**

What You are is What You Were When - Again!
"Morris Massey is back with an updated version of this groundbreaking program. This video presents a framework for understanding and working with all different types of people. Morris takes on assumptions about race, religion, age, gender and will help you develop strategies to deal with your homegrown prejudices and acceptance of others. As Morris says in the program, 'There's a reason we have two ears…but only one mouth. You want to know what people want… what people need? Ask them!'" (67 minutes) (VHS and DVD)
(VHS) **TrnVideo BF 778 W53 2005**
(DVD) **TrnVideo BF 778 W53 2005**

A Winning Balance
"A training video which provides economic and social arguments for valuing diversity in the workplace and presents profiles of diverse individuals to help viewers explore their biases and attitudes toward differences."
(34 minutes) (VHS)
TrnVideo HD 6305 M5 W56 1993

[Back to Top]

Employee Performance

The Fairness Factor
"Hiring, reviewing performance, firing. Three areas strewn with ethical and legal land mines for the unwary manager. This series examines all three areas and how to avoid the dangers in each. Benefits: Minimizes legal liability; strengthens

managerial skills; applies best practices to hiring, appraising and terminating. Part 1: Learn the eight steps in hiring, from defining the position to background checking to making an offer. It also addresses the role of orientation in the new employee's future success. Part 2: Observe four straightforward steps that make evaluations and (disciplinary sessions) constructive and fair. Part 3: See how to get the most out of exit interviews to yield valuable information and handle all terminations legally to prevent future litigation."
Fairness Factor: [Part 1] How to Recruit, Interview and Hire to Maximize Effectiveness and Minimize Legal Liability
Fairness Factor: [Part 2] How to Manage Performance, and Discipline, to Maximize Productivity and Minimize Legal Liability
Fairness Factor: [Part 3] How to Manage Employee Termination to Minimize Legal Liability. (ca. 60 minutes) (3 DVDs)
TrnVideo HF 5549 F35 1998 Part 1
TrnVideo HF 5549 F35 1998 Part 2
TrnVideo HF 5549 F35 1998 Part 3

How to Connect in Business in 90 Seconds or Less
"You have only 90 seconds to create a lasting, good impression that is built on trust and rapport. This video shows employees how to make a genuine connection with everyone - customers, coworkers, and others - for a positive effect on their personal and business lives. In business as well as life, the failure to build trust and rapport can be insurmountable, while the rewards of a good first impression are almost immeasurable." (17 minutes) (DVD)
TrnVideo HD 69 S8 H6 2003

Human Touch: Performance Appraisal II
"In addition to providing direct feedback and establishing expectations, a performance appraisal provides the legal backup you need to support promotions, raises, terminations, and potential legal disputes. 'The Human Touch: Performance Appraisal II' is used by hundreds of companies around the world to help managers understand that evaluating employees is an ongoing interactive process of monitoring and motivating that benefits supervisors, employees and the organization. 'The Human Touch: Performance Appraisal II' also teaches supervisors how to: prepare a positive, constructive appraisal; eliminate any personal bias; be specific and candid; build on the employee's strengths; evaluate themselves as managers." (24 minutes) (VHS and DVD)
(VHS) **TrnVideo HF 5549. 5 R3 H857 1991**
(DVD) **TrnVideo HF 5549.5 R3 H858 2007**

Light the Fire: Leveraging Appraisals for Maximum Performance
"Managing and appraising employee performance is a critical job for all leaders and managers. This video is designed to help participants understand and practice how to write goals and objectives that are aligned with and support their business; think about the entire scope of job responsibilities; see the benefits of coaching and mentoring; and identify personal skills and growth needs required to attain goals." (24 minutes) (VHS)
TrnVideo HF 5549.5 R3 L54 2004

Little Things Mean a Lot: From Microinequities to Micro-affirmations

“The ‘little things’ are behaviors we all use, intentionally and unintentionally. They can make our organizations highly productive or erode their power, innovation and productivity. Designed by a pioneer in the field of diversity and inclusion, ‘Little Things Mean A Lot’™ shows how the ways we value and devalue our colleagues impact our workplace and its effectiveness. This program combines a compelling business case with practical strategies individuals, teams and leaders can use to counter microinequities while building high performance work environments.” (25 minutes) (DVD)
TrnVideo HD 58.7 L58 2008

Motivation: Igniting Exceptional Performance
“Create a work environment where people do their very best every single day. Based on the proven strategies of the best-selling book ‘1001 Ways to Energize Employees’, this documentary-style video uses real-life examples from managers and employees at United Airlines and Boardroom, Inc. to illustrate practical techniques and approaches that managers at all levels can implement.”
(21 minutes) (VHS and DVD)
(VHS) **TrnVideo HF 5549.5 M63 M67 1998**
(DVD) **TrnVideo HF 5549.5 M63 M67 1998**

Needs Assessment and Objectives
“Managers realize that their most important assets are their workers, who can increase in value as they become more experienced and trained. The program looks at steps in developing an exceptional employee: How to conduct a needs assessment, four ways to uncover performance problems and how to write a training objective.” Train the Trainer series. (15 minutes) (DVD)
TrnVideo HF 5549.5 T7 N44 1998

Ordinary People Extraordinary Results
“Sometimes a profound improvement in organizational results stems from one grand maneuver. More frequently, however, it occurs through a series of small changes introduced by average people. Nothing illustrates this concept better than this collection of true stories which show the simple steps some leaders have taken to dramatically improve team performance. Leaders who understand how small acts can lead to big results are invaluable to an organization. This compilation DVD helps build that understanding. Containing four stand-alone videos plus two meeting openers, this set provides real-world examples of ‘average’ people who did small things to focus and motivate others toward significant accomplishments - many times under trying circumstances.”
(36 minutes) (1 DVD)
TrnVideo HD 57.7 O73 2008

Painless Performance Improvement
“Real change only happens when the decision to change comes from the person doing the changing. ‘Painless Performance Improvement’ provides managers with a simple and proven technique to help team members improve their own poor performance without the drama, pain or conflict often associated with performance issues…. Supervisors will relate to scenes of management gone awry as well as employee’s favorite excuses and sidetracks.”
(23 minutes) (VHS and DVD)
(VHS) **TrnVideo HF 5549.5 M63 P35 2004**

(DVD) **TrnVideo HF 5549.5 M63 P356 2004**

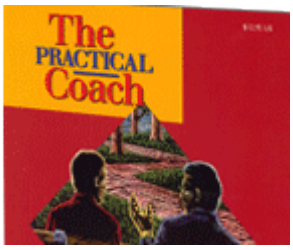
The Paper Chase: How to Clear Your Desk
"'In The Paper Chase', paperwork is everywhere, from the desk and chairs, to the floor. It takes Jennifer Saunders to convince Dawn French that paper does not justify her existence. Saunders dramatic improvements cut through the chaos and piles of paper. French loses her mountain of documents, but gains four rules to control paperwork forever." (30 minutes) (DVD)
TrnVideo HF 5547.15 P37 2006

Performance Issues
"Equip managers with the answers they need to handle personal, discrimination, conflict, and job performance problems they face every day." The Consultant series. (40 minutes) (DVD)
TrnVideo HF 5549.12 P47 2007

Performance Matters: The Importance of Praise
"A Video Arts production featuring John Cleese."
"At the top of the list of why people think of leaving their jobs is the fact that they feel they aren't appreciated enough. This new program makes the point that giving praise where it's due is a management tool that's powerful, cheap and easy to use. It can bring amazing results in terms of increasing the quality and quantity of the output of the people who work for them, providing it is correctly applied. A department with a high staff turnover is in danger of losing another member: the individual displayed initiative and commitment in helping a customer, yet their manager could only criticize the unauthorized expense of a taxi fare. The employee's attitude changes with renewed enthusiasm when the manager shows interest and appreciation in a job well done. Among the rules learnt are that it's important to let people know why they are being praised, make sure that the effect isn't ruined by a sting-in-the-tail remark, and to pass on praise from customers or superiors." (13 minutes) (DVD)
TrnVideo HF 5549.5 M63 P474 2005

Performance Matters: The Need for Constructive Criticism
"Nobody enjoys being criticized, and few managers relish the prospect of criticizing their people - yet it has to be done. Everyone makes mistakes, but no-one should be allowed to go on making the same mistake - and people shouldn't have to wait until an appraisal to discover that they have done something wrong. This engaging programme is set in the offices of a district council, where an oversight in preparing for a meeting leads to the rejection of a sensitive planning application. The planning officer concerned shrinks from confronting an otherwise efficient assistant until a stern memo from the chief executive forces a rethink. Rather than establishing what had happened, however, and taking action to put it right, the officer makes a series of clumsy attempts to discipline the assistant, all of which make matters worse…This programme helps managers understand that criticism is an essential part of their responsibilities but emphasizes how criticism done badly can make things worse. It lays down seven clear rules for ensuring that criticism is conducted effectively and without acrimony, including the key message that people should only be criticized for what they've done, not who they are." (19 minutes) (DVD)
TrnVideo HD 30.23 D435 2009

The Practical Coach: Inspiring, Encouraging and Challenging Your Team



"'The Practical Coach' training video shows how to let them know they matter...

- For good work, *When you see it, say it.*
- For poor work, *Make it private, and positive.*
- For a dead-end performer *The Two Minute Challenge*….

Coaching is the process of letting people know that what they do matters to you. Realistic role plays covering a variety of topics - from getting good work repeated, correcting poor work in a positive way, dealing with employees poor personal habits, and tools for turning a dead-end performance around - make 'The Practical Coach' video an everyday guide to using good judgment and caring about each member of your team."
(24 minutes) (DVD, CD-ROM)
TrnVideo HF 5549 P73 2003

Productivity and the Self-Fulfilling Prophecy: The Pygmalion Effect, 2nd Ed.
"This revision shows the evolution of the self-fulfilling prophecy and how a manager's or instructor's expectations alone can influence and dramatically improve another person's performance. Updates the history of the Pygmalion effect, showing how it has been both a useful and a destructive tool throughout time, and how it can be harnessed to positively influence the behavior of people at all ages." (27 minutes) (VHS)
TrnVideo HF 5549. 5 I5 P76 1987

Prospecting Skills That Work
"Prospecting is a critical activity that typically leads to more sales, yet most salespeople dislike it. In this fast-paced, entertaining session, Warren Greshes presents a proven system that takes the guesswork out of prospecting skills and telemarketing. He will show you how to stay consistently motivated, overcome call reluctance, develop a powerful script for setting appointments, keep track of your activity, lower sales resistance, handle the most common objections with ease, and actually enjoy the entire process. If you know you need to do more prospecting, but can't get yourself motivated on a consistent basis, this program will give you the telephone sales skills and inspiration you need."
(74 minutes) (DVD)
TrnVideo HF 5438.25 P76 2007

Pygmalion Effect: Managing the Power of Expectations, 3rd Ed.
"Through interviews with topic expert Dr. Robert Rosenthal and reenactment of a 'positive Pygmalion' success story, learn how positive/negative expectations create self-fulfilling prophecies. Understand how to develop the skills to positively influence coworkers and subordinates, raise the expectations of staff members and help individuals to believe more in their own ability to positively influence and lead others." (34 minutes) (VHS and DVD)
(VHS) **Audio Visual Media HF 5549.5 I5 P93 2001**
(VHS) **TrnVideo HF 5549.5 M63 P93 2001**
(VHS) **PLTrnVid HF 5549.5 M63 P93 2001**
(DVD) **PLTrnVid HF 5549.5 M63 P93 2003**

Self Directed Evaluation
"This video states the importance of establishing 'quality indicators' of performance on the job. It looks at employees in the two organizations taking initiative steps to evaluate their own job performance by using various strategies to develop their group and individual performance indicators." (20 minutes) (VHS)
TrnVideo HF 5549 5 J62 S4

Social Media: Reduce the Risk
"Social Media can be an important for conducting business; however, there are also serious risks. You can protect yourself and your organization by following a few guidelines when using social media, such as, maintaining confidentiality, privacy and respect." (20 minutes) (DVD)
TrnVideo HM 742 S6353 2011

Standards of Conduct
"Through realistic scenarios, new employees learn that to be a professional staff member, they must be a law abiding citizen and must understand what it means to display a professional demeanor. Viewers learn what it means to be businesslike, the importance of respecting city property, what the citizens expect when it comes to being sober, being moral and being honest and why it is important to obey legitimate orders. New employees will understand the conduct the city expects of them and will be inspired to take pride in conducting themselves according to the highest standards of professional conduct." Municipal Employee Training series. (12 minutes) (DVD)
PLTrnVid JS 148 S73 2006

Start Right - Stay Right
"This video will help you easily show your new hires the kinds of behaviors you expect from them - including everything from basic workplace etiquette (like being aware of personal hygiene and appearance) to more advanced things (like showing appreciation to co-workers and taking initiative.) This program features a host who leads viewers through vignettes demonstrating 24 success behaviors. It also allows a wide variety of facilitation options." (32 minutes) (DVD)
PLTrnVid HF 5549.5 C35 S73 2005

Time: The Next Dimension of Quality
"Looking for a way to gain the value edge over your competitors? This best-selling program illustrates how organizations can take time out of work processes and be faster, nimbler, and more responsive and adaptive to customer needs. Only 25% of the time spent in any given process adds value to your product or service. That is the contention made by experts John Guaspari and Edward Hay in this breakthrough video. They go on to present a simple but effective method for reducing time spent on things that have no value in the eyes of the customer." (18 minutes) (DVD)
TrnVideo T 60.4 T564 2004

Undeliver@ble: E-Mail Etiquette for Today's Workplace
"E-mail communication has quickly become a preferred method of contact for many of your customers. Without adequate training, your customer service representatives may be making costly mistakes that result in dissatisfied customers, lost revenue, and a tarnished reputation. This video will instill your

employees with best practices when handling customer service issues via e-mail. They'll also learn how to avoid those disastrous errors that plague so many companies." (40 minutes) (DVD)
TrnVideo HE 7551 U53 2009

[Back to Top]

Employee Retention

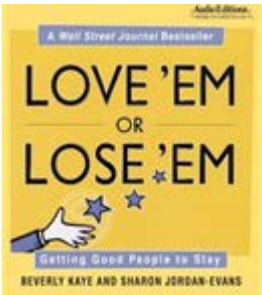
Curse of the Vanishing Employees: How to Retain and Motivate Great Workers
"When it comes to your employees, after investing in their recruiting, training and development, you certainly don't want them to disappear. These days it's happening all too often and productivity suffers. Fred, a manager in a typical organization, steps out of his office to a ghostly scene. Everyone's gone. And those who are around are almost transparent, which means they've got one foot out the door. Fred and one other remaining manager, Olivia, sit through a séance conducted by an enlightened psychic human resources consultant, where ghosts of newly departed employees come clean on why they really left."
(20 minutes) (DVD)
TrnVideo HF 5549.5 M63 C87 1998

The Fairness Factor
"Hiring, reviewing performance, firing. Three areas strewn with ethical and legal land mines for the unwary manager. This series examines all three areas and how to avoid the dangers in each. Benefits: Minimizes legal liability; strengthens managerial skills; applies best practices to hiring, appraising and terminating. Part 1: Learn the eight steps in hiring, from defining the position to background checking to making an offer. It also addresses the role of orientation in the new employee's future success. Part 2: Observe four straightforward steps that make evaluations and (disciplinary sessions) constructive and fair. Part 3: See how to get the most out of exit interviews to yield valuable information and handle all terminations legally to prevent future litigation."
Fairness Factor: [Part 1] How to Recruit, Interview and Hire to Maximize Effectiveness and Minimize Legal Liability
Fairness Factor: [Part 2] How to Manage Performance, and Discipline, to Maximize Productivity and Minimize Legal Liability
Fairness Factor: [Part 3] How to Manage Employee Termination to Minimize Legal Liability. (ca. 60 minutes) (3 DVDs)
TrnVideo HF 5549 F35 1998 Part 1
TrnVideo HF 5549 F35 1998 Part 2
TrnVideo HF 5549 F35 1998 Part 3

For the Love of It
"Dewitt Jones, photographer for National Geographic, shares his personal observations on people's attitudes about work and the importance of a positive viewpoint. Highlights the perspectives of those who love their work and how anyone can learn to love the work they do by honoring their passion, making a contribution to those around them, and expressing gratitude."
(25 minutes) (DVD)
TrnVideo BF 481 F67 2007

Keeping the Good Ones
"This video begins with Marvin, a hotel manager who finds out that his trusted assistant manager is leaving. To add to his troubles, he soon learns that other employees have stayed only out of loyalty to his assistant manager. Marvin has his hands full trying to stop the rest of his employees from leaving before a major upcoming event. Viewers learn that the secret to keeping good employees lies within the individual. Key learning points: treat your team members as people first and employees second, connect with your team members in a non-work way, offer employees your time with the Take 10 Check-in, and show your appreciation for your team members. This video is an excellent tool for stand alone training, or in conjunction with Performance Based Interviewing Training." (25 minutes) (VHS and DVD)
(VHS) **TrnVideo HF 5549.5 R68 K44 2001**
(VHS) **PLTrnVid HF 5549.5 R68 K44 2001**
(DVD) **TrnVideo HF 5549.5 R58 K44 2001**
(DVD) **PLTrnVid HF 5549.5 R58 K44 2001**

Love 'Em or Lose 'Em: Employee Retention



"This video explores the impact of retention problems and what makes employees stay. There are many simple and inexpensive ways to create a loyal and enthusiastic workplace. Discover how easily implemented tactics can improve morale and retain your most valuable assets - your employees." (DVD edition is in both English and Spanish.) (Quiérelos o Piérdelos : Cómo Retener a los Empleados) (22 minutes) (VHS or DVD)

(VHS) **TrnVideo HF 5549.5 R58 K4 2000**
(DVD) **TrnVideo HF 5549.5 R58 K4 2006**

Personal Issues
"Equip managers with the answers they need to handle personal, discrimination, conflict, and job performance problems they face every day." The Consultant series. (27 minutes) (DVD)
TrnVideo HF 5549.12 P477 2007

Profit Producing People Skills
"Effective communication skills and people skills are essential in business. In today's highly competitive world, you need to connect with your customers and prospects better than your competitors do, and little things can have a big impact. Using effective communications skills and people skills can make the difference between mediocrity and excellence. In this high-energy program on effective people skills, you'll discover practical techniques and easy to implement strategies for bettering your communication skills in all of the critical areas." (85 minutes) (DVD)
TrnVideo HF 5386 P76 2006

Talent Management: How to Retain Your Best People
"With research indicating that one third of a typical workforce is ready to resign within the next two years, this video has suggestions for retaining employees:

spotting the warning signs that something might be amiss, asking questions (and listening to the answers), and looking for solutions. Depicts scenarios involving a stressed out employee, an employee who feels undervalued, and a bored employee." (27 minutes) (VHS and DVD)
(VHS) **TrnVideo HF 5549.5 R58 T35 2004**
(DVD) **TrnVideo HF 5549.5 R58 T35 2004**

[Back to Top]

Ethics

Accountability That Works
"'Accountability that Works!' Teaches that accountability is much more than a paper trail. It is an ongoing opportunity to gain focus, accomplish more, streamline work progresses, and create greater team effectiveness. This training program allows viewers to observe these processes at a manufacturing plant, software design firm, and medical facility. This video is an exiting, innovative training program that will provide viewers with the tools they need for greater sense of empowerment, a higher level of effectiveness, and increased productivity." "Presented in 24 min. two versions (one designed to be shown in its entirety and one with stop-and-go discussion points). Information is the same in each program." (48 minutes total) (DVD, CD-ROM)
TrnVideo HD 58.9 A336 2003

The Accountability Toolkit
"What makes a government agency accountable? It is the willingness to be answerable and accessible to the public. The specifics of an accountability initiative can vary from one agency to the next. The points made in the video are to take ownership and keep commitments, be proactive, communicate with clarity, be ethical, be a problem-solver, serve the public professionally, don't be afraid to speak up, accept feedback, and manage an accountable workforce." (Government Version.) (27 minutes) (DVD)
TrnVideo HF 5549.5 P35 A336 2009

Business Ethics in the New Economy with Dr. Marianne Jennings
"Relevant and up-to-date, this course tackles today's business ethics issues with a 'back-to-basics' approach. Probing the ins and outs of unethical decisions, the 'Business Ethics in the New Economy with Dr. Marianne Jennings' course helps employees resolve ethical dilemmas." (La Ética Empresarial en la Nueva Economía con la Dra. Marianne Jennings; Ética nos Negócios na Nova Economia com la Dra. Marianne Jennings) (English, Spanish, Portuguese) (22 minutes) (DVD)
TrnVideo HF 5387 B8724 2011

Can We Count On You? : Why Accountability Matters
"This program seeks to go beyond preaching about personal responsibility and show your employees the everyday behaviors it takes to be seen as an accountable person. After explaining the relationship between personal accountability and job success, the video's host walks viewers through a series of 10 scenes that illustrate why being accountable means making sure you understand, and speaking and writing clearly." (24 minutes) (DVD)
TrnVideo HF 5718 C36 2010

Compliance is Just the Beginning
"How do you make better ethical decisions at work? Just because a particular choice is legal does not make it right. Seeing legal compliance as the goal of ethics rather than the starting point can lead to poor decision making with disastrous consequences for the individuals involved and their organizations. Compliance is essential, but it's not enough." (56 minutes) (2 DVDs, CD-ROM)
TrnVideo BJ 1419 R67 2005

Ethics
"Through situations specific to cities, employees learn: 1) that they are expected to keep confidential information confidential; 2) they must never show favoritism; 3) they must not seek special privileges; 4) must never use city property for personal use; 5) why they must not conduct city business with companies in which they have a financial interest; 6) why they must take no outside employment that conflicts with city duties; 7) they must report illegal or unethical behavior by fellow staff members that they observe; and 8) they are expected to cooperate fully with all official investigations by the administration into complaints, grievances or possible criminal activity." Municipal Employee Training series. (12 minutes) (DVD)
PLTrnVid JS 148 E84 2006

Ethics 4 Everyone
"With issues of corporate integrity and accountability in the news daily, perhaps it's time for a refresher course in ethics. This training program covers it all - from taking home a few office supplies, to ethnic jokes, to insider trading, and more. Narrated by noted ethicist Eric Harvey, co-author of the best-selling 'Walk the Talk' book series, 'Ethics 4 Everyone' illustrates the cause-and-effect of corporate and individual responsibility, offering do-able solutions, including how to make decisions that ensure a greater ethical response to business issues." (25:30 minutes) (VHS and DVD)
(VHS) **TrnVideo HF 5387 E845 2003**
(VHS) **PLTrnVid HF 5387 E845 2003**
(DVD) **PLTrnVid HF 5387 E845 2003**

Ethics in America
"'Ethics in America' shows extensive, challenging discussions condensed into one-hour programs as the camera prowls the arena, focusing on the individual speaking, glimpsing the reaction of another player in these ethical scenarios, and perhaps most effectively, capturing the perplexed expressions of participants visibly tussling with the issue at hand."

> "Part I: Do Unto Others
> Panelists discuss the questions of community responsibility.
> Part II: To Defend a Killer
> Ethical dilemmas of the criminal justice system are explored.
> Part III: Public Trust, Private Interests
> Looks at trust within the government, between one public official and another, and between the government and the public.
> Part IV: Does Doctor Know Best?
> Controversies created by modern medicine are discussed.

Part V: Anatomy of the Corporate Takeover
Top CEO's debate is alarming array of ethical problems surrounding merger mania.
Part VI: Under Orders, Under Fire (Part I)
The duty to follow orders and a commander's obligation to protect soldiers are discussed by top military personnel and news correspondents.
Part VII: Under Orders, Under Fire (Part II)
Generals and others examine the clash between military tribunals and the right of confidentiality.
Part VIII: Truth on Fire
The ethical dilemmas of civil litigation are the focus."
(10 VHS, 60 minutes each)
TrnVideo BJ 352 E84 1989

For the Love of It
"Dewitt Jones, photographer for National Geographic, shares his personal observations on people's attitudes about work and the importance of a positive viewpoint. Highlights the perspectives of those who love their work and how anyone can learn to love the work they do by honoring their passion, making a contribution to those around them, and expressing gratitude." (25 minutes) (DVD)
TrnVideo BF481 .F67 2007

Leaders of Character: Leadership - The West Point Way
"Hosted by Ed Ruggero, West Point graduate and author… this program takes us into West Point itself. There we see how, from their first day to their last, cadets learn and apply the leadership principles that will take them to greatness, whether on the battlefield or in the boardroom. These principles include:
- Ethics form the true basis of leadership.
- A leader's communication is critical to the success of those s/he leads.
- Teamwork is the transformative key to a group's effectiveness.
- A great leader knows how to delegate tasks and responsibility downward.
- A leader must be able to plan, and be willing to abandon that plan if change demands it.
- Failure can teach powerful lessons." (36 minutes) (DVD)
TrnVideo BF 637 L4 L38 2003

Leakproof: 8 Privacy Principles
"While individual employees must guard their own personal information and protect themselves from identity theft, they must also be proactive in guarding their organization's information and records. In turn, the organization must teach their employees and management to be accountable in safeguarding proprietary materials and property. On a daily basis one organization or another becomes newsworthy for unintentionally leaking sensitive, private information to the public. In the last four years more than 200 million records have been subjected to data breaches and the number continues to climb. Make sure that your employees are equipped with the knowledge to maintain a 'leakproof' organization with this important program." (19 minutes) (DVD)
TrnVideo KF 1262 L43 2009

No Privacy: Legal Issues in E-Mail

“This program will help you and your employees avoid damaging career mistakes by teaching you why e-mail should always be considered public information, how deleted e-mail can be resurrected and come back to haunt you, the potential danger of forwarded messages, and why sensitive or confidential issues should never be discussed via e-mail. The dramatizations incorporated throughout this informative video establish and reinforce important guidelines on how to use electronic mail more effectively. If followed, these guidelines will prevent the most common mistakes and challenges employees could face using e-mail.”
(23 minutes) (DVD)
TrnVideo HF 5549.5 E37 N67 2006

Professional Conduct
“The citizens expect their government agencies to be run efficiently and professionally. In this video new employees see what it takes to be a professional staff member, and experienced employees are asked questions to see if they are still the professional they think they are. The examined topics include: being law abiding, being businesslike, respecting government property, being sober, being moral, being honest, having a professional demeanor and why it is important to obey legitimate orders. By the end of the program new employees understand clearly the conduct the public expects of them, and experienced employees see for themselves if they are still as professional as they thought they were.”
(11 minutes) (DVD)
TrnVideo JF 1525 E8 P76 2008

Wrong Way, Right Way Ethic Cases
“Many organizations today are incorporating humor into their corporate ethics training to engage their employees, improve retention, and reinforce ethical practices.… Skip the dry-lecture format and use the program's humorous video snippets to show employees the ‘wrong way’ and ‘right way’ of handling 17 common ethics issues: Antitrust; Bribes And Kickbacks; Confidential Information; Conflicts Of Interest; Expense Reports; Gifts And Entertainment; Harassment; Insider Trading; Misstatement/Falsifying Company Documents; Misuse Of Company Assets; Records And Information Management; Responsible Communication; Retaliation And Speaking Up; Sales-Revenue Recognition; Social Media; Third Party Risk; Bonus: Safety.” (Dirección Incorrecta, Dirección Correcta Casos Éticos; O Caminho Errado, O Caminho Certo Casos de Ética) (English, Spanish, Portuguese) (59 minutes) (DVD)
TrnVideo HF 5387 W76 2012

[Back to Top]

Government

Great State Employee
“New employee orientation video.” (18 minutes) (VHS)
TrnVideo JK 8760 I5 G74 1989

Invisible Man Meets the Mummy or How to Serve the Customer You Didn’t Know You Had Without Getting Wrapped Up in Red Tape
“The do’s and don’ts of internal and external customer service in government are wrapped up neatly in this fast-paced, entertaining award-winner from CRM. It

shows that everyone has customers - internal, external or both - and there's no place to hide from them." (19 minutes) (DVD)
TrnVideo HF 5415.5 I11 1994

Life Cycle of Legislation: From Idea to Law
Produced by the California State Legislature, a video on how laws are developed and passed. (30 minutes) (VHS)
TrnVideo JK 8766 L54 1979

The Other Side of the Window: Providing Exceptional Service in Government
"This important video illustrates how bureaucratic systems and procedures, however necessary to workflow, can get in the way of providing the level of service - and respect - the public requires. It's a valuable journey into attitudes and assumptions, a realistic look at the day-to-day public sector workplace that is full of customers anxious about the help they need and well-meaning customer service representatives hampered by inflexible rules. This video depicts a day in the life of one hapless customer experiencing various agencies with little satisfaction. The irony is that this customer is a government worker himself."
(20 minutes) (VHS and DVD)
(VHS) **TrnVideo JF 1601 O83 2001**
(VHS) **PLTrnVideo JF 1601 O83 2001**
(DVD) **TrnVideo JF 1601 O83 2001**
(DVD) **PLTrnVideo JF 1601 O83 2001**

Quality Service in the Public Sector
"Helps employees improve their customer service skills and create satisfied customers with every encounter. Includes customizable Power-Point presentation, printable leader's guide, quiz and training points."
(25 minutes) (DVD)
TrnVideo HF 5415.5 Q34 2005

Reinventing Government
"This Wisconsin Public Television program, originally broadcast on January 13, 1994, looks at efforts in Manchester, New Hampshire, Seattle, Washington, New York City and Phoenix, Arizona to increase the efficiency of city and state government services. Vice President Al Gore also comments on streamlining the United States federal government." (52 minutes) (VHS)
TrnVideo JK 469 1994

Strategic Planning in Government: Not Business as Usual
"In this video, councilman, and later, mayor of Sunnyvale, California, John Mercer helped implement a new system of long-term strategic planning so successful that Sunnyvale became a heralded model of efficiency. This film follows a team of government employees as they work through revisions in their plan. Expert John Mercer acts as commentator, pointing out pitfalls to avoid and proven strategies to follow during every phase of the process. This film gives you and your team not just the facts, but the confidence needed to draft successful strategic plans." (22 minutes) (VHS)
TrnVideo HD 30.28 S7348 1998
PLTrnVid HD 30.28 S7348 1998

[Back to Top]

Groups

Group Tyranny and the Gunsmoke Phenomenon
"People in organizations are often coerced by group pressure into actions that go against their own stated goals. The concept of group tyranny is explored in a manner reminiscent of the Abilene Paradox. But is 'group tyranny' just an elaborate, culturally sanctioned myth designed to relieve us of our individual responsibility?" (15 minutes) (VHS)
TrnVideo HD 58.7 G76 1989

Groupthink
"How do groups really make decisions? What drives groups to agree despite the better judgment of some, or even all participants? Why do group decisions sometimes result in monumental error? What are the signals to watch for, so the quality of group decisions can be enhanced? No modern-day thinker better answered these questions than the late Dr. Irving Janis, who introduced the concept of groupthink in the 1970's. This film is a service to those who seek to improve the future by understanding and enhancing the group decision-making process. After seeing how the groupthink phenomenon may have caused the Challenger disaster, your organization's team processes and consensus-building will be changed forever."
(VHS) **TrnVideo HM 1086 G76 1991** (ca. 25 minutes)
(DVD) **TrnVideo HM 1086 G76 1992** (ca. 22 minutes)

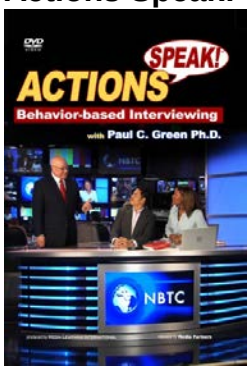
Inclusion Insights: Stereotypes, Lazy Brains and Unintentional Intolerance
"Inclusion Insights is a new training program featuring Steve Robbins, the innovative speaker / socio-scientist storyteller who coined the phrase Unintentional Intolerance. Did we mention he's also very funny? ... Learning objectives include examining and understanding how nice, well-meaning people engage in 'unintentional intolerance'; recognizing and understanding how closed-mindedness and exclusion take place, and how to become more open-minded to new people and different ideas; discovering how everyday experiences shape our perspectives and influence our interpretations of the people and world around us." (70:45 minutes) (DVD, CD-ROM)
TrnVideo BF 323 S63 I53 2011

Mining Group Gold: The Quality Approach to Group Interaction
"Groups can be rich sources of creativity, productivity and efficiency. Tom Kayser of Xerox shares his process for getting the most from groups in government as he takes you behind the scenes at three major organizations. This video shows how the principles of TQM are now being applied to group interactions for bringing out the best in every participant - resulting in higher collaboration, more efficient and productive teamwork, and more qualitative group decisions than ever before. The process is called Mining Group Gold. The video will teach government team members the art of managing themselves and their ideas in group settings - empowering them to master group decision-making in the most efficient and productive way." (25 minutes) (VHS)
TrnVideo HD 66 M56 1992

[Back to Top]

Interviewing Skills

Actions Speak! Behavior-Based Interviewing (with Dr. Paul Green)



"Based on the time-tested truth, 'Past actions predict future performance,' 'Actions Speak!' is a new high-end production that combines the elements of memorable storytelling, practical content and realistic acting to weave together a highly effective interview skills training course for a new generation of interviewers." (24 minutes) (DVD, CD-ROM)
TrnVideo HF 5549.5 I6 A28 2011

The Appraisal Interview
"It is essential that the manager conducting an appraisal, and the staff member being appraised, both understand the value and objectives of an appraisal interview for it to be worthwhile. Suitable for a stand-alone appraisal course, this interview programme and self-study pack (for appraisees) takes a look at the whole appraisal process, and provides a number of valuable key learning points to follow. Both parties should be adequately prepared, should listen and ask questions, and must concentrate on performance and not personality. They should be specific about successes and failures, agree future objectives and a course of action together, and be constructive and not destructive." "Special features include course leader's guide session clips, learning chapters, and second version of film, called the Appraisee version." (40 minutes) (DVD, CD)
TrnVideo HF 5549.5 R3 A777 2006

Behavioural Interviewing: Taking the Guesswork Out of Recruitment
"Anyone who wants to conduct an effective interview needs to know that past behaviour is the key to predicting future performance. A candidate's qualifications, experiences, and previous posts they've held are all important details that you need to know. But the unanswered question is: how will they actually perform in the precise job you're advertising? Rather than using intuition, an interviewer can use the questioning techniques demonstrated in this programme to retrieve relevant information based on a candidate's past experiences. 'Behavioural interviewing' is suitable for managers, supervisors and personnel specialists. Through realistic interview scenarios, it teaches the five stages of the behavioural interviewing technique, and shows the importance of conducting a thorough review of the job requirements, drawing up a list of interview questions, getting behavioural examples in the interview, and then rating the interviewee's skills against the job specification." (25 minutes) (DVD)
TrnVideo HF 5549.5 I6 B444 2006

The Fairness Factor
"Hiring, reviewing performance, firing. Three areas strewn with ethical and legal land mines for the unwary manager. This series examines all three areas and how to avoid the dangers in each. Benefits: Minimizes legal liability; strengthens managerial skills; applies best practices to hiring, appraising and terminating.

Part 1: Learn the eight steps in hiring, from defining the position to background checking to making an offer. It also addresses the role of orientation in the new employee's future success. Part 2: Observe four straightforward steps that make evaluations and (disciplinary sessions) constructive and fair. Part 3: See how to get the most out of exit interviews to yield valuable information and handle all terminations legally to prevent future litigation."
Fairness Factor: (Part 1) How to Recruit, Interview and Hire to Maximize Effectiveness and Minimize Legal Liability
Fairness Factor: (Part 2) How to Manage Performance, and Discipline, to Maximize Productivity and Minimize Legal Liability
Fairness Factor: (Part 3) How to Manage Employee Termination to Minimize Legal Liability. (ca. 60 minutes total) (3 DVDs)
TrnVideo HF 5549 F35 1998 Part 1
TrnVideo HF 5549 F35 1998 Part 2
TrnVideo HF 5549 F35 1998 Part 3

Get Hired! How to Ace the Interview
"This training program is designed to provide a map for individuals who are beginning their journey of finding a new job. Dr. Paul Green, one of the world's leading experts on interviewing, helps candidates evaluate their own skills, handle various interview situations, and greatly increase their abilities to land a job." (29 minutes) (VHS and DVD)
(VHS) **TrnVideo HF 5382.7 G73 2001**
(VHS) **PLTrnVid HF 5382.7 G73 2001**
(DVD) **TrnVideo HF 5382.7 G735 2001**
(DVD) **PLTrnVid HF 5382.7 G73 2001**

Hire for Attitude
"Skills can be taught. Attitude cannot. With fewer people doing more work these days, organizations cannot afford costly hiring mistakes and the resulting turnover. This video will teach you how to: determine what attitudes lead to success in a job; design questions to reveal those attitudes; conduct effective interviews; and evaluate candidates placing a priority on attitude."
(20 minutes) (VHS and DVD)
(VHS) **TrnVideo HF 5549.5 S38 H53 2000z**
(DVD) **TrnVideo HF 5549.5 S38 H532 2000**

Hiring Secrets: 12 Tips to Get Candidates to Reveal Their True Selves
"Twelve ways to get applicants to show who they really are and not just tell you what you want to hear. Includes how to get a first impression that counts, determine a good fit for your office culture, check abilities of grammar, logic and sense of humor." (19 minutes) (VHS)
Audio Visual Media HF 5549.5 I6 H57 2005

Interviewing: Getting Beyond the Image
"Job applicants arrive at the office, ready to audition for the part. They are armed with just the right image for the job or so they think. Don't be fooled by the fancy attempts to impress. See through the image and assess the candidates accurately. This program includes all you need to deliver the training. Trainer's package includes Leader's Guide and Participant Materials." (Entrevistando :

Más Allá de la Imagen; Entrevista de Trabalho : Como Avaliar Corretamente) (English, Spanish, Portuguese) (26 minutes) (DVD)
TrnVideo HF 5549.5 I6 I584 2005

Legal and Effective Interviewing II: The Right Questions
"This video and leader's guide provides the tools to facilitate a complete workshop focusing on the preparation, skills and techniques required to conduct a successful interview. The program addresses developing interview questions, controlling the interview process and avoiding discrimination." (Entrevistas Legales y Efectivas las Preguntas Correctas) (English and Spanish)
(VHS -14 minutes; DVD - 28 minutes)
(VHS) **TrnVideo HF 5549.5 I6 L39 2001**
(DVD) **TrnVideo HF 5549.5 I6 L39 2005**

More Than a Gut Feeling II
"The behavioral approach to interviewing, developed by Dr. Paul Green, teaches hiring staff to probe job applicants for past experiences that effectively predict future job performance. Training Points are: how to build rapport with applicants; how to uncover past personal and work behaviors; and how to use silence in the interview process." (28 minutes) (VHS)
TrnVideo HF 5549. 5 S38 M675 1991

More Than a Gut Feeling III
"This video teaches you to select the most qualified job candidate by applying the behavioral approach to interviewing. This method, developed by industrial psychologist Dr. Paul Green, directs you to probe the job applicant for specific examples of their past. Viewers of 'More Than a Gut Feeling III' will learn helpful job-related interviewing techniques practiced by so many hiring staffs all over the world. You can refrain from judging an applicant on gut feeling by: asking rapport-building questions; discussing the job; taking notes and explaining why; asking specific, open-ended questions to get specific answers; allowing for silence if necessary; maintaining control; getting contrary evidence; and evaluating." (Más que Intuición III; Mais que uma Simlpes Intuição III)
(DVD in English, Spanish, Portugese) (32 minutes) (VHS and DVD)
(VHS) **TrnVideo HF 5549.5 I6 M669 2001**
(DVD) **TrnVideo HF 5549.5 I6 M669 2001**

The Three-Dimensional Interview: Evaluating for Capability, Commitment, and Chemistry
"Provides participants with the skills and knowledge they need in order to effectively conduct a consistent structured interview process to hire the best fit with the job requirements and organizational culture." (28 minutes) (VHS, DVD)
TrnVideo HF 5549.5.I6 T44 2006

You Be the Judge II
"Designed to teach managers the basic legal aspects of interviewing. Provides managers with expert advice about why they must be aware of their legal limitations before conducting a job interview. This includes knowing which questions are legal and illegal, and the importance of documentation and a structured interview plan that directly relates to the job requirements."
(Sea Usted el Juez II) (English and Spanish) (23 minutes) (DVD)

TrnVideo HF 5549.5 I6 Y68 2007

[Back to Top]

Job Search Techniques

Get Hired! How to Ace the Interview
"This training program is designed to provide a map for individuals who are beginning their journey of finding a new job. Dr. Paul Green, one of the world's leading experts on interviewing, helps candidates evaluate their own skills, handle various interview situations, and greatly increase their abilities to land a job." (29 minutes) (VHS and DVD)
(VHS) **TrnVideo HF 5382.7 G73 2001**
(VHS) **PLTrnVid HF 5382.7 G73 2001**
(DVD) **TrnVideo HF 5382.7 G735 2001**
(DVD) **PLTrnVid HF 5382.7 G73 2001**

Get Ready! How to Prepare for a Successful Job Search
"This is a comprehensive look at the preparation necessary for job candidates to deal with personal concerns, evaluate their skills, develop a resume and letters, and create an advocate network that will help support their job search."
(27 minutes) (VHS)
TrnVideo HF 5382.7 G732 2001

[Back to Top]

Law

Equal Opportunities: Understanding Employment Legislation
"This video covers laws such as Title VII of the Civil Rights Act of 1964, the Civil Rights Act of 1991, the Americans with Disabilities Act, the Family and Medical Leave Act, and other laws pertaining to discrimination and harassment in the workplace." (25 minutes) (VHS)
TrnVideo HD 4903 E62 1993

Legal Issues for Managers: It's Just Not Fair!
"Find out what can happen when employees or potential employees feel the smack of unfair treatment or inequality. This look at various work-related situations demonstrates how for some individuals, 'It's just not fair,' and paints a truthful representation of the legal consequences managers and organizations can face if an employee files a lawsuit. Explaining the defensive concepts of consistent documentation and recognizable, fair treatment, this unique 'news-magazine' style video lays out six specific guidelines for managers to follow and keep out of court." (22 minutes) (VHS)
TrnVideo HF 5549.12 L43 1996

Legal Peril: 8 Management Pitfalls to Avoid
"Statistics show one in five managers or supervisors will find themselves in litigation or part of an employment related claim or charge. This hard-hitting film featuring Harry Hamlin of 'LA Law' fame explores the Eight Management Pitfalls - pitfalls which could end up costing you and your associates valuable time and your company millions of dollars. You will learn through example and discussion

what they are, how to avoid this costly exposure and how to stay out of court." (22 minutes) (VHS)
TrnVideo HF 5549.12 L443 2003

Legal Survival Skills for the Modern Manager
"Dramatization with interspersed commentary. Teaches twelve basic survival skills that help companies remain in compliance with major employment legislation while at the same time encouraging worker morale and productivity." (26 minutes) (DVD)
TrnVideo HF5549. L443 2005

Life Cycle of Legislation: From Idea to Law
Produced by the California State Legislature, a video on how laws are developed and passed. (30 minutes) (VHS)
TrnVideo JK 8766 L54 1979

[Back to Top]

Leadership

Assert Yourself: Learning to be Assertive
"Assertive behavior means saying what we want, need, feel, think or believe in ways which are direct, honest and appropriate, but also respects the rights of those we are addressing - treating ourselves and those we work with as professional adults. It's the balance between passive and aggressive behavior. Passive behavior has the advantage of avoiding confrontation but fails miserably at getting what you want. While aggressive people often appear to be successful, they rarely win the willing co-operation of their colleagues in the long run." (26 minutes) (DVD)
TrnVideo BF 575 A85 A774 2007

The Best of Motives
"This comedy/drama illustrates the 'six skills of motivation' that are essential to effective management. The protagonist learns to provide information, feedback, and recognition, and begins to involve, empower, and listen to the people he supervises; the result is higher production, improved quality, and substantial rewards." (2 videocassettes, 59 minutes) (VHS)
TrnVideo HF 5549.5 M63 B47 1994

Courageous Followers, Courageous Leaders: New Relationships for a Changing Workplace
"This film is based on the book, 'The Courageous Follower - Standing Up To and For Our Leaders,' by Ira Chaleff. The video demonstrates the unique pressures facing team leaders, redefines the role of the 'follower' and identifies the four ways we can all exercise courage. In this portrayal of Chaleff's Four Dimensions of Courageous Followership, vignettes will demonstrate the courage to serve, the courage to assume responsibility, the courage to challenge and the courage to leave." (22 minutes) (VHS)
TrnVideo HM 151 C78 1996

Credibility Factor: What Followers Expect from Leaders
"This video shows credibility as the central difference between effective and ineffective leadership. Several followers talk about their superiors, unveiling the tremendous impact good leaders can have on their employees." "Based on The Leadership Challenge: How to Get Extraordinary Things Done in Organizations / James M. Kouzes, Barry Z. Posner." (22 minutes) (VHS)
TrnVideo HD 57.7 C72 1990

The Extraordinary Leader: Going from Good to Great
"A course designed to help leaders develop competencies needed to produce extraordinary results in their organizations. The course proposes that everyone can be a leader, whether or not they have the title of 'leader.' Leadership is not the sole domain of CEOs, executives, managers, or team leaders. In a world growing increasingly complex, there is an urgent need for leaders at every level and in every organization." (25 minutes) (VHS and DVD)
(VHS) **PLTrnVid HD 57.7 E98 2003**
(VHS) **TrnVideo HD 57.7 Z462 2002**
(DVD) **PLTrnVid HD 57.7 E98 2003**

Fish! For Leaders: Be There
"You can't lead without earning your team's trust, and it starts by being there for them. 'Be There' shows how successful leaders build relationships by focusing on others first, setting aside distractions, listening to understand their point of view and, most of all, demonstrating that they care."
(9 minutes) (DVD)
TrnVideo HD 57.7 F576 2010

Fish! For Leaders: Choose Your Attitude
"As a leader, your attitude sets the tone for the people you lead. What impact do you want to have on them? 'Choose Your Attitude' shows you how to show up for your team in a way that picks them up, not drag them down. When you take responsibility for the attitude you choose, you set a powerful example of integrity and accountability." (8 minutes) (DVD)
TrnVideo HD 57.7 F572 2010

Fish! For Leaders: It Starts With Me
"Your most important leadership tool is not power, achievement, experience or charisma. It's your example. 'It Starts With Me' awakens the self-awareness that leaders need to inspire others. It reminds you that whatever you want your team to achieve, you must first 'be' the change you seek in them." (9 minutes) (DVD)
TrnVideo HD 57.7 F577 2010

Fish! For Leaders: Make Their Day
"The best leaders know that people need more than salaries and benefits to excel. They also need to feel valued. 'Make Their Day' shows how to fuel commitment and teamwork through simple gestures, such as thanking people, giving them a voice and celebrating the everyday actions that fulfill the organization's values." (7 minutes) (DVD)
TrnVideo HD 57.7 F573 2010

Fish! For Leaders: Play
"The best work is done by teams who are having fun and being creative while they do it. But first leaders must create a culture that is full of trust and free of fear. 'Play' show how to build an enthusiastic, lighthearted workplace, where it's safe for people to 'Play' with ideas - how to do their jobs better, handle unique situations and improve the business." (9 minutes) (DVD)
TrnVideo HD 57.7 F574 2010

Fish! For Leaders: Who Are You Being?
"The best leaders are always aware of who they are 'being.' They know what they stand for, and this commitment guides them far more than the temporary ups and downs happening around them. 'Who Are You Being?' show how to lead with greater intention, consistency and influence. It helps you 'be' the leader you want to be." (7 minutes) (DVD)
TrnVideo HD 57.7 F575 2010

Flight of the Buffalo: Soaring to Excellence, Learning to Let Employees Lead

"Based on the book of the same title by James A. Belasco and Ralph C. Stayer. Mr. Belasco and Stayer share the belief that the critical difference in today's companies rests in the 'intellectual capital' found in the people who make-up the entire organization."
(30 minutes) (DVD)
TrnVideo HD 57.7 B44722 1994

Insights to Better Mentoring
"We'll explore effective mentoring with the help of a senior executive at Costco Wholesale, the Chief Information Office at Lockheed Martin Space Systems Co., a Fire Chief and a Superior Court Judge. This diverse and fascinating collection of mentors and their mentees will demonstrate the 4 Pillars of Effective Mentoring and provide insights that will improve any mentoring relationship in any organization." (26 minutes) (DVD)
TrnVideo HF 5385 I675 2006

It's So Simple

"The 'It's So Simple' learning program takes you behind the scenes at Southwest Airlines to show how one of the most sought-after employers in the nation achieves success. This program will help you see a fresh perspective relating to customer service and leadership. Discover what's possible for you and your organization to achieve and, through the help of the leader's guide, see your culture transform into that reality." (15 minutes) (DVD)
TrnVideo HE 9803 S68 I88 2001

Joel Barker's Leadershift: Five Lessons for Leaders in the 21st Century

"More than anything else, leaders build bridges that help us move from where we are to where we want to be. The concept of leadership is changing. 'Leadershift: Five Lessons for Leaders in the 21st Century' explores these shifts and offers five concepts that will improve the performance of any leader. Using bridge-building as a metaphor, futurist Joel Barker teaches us that, more than anything else, the 21st century leader will build bridges, built of hope and ideas and opportunities. Using inspiring locations and vivid stories, 'Joel Barker's Leadershift' motivates every leader, and aspiring leader, to develop the skills needed to lead his or her organization into the 21st century."
(VHS - 20 minutes; DVD-ROM - 32 minutes)
(VHS) **TrnVideo HD 57.7 J63 1999**
(DVD) **TrnVideo HD 57.7 J632 1999**

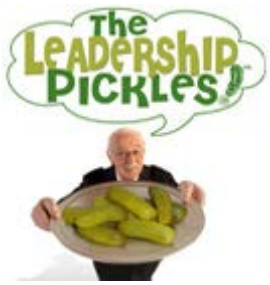
Leaders of Character: Leadership - The West Point Way
"Hosted by Ed Ruggero, West Point graduate and author… this program takes us into West Point itself. There we see how, from their first day to their last, cadets learn and apply the leadership principles that will take them to greatness, whether on the battlefield or in the boardroom. These principles include:
- Ethics form the true basis of leadership.
- A leader's communication is critical to the success of those s/he leads.
- Teamwork is the transformative key to a group's effectiveness.
- A great leader knows how to delegate tasks and responsibility downward.
- A leader must be able to plan, and be willing to abandon that plan if change demands it.
- Failure can teach powerful lessons." (36 minutes) (DVD)
TrnVideo BF 637 L4 L38 2003

Leadership and Self-Deception
"In the workplace, some problems tend to surface time and time again. And most of the time, the reason these problems aren't solved once and for all is that the people at the root of the problem don't see the role they play in perpetuating it. The phenomenon is called self-deception, and it's more prevalent than you might think. This training program illustrates self-deception and its solutions through a combination of video and workshop exercises…." (42 minutes) (DVD, CD)
TrnVideo HD 57.7 L43152 2002

Leadership and the New Science
"As a consultant to major corporations, Dr. Margaret J. Wheatley has heard many management thinkers admit that they no longer know how organizations can change for the better in this continuously turbulent business world. In search of answers, she discovered vital clues in nature - how natural systems 'manage themselves' and how we might manage complex organizations as well. Wheatley is a business management consultant. Her landmark book, 'Leadership and the New Science', formed the basis for this video. Here she suggests a revolutionary new approach to breaking out of limited perspectives and seeing chaos as a natural force for creating order." (23 minutes) (DVD)
TrnVideo HD 57.7 L43 2004

The Leadership Challenge (Rev. edition)
"'The Leadership Challenge' is designed for anyone in an organization with formal or informal leadership responsibility. The stories in the video highlight specific leadership challenges in five types of organizations: service, academic, financial, health care and manufacturing." (VHS - 27 minutes; DVD - 53 minutes)
(VHS) **TrnVideo HD 57.7 L53 2003**
(DVD) **PLTrnVid HD 57.7 L53 2003**

Leadership Pickles



"Just as customers need pickles, those special things you do for them to keep them coming back, your employees need their pickles too. They need and want certain things from you as their leader. If they get those things they will follow you and achieve great things. If they don't get their leadership pickles, their belief and respect for you as a leader may begin to slip."
(16 minutes) (VHS and DVD)
(VHS) **TrnVideo HD 57.7 L425 2005**
(DVD) **TrnVideo HD 57.7 L425 2005**

The Leadership Secret of Gregory Goose
"'First day...New job...Now what?' Gregory's transformational journey started on the day he was promoted to lead goose. First time leaders to C-suite executives have identified with Gregory's story. And now you can learn Gregory's leadership secret. Created by Judith Glaser, author of Creating We and The DNA of Leadership, this in-depth workshop includes an animated video, comprehensive Facilitator's Guide and a PowerPoint Presentation…. 'The Leadership Secret of Gregory Goose' is a fresh way to understand how sharing power releases the leadership instincts in others." (7 minutes) (DVD)
TrnVideo HD 57.7 L4352 2007

Leadership: Uncommon Reminders for Bringing Out the Best in Yourself and Others
"This video provides uncommon yet ultra-practical guidance on how to bring out more of the best in yourself and others. The word 'leadership' means the act of making a difference and achieving priority results through people."
(5 minutes) (VHS)
TrnVideo HD 57.7 L43 2000z

Leadership: What's Trust Got to Do with It? , 2nd edition
"Has your organization lost trust in its leaders? Precisely when organizations need employee involvement, trust levels are low and people are disengaged. What can managers and team leaders do to regain trust? This video provides realistic methods for rebuilding trust and gaining employee involvement. 'Leadership: What's Trust Got to Do with It?' tells the story of a team leader who realizes that he cannot lead his team without first gaining their trust. As the story progresses, he puts into practice 5 trust-building behaviors, which help him to regain the trust and active participation of his team." (19 minutes) (DVD)
TrnVideo HD 57.7 L4359 2010

Leading by Example: Mentoring and Coaching for Effective Leadership

“Using the story of Anne Sullivan and Helen Keller, this program enables leaders to identify ways in which they can be more effective models, how they can set lasting examples, and how they can bring out the best in others. This powerful, principle-centered video learning workshop illustrates the difference a mentor and coach can make. Participants will be provided essential insights for influencing another person, a team, or an entire organization. More than just becoming better managers, participants will be made into better mentors and coaches who can develop the best in other people.” (23 minutes) (DVD)
TrnVideo HF 5385 L434 1998

Leading in a Time of Change: **A Conversation with Peter Drucker and Peter Senge**
“This video presents a conversation between Peter F. Drucker and Peter M. Senge, bringing together two great minds of modern management to share their wisdom on how leaders can prepare themselves and their organizations for the inevitable changes that lie ahead. They talk about the importance of all organizations learning to lead change. It serves as a fundamental resource for planning and implementing change.” (42 minutes) (VHS)
TrnVideo HD 58.8 L21 2001

Leading More with Less
“In a challenging environment, how do you inspire employees to become more involved, engaged and productive? Let’s face it, these days we’re all being asked to do a lot more, with a lot less…. ‘Leading More with Less’ demonstrates six critical leadership skills that will inspire employees through difficult times. These skills are universal and can be used through good - and bad-times, without spending any valuable resources. The key to understanding how these concepts work, is to see them in action. This video realistically demonstrates both ‘wrong way’ and ‘right way,’ leadership examples and the effect they have on employees.” (17:33 minutes) (DVD, CD-ROM)
TrnVideo HD 57.7 L4376 2011

Learn to Lead: Lessons with Captain “Sully” Sullenberger
“‘People can learn the skills to be a leader,’ says Captain Sullenberger in this new program, ‘and they don't need formal titles to be one. In fact, just about every person is a leader in some area of their life.’ Help employees embrace their roles as leaders and show them how to make a transformative impact on ethics, morale, teamwork, and productivity. The program examines Captain Sullenberger's five leadership principles: - Have a clear set of values and consistently live them; - Care deeply; - Create a sense of shared responsibility and then empower employees; - Make a life-long commitment to learn and grow; - Be a realistic optimist.” – Publisher’s website. (20 minutes) (DVD)
Trnvideo HD 57.7 L438 2012

Max and Max
“Meet Max, a recent college graduate, full of talent and ideas. And meet Max, a purebred Golden Retriever, eager to do his master’s bidding. This workshop, one of five films in the Covey Leadership Library, is about empowerment. It’s designed to increase leaders’ awareness of the waste of human potential within organizations, and to help create a culture that fosters independent initiative,

creativity, and resourcefulness. Included is an introduction and summarizing insights by Dr. Stephen R. Covey, founder and chair." (22 minutes) (DVD)
TrnVideo HD 50. 5 M392 1998

Priorities for Life: Capacity and Energy: Uncommon Reminders for Bringing Out the Best in Yourself and Others
"A series of statements, with graphics and music, provide suggestions for increasing capacity and energy in yourself and others." (4:50 minutes) (DVD)
TrnVideo BF 408 P75 2001

Seeing Red Cars
"Encourages audiences to focus on what they do want instead of focusing on what they don't. By having a positive attitude and taking action, viewers will be motivated to move in the right direction for themselves and for their organization." (10 minutes) (DVD, CD)
TrnVideo HF 5549.5 M63 S451 2008

Strategic Achievement: Sales, Marketing and Leadership Tactics for Gaining the Competitive Edge
"This powerful sales, marketing and leadership training program will bring you innovative ideas in a cost-effective, easy to use video format. You'll walk away with a practical blueprint for high achievement that can be immediately applied to your business and personal life." (80 minutes) (DVD)
TrnVideo HF 5386 S773 2008

Styles of Leadership
"Uses a common business problem regarding a new contract to show how it might be handled by four different types of leaders, comparing the major characteristics of each and the effect on subordinates." (26 minutes) (VHS)
TrnVideo HD 57.7 S89 1961

30 Ways to Make More Time
"The video demonstrates that time management training can be applied to anyone within an organization. It uses memorable and engaging characters in many different situations to highlight the issues of time management - showing both the right and the wrong way of doing things" (26 minutes) (DVD)
TrnVideo HD 69 T54 T557 2008

We're in the Band: The Paperboys
"Join The Paperboys, a popular Northwest folk rock band and find out how they combine preparation, teamwork, and connecting with their audience to grow their fan base and achieve success. The lessons your team will learn in this motivational program apply to any business that relies on teamwork and customer service to turn their customers into fans." (10 minutes) (DVD)
TrnVideo HF 5415.5 W474 2011

Would I Follow Me?
"If you could be on the receiving end of your own leadership style, how do you think you'd answer this question: Would I follow me? Most people in leadership positions are unaware of how the people they lead really see them. But how a leader is perceived is crucial to the productivity of any group. The video, 'Would I

Follow Me' demonstrates one leader's behavior and the results in two different situations: first as a newly appointed leader, and then five years later after he has learned a few lessons about leadership. Viewers will learn effective leadership behaviors and appreciate the impact those behaviors have on the success of their work group." (18 minutes) (VHS or DVD)
TrnVideo HD 57.7 W68 2003

Would I Inspire Me?
"What does it take to inspire a work group to greater commitment and productivity? It's not charisma. Rather, it's behavior that any well-intentioned leader can emulate, as this program demonstrates. The video follows Tom, a competent manager, on his quest to find out what makes Elliot, an exceptional manager in his organization, so inspiring to his workers. He learns that Elliot found what was meaningful in their work, and communicated that - in words and actions - to everyone on his team." (16 minutes) (DVD)
TrnVideo HF 5549.5 M63 W68 2007

Would I Work for Me?
"Trying to get the most out of the people you supervise, trying to get them to go that extra mile, isn't easy. But most employees will tell you that what affects their productivity more than anything else is their immediate supervisor. The video, 'Would I Work for Me?' demonstrates a supervisor's behavior in realistic situations - first as a newly appointed supervisor, and then as a more experienced manager who has learned from his mistakes. Viewers will learn eight effective management skills that improve motivation, productivity and the bottom line…." (20 minutes) (DVD)
TrnVideo HD 30.4 W68 2004

[Back to Top]

Library-Related Videos

Collection Development: Knowledge and Selection of Materials
By Michael Cart, North State Cooperative Library System. "This is a comprehensive introduction for librarians to the principles and practices of young adult materials selection and collection development." (58 minutes) (VHS)
Audio Visual Media Z 18.5 C37 2000

Library Video Network

Conducting the Reference Interview
"Learn the stages of a reference interview and the behaviors necessary to conduct a successful reference interview in this engaging program. 'Sometimes the customer's question does not actually reflect the answer they're seeking and this film shows the audience how to probe the customer to discover their true information need,' according to writer and producer Carol Birkmeyer. The program also discusses what makes a correct answer to ensure customer satisfaction." (30 minutes) (VHS and DVD)
(VHS) **PLTrnVid Z 711 C66 2004**
(DVD) **PLTrnVid Z 711 C66 2004**

Diversity in the Library: A Way of Life
"Every day we make assumptions about who we are, what we do, and who we interact with. 'Diversity in the Library' will help you examine those assumptions and realize that they can create barriers to outstanding public service. The program uses scenarios taken directly from library worker's experiences. By examining those scenarios and the solutions provided, viewers will be able to better serve all of their customers in this increasingly complex and diverse world. The program is based on the award-winning diversity program implemented by Baltimore County Public Library." (20 minutes) (VHS)
PLTrnVid Z 682.35 P82 D58 2001

Face It! : Using Your Face to Sell Your Message
"Arch Lustberg shows you his methods for enhancing communication. Learn how your face can become your greatest asset in selling your ideas and your library." (17 minutes) (VHS)
PLTrnVid BF 592 F33 F33 2002

Hands On
"Dr. Sokoloff explains carpal tunnel syndrome and how you can prevent it. He reviews tips and gives exercises that will help you and your staff maintain healthy wrists and hands." (35 minutes) (VHS)
PLTrnVid RC 422 C26 H36 2004

Holding an Effective Meeting
"Tired of wasting time in unproductive meetings? By following the guidelines in this program, you will be able to increase productivity and spend less time in meetings. Items covered in this program are: 1) how to be an effective moderator, 2) how to set an agenda that works, 3) what to do with people who constantly stray from the point, and 4) how to prepare for your meeting."
(18 minutes) (VHS and DVD)
(VHS) **PLTrnVid HF 5734.5 H65 2006**
(DVD) **PLTrnVid HF 5734.5 H65 2006**

Leading Kids to Books (with Caroline Feller Bauer)
"Learn easy tricks and techniques for developing children's interest in books through programming. Featured are simple attention getters, easy-to-do magic tricks and audience pleasers that lead children to books. Ms. Bauer is a librarian, storyteller, and part-time performer." (39 minutes) (VHS and DVD)
(VHS) **PLTrnVid Z 718.3 L43 1997**
(DVD) **PLTrnVid Z 718.3 L43 1997**

Libraries Create Success!
"This program highlights the important economic and social role libraries play in their communities. Designed for use with funding bodies, at community meetings, and with community leaders, this positive video uses real-life examples to illustrate the vital role libraries play in successful communities."
(11 minutes) (VHS and DVD)
(VHS) **PLTrnVid Z 716. 4 L53 2005**
(DVD) **PLTrnVid Z 716. 4 L53 2005**

Marketing Your Library
"Learn how to market your library's services to your community. From learning about your target audiences to crafting a mission statement, this program shows you how to create an effective marketing plan. In addition, you'll learn how to create a message for your library to make your short-term and long-range planning a success." (20 minutes) (VHS and DVD)
(VHS) **PLTrnVid Z 716. 3 M37 2005**
(DVD) **PLTrnVid Z 716. 3 M37 2005**

Merchandising Strategies
"You will learn how to merchandise your library's collection and increase circulation and customer satisfaction. Detailed, step-by-step instructions give you the skills you need to create vibrant displays that grab customer's attention."
(22 minutes) (VHS and DVD)
(VHS) **PLTrnVid Z 717 M47 2005**
(DVD) **PLTrnVid Z 717 M47 2005**

RFID in Libraries
"Learn how this technology really works by following two library systems that are using RFID technology. Managers from both systems discuss their experiences as well as give tips for libraries considering implementation."
(36 minutes) (VHS and DVD)
(VHS) **PLTrnVid Z 679. 6 R43 2004**
(DVD) **PLTrnVid Z 679. 6 R43 2004**

Solving Difficult Situations
"This program will show you recommended ways of handling difficult situations that your library and staff may encounter. Situations covered include: coping with a bomb threat, handling suspicious packages, dealing with a potentially violent patron, inappropriate computer usage and sexual harassment."
(28 minutes) (VHS)
PLTrnVid Z 679.6 S65 2003

Story Timers
"Story Timers uses volunteers who are trained to provide stories and activities that stimulate children and encourage brain development…. In this video and training package, you will learn how to set up your own volunteer Story Timers program, as well as receive all of the materials necessary for training."
(20 minutes) (VHS and DVD)
(VHS) **PLTrnVid Z 718. 3 S76 2003**
(DVD) **PLTrnVid Z 718. 3 S76 2003**

Teamwork Basics
"Put teamwork into place at your library by using this video to introduce the basic concepts and roles in teamwork. Learn the tricks and tips necessary to make your teams work effectively. It looks at a successful cross-departmental team and explains the strategy behind their successes." (15 minutes) (VHS)
PLTrnVid Z 678 T435 2001

Tips and Techniques: Storytelling with Puppets and Props

"Two accomplished storytellers share their expertise on using puppets and props to enhance the art of storytelling. Schroeder Cherry uses several puppets to tell his educational story about the Underground Railroad, while Karen Quinn-Wisniewski entertains her audience with classic fables. The video shows you how to use puppets to increase your storytelling abilities."
(20 minutes) (VHS and DVD)
(VHS) **PLTrnVid PN 1972 T57 2002**
(DVD) **PLTrnVid PN 1972 T57 2002**

College of DuPage

A Basic Toolkit: Good Manager and Good Employee Skills
"This video offers a practical, grounded approach to improving the workplace environment and advancing your career. Debra Wilcox Johnson presents different perspectives to help you gain a mutual understanding of what it means to be both a good supervisor and employee. She will provide you with specific information for improving skills that will both help you advance your career and make your workplace more enjoyable." (120 minutes) (VHS)
PLTrnVid Z 682 S64 2003
Audio Visual Media Z 682 S64 2003

Library as Place: Where People Want to Be
"Discover what public and academic libraries are doing to transform their images from building with books into centers for their communities and campuses - to be the place where people want to be." (119 minutes) (VHS)
PLTrnVid Z 679 L53 2005

Library Marketing: Tips and Techniques
"This is a discussion on techniques being used by innovative librarians to promote their libraries and services. Listen to the success stories of fellow librarians as they share their personal experiences in finding interesting and effective ways to mass-communicate and promote the value of their libraries." (120 minutes) (VHS)
PLTrnVid Z 716.3 L537 2005

Library Support Staff Soar to Great Heights: How Library Workers Give Back
"This third 'Soaring' program focuses specifically on library support staff and what they are already doing to enhance their jobs, their skills, their libraries, their attitudes, and their relationships with patrons, students, or co-workers. Also, the latest topics in their professional arena will be discussed by exploring resources such as Library Mosaics, and ALA's Career Ladders." (118 minutes) (VHS)
PLTrnVid Z 682.4 L52 S63 2003
TrnVideo Z 682.4 L52 S63 2003

A Professional Toolkit: Tools for Advancement
"This teleconference addresses skills required for professional advancement for library staff. Topics include mentoring, creating professional portfolios, career ladders, professional organizations and meetings, and information about the American Library Association's current initiatives concerning library support staff." (120 minutes) (VHS)

PLTrnVid Z 682.2 U5 S64 2004
Audio Visual Media Z 682.5 L52 S629 2004

The Role of Teaching in Modern Libraries
"Library staff are increasingly called upon not only to find information for their patrons, but to also teach their patrons skills related to finding, evaluating, and using information. This teleconference explores the expanded roles of librarians in today's modern libraries." (120 minutes) (VHS)
PLTrnVid Z 718 S64 2004

A Technology Toolkit: Survival Skills for Everyone
"Technology skills are the focus of this teleconference with an emphasis on computer and Internet basics. Topics include online information retrieval, communicating electronically, and software programs library support staff should know." (120 minutes) (VHS)
PLTrnVid Z 682.4 L52 S632 2004
Audio Visual Media Z 682.4 L52 S632 2004

Web Filtering: Policies, Software, Staff Training and CIPA
"This teleconference contains a wealth of information on Web filtering, including practical ways that libraries can plan and implement the Children's Internet Protection Act; how web filtering software works and how to evaluate it; ideas for staff policies, procedures and training as it applies to library policies; how to evaluate the pros and cons of different filtering software; and best practices you can incorporate into your staff training." (120 minutes) (VHS)
PLTrnVid HQ 784 I58 W42 2004

[Back to Top]

Management Techniques

Abilene Paradox, 2nd Edition
"This classic film on management in an organization has been completely updated with a fresh, new look and a faster, more engaging pace. Whether you are interested in leadership, individual-accountability, communication, team building, decision making or problem-solving training, you'll find this film flexible enough to target the skill sets most important to your organization at any given time." (24 minutes) (DVD)
TrnVideo HD 30.23 A255 2002

After All, You're the Supervisor!
"This training program addresses effective supervision, teaching new and seasoned supervisors how to reach for, and achieve, greater success with these 10 learning objectives: acknowledge your new role; plan and prioritize team tasks; be accessible to your team; encourage teamwork; model desired behaviors; problem solve; delegate; communicate upward and downward; discipline effectively; and provide praise and recognition."
(20 minutes) (VHS and DVD)
(VHS) **TrnVideo HF 5549.12 A48 2002**
(VHS) **PLTrnVid HF 5549.12 A48 2002**
(DVD) **PLTrnVid HF 5549.12 A48 2002**

A Basic Toolkit: Good Manager and Good Employee Skills
"This video offers a practical, grounded approach to improving the workplace environment and advancing your career. Debra Wilcox Johnson presents different perspectives to help you gain a mutual understanding of what it means to be both a good supervisor and employee. She will provide you with specific information for improving skills that will both help you advance your career and make your workplace more enjoyable." (120 minutes) (VHS)
PLTrnVid Z 682 S64 2003
Audio Visual Media Z 682 S64 2003

Care and Control: A Better Approach to Terminations
"Dramatizes how to fire or otherwise dismiss an employee with 'care and control.'" (21 minutes) (DVD)
TrnVideo HF 5549.5 D55 C374 2006

A Case of Working Smarter, Not Harder
"This film focuses on one manager's development from an overworked, compulsive problem-solver to an innovator whose unique system draws public attention. Key management issues: decision making, coaching, planning, controlling, employee development, team development, and time management." (15 minutes) (VHS)
TrnVideo HD 50 C37 1985

Dealing with Third Parties
"In your daily business dealings abroad, your organization faces third-party risks, and it is up to your employees to detect and report wrongdoing. Educate them on these issues and help strengthen your defense against fraud, bribery, and corruption. Identify examples of third parties; Recognize potential compliance risks from third-party activity; Grasp the importance of due diligence; Understand six key components of third-party due diligence; Identify four problem area categories and specific red flags." (Manejo de Relaciones con Terceros; Lidando com Terceiros) (English, Spanish, Portuguese) (13 minutes) (DVD)
TrnVideo HD 62.4 D43 2012

Delegating
"This film examines the hidden traps that can undermine management efforts and provides basic steps to aid you in easing your own workload and building a more efficient department; covers the need for delegating, the benefits of delegating, and the techniques of delegating." (30 minutes) (VHS)
TrnVideo HD 50 D45 1981

Delegating for Diehards: Working Together to Get Things Done
"Delegating means relying on someone else to do a job that you're responsible for. It's not easy when time and accuracy are at stake. Learn the keys to win-win delegation from watching the process unfold.... The video includes hilarious portrayals of people's deepest fears about delegating." (20:36 minutes) (VHS)
TrnVideo HD 50 D452 1998

Documenting Discipline II

"Explains documentation of progressive discipline and offers supervisors a fair and consistent approach in dealing with negative employee behaviors."
(Documentando Discipline II; Documentando a Disciplina II)
(English, Spanish, Portuguese) (22 minutes) (DVD-ROM)
TrnVideo HF 5549.5 L3 D63 2006

The 5 Waves of Trust
"The ability to build trust is a key competency for leaders today. Great leaders don't dictate, they influence. And influence comes from a leader's ability to engender credibility and inspire people to both believe them and believe in them. Produced by Franklin Covey, the videos on this DVD create trustworthy leaders for whom team members readily volunteer their best efforts. The 5 Waves of Trust is a power-packed DVD containing eight separate video segments. The series is based on the premise that there are various layers of trust to which today's leaders must be attuned: Self Trust, Relationship Trust, Organizational Trust, Market Trust and Societal Trust. Each of the videos is designed to build awareness and spark discussion in one or more of these areas."
(42 minutes) (DVD)
TrnVideo HF 5387 F59 2009

Flight of the Buffalo: Soaring to Excellence, Learning to Let Employees Lead

"Based on the book of the same title by James A. Belasco and Ralph C. Stayer. Mr. Belasco and Stayer share the belief that the critical difference in today's companies rests in the 'intellectual capital' found in the people who make-up the entire organization."
(30 minutes) (DVD)
TrnVideo HD 57.7 B44722 1994

Harassment for Managers: A New Look
"Harassment is a significant issue in the workplace. If you don't stop harassing behavior, you could be risking your team's productivity and creating a huge liability for yourself and your organization." (Acoso para Gerentes: Un Nuevo Estilo; Assédio para Gerentes: Uma Nova Abordagem)
(English, Spanish, Portuguese) (23 minutes) (DVD)
TrnVideo HF 5549 H2974 2010

The Goal
"Alex Rogo is trying to live the American dream. He has a loving family and is head of a manufacturing plant in his hometown. Then one day, everything begins to fall apart. Company executives threaten to close the plant. Alex slowly begins to lose control of his life - until he finds Jonah. Through wisdom and intuition, Jonah educates Alex to find the true meaning of business by supplying questions instead of answers. Jonah helps guide Alex to find the true goal of his organization." (La Meta; A Meta) (English, Spanish, Portuguese)
(45 minutes) (DVD)
TrnVideo HF 5549.5 G6 G633 2007

The Helping Hand: Coaching Skills for Managers

“Coaching is a critical management skill that will enable managers to guide their direct reports and help them cope more effectively with existing as well as new tasks and responsibilities. Featuring John Cleese, ‘The Helping Hand’ provides a humorous and memorable learning experience that will enable managers to understand the value of coaching while implementing processes for setting goals, motivating employees and following through on expectations. The course draws an important distinction between coaching and training.”
(38 minutes) (VHS and DVD)
(VHS) **TrnVideo HD 30.4 H45 1990**
(DVD) **TrnVideo HD 30.4 H45 2007**

Human Touch: Performance Appraisal II
“Timely performance appraisals can serve many purposes. In addition to providing direct feedback and establishing expectations, a performance appraisal provides the legal backup you need to support promotions, raises, terminations, and potential legal disputes. This video is used by hundreds of companies around the world to help managers understand that evaluating employees is an ongoing interactive process of monitoring and motivating that benefits supervisors, employees and the organization. ‘The Human Touch: Performance Appraisal II’ also teaches supervisors how to: prepare a positive, constructive appraisal; eliminate any personal bias; be specific and candid; build on the employee’s strengths; and evaluate themselves as managers.” (El Toque Humano en las Evaluaciones de Desempeño II; Um Toque Humano, Avaliação de Desempenho II) (DVD in English, Spanish, Portuguese)
(24 minutes) (VHS and DVD)
(VHS) **HF 5549.5 R3 H857 1991**
(DVD) **HF 5549. 5 R3 H858 2006**

It’s a Way not a Day: Bringing Your Values to Life
“For organizational values to make a difference, they can’t just be put into a document and announced at a one-time event…they need to be put into action each and every day! This inspirational program shows a three-step process that aligns people around shared values and a common understanding of what the organization is trying to achieve. In response, employees remain engaged, teamwork is improved and customer expectations are fully met. Many organizations develop values statements. Sometimes they even set aside a special day to announce those values so everyone is clear on ‘what we believe’. But all too often, once the big day is over and people settle back into their routines, the organization’s values are rarely at the center of employee’s daily thoughts and conversations.” (22 minutes) (DVD)
TrnVideo HM 791 I87 2010

It’s Business, Not Personal: Taming Emotions in the Workplace
“Presents keeping a professional manner when confronting difficult emotional situations on the job.” (21 minutes) (VHS)
Audio Visual Media HF 5548.83 .I87 2005

It’s Okay to be the Boss

“It has never been more difficult to be a manager. In the current economic downturn, managers are being asked to turn things up. They feel the pressure to increase

productivity and profits by doing more with less while trying to corral a new high maintenance workforce that brings its own set of expectations and demands. All of this has led best-selling author and management consultant, Bruce Tulgan, to declare the days of 'hands-off' management officially over."
(27 minutes) (DVD)
TrnVideo HD 38.2 I87 2010

Jack Cade's Nightmare: Supervisor's Guide to Laws Affecting the Workplace
"'Jack Cade's Nightmare…' was designed to help reduce the potential liability that all organizations and their management staffs face on a daily basis. This training program will sensitize supervisors and managers to the problems and legal liabilities that can arise under the rapidly changing labor and employment laws." (49 minutes) (2 VHS)
TrnVideo HF 5549.12 J33 1993

Jack Cade's Nightmare III: Caught in the Crossfire
"Tape 1 provides participants with a humorous, yet realistic view of the mistakes many managers make in their general managerial roles and in their specific performance management responsibilities. Tape 2 analyzes these mistakes and provides a framework for understanding the components of effective supervision and performance management." (46 minutes) (2 VHS and 2 DVD)
(VHS) **HF 5549.12 J33 1998**
(DVD) **HF 5549.12 J33 1998**

A Leader's Guide to Delegating
"What's every top manager's secret to success? In a word: delegate, delegate, delegate. But getting work done through others can often be difficult because it inevitably involves a loss of control. This program outlines a solid process for delegating and gives valuable insight to both new and experienced managers."
(23 minutes) (DVD)
TrnVideo HD 50 L43 2007

Legal Issues for Managers: It's Just Not Fair
"Find out what can happen when employees or potential employees feel the smack of unfair treatment or inequality. This look at various work-related situations demonstrates how for some individuals, 'It's just not fair,' and paints a truthful representation of the legal consequences managers and organizations can face if an employee files a lawsuit. Explaining the defensive concepts of consistent documentation and recognizable, fair treatment, this unique 'news-magazine' style video lays out six specific guidelines for managers to follow and keep out of court." (22 minutes) (VHS)
TrnVideo HF 5549.12 L43 1996

Legal Peril: 8 Management Pitfalls to Avoid
"Statistics show one in five managers or supervisors will find themselves in litigation or part of an employment related claim or charge. This hard-hitting film featuring Harry Hamlin of 'LA Law' fame explores the Eight Management Pitfalls - pitfalls which could end up costing you and your associates valuable time and your company millions of dollars. You will learn through example and discussion what they are, how to avoid this costly exposure and how to stay out of court."

(22 minutes) (VHS)
TrnVideo HF 5549.12 L443 2003

Legal Survival Skills for the Modern Manager
"Dramatization with interspersed commentary. Teaches twelve basic survival skills that help companies remain in compliance with major employment legislation while at the same time encouraging worker morale and productivity." (26 minutes) (DVD)
TrnVideo HF 5549. L443 2005

Light the Fire: Leveraging Appraisals for Maximum Performance
"Managing and appraising employee performance is a critical job for all leaders and managers. This video is designed to help participants understand and practice how to write goals and objectives that are aligned with and support their business; think about the entire scope of job responsibilities; see the benefits of coaching and mentoring; and identify personal skills and growth needs required to attain goals." (24 minutes) (VHS)
TrnVideo HF5549.5 R3 L54 2004

Looking at It from Every Angle
"Explains the distinction between the process of solving problems and making decisions, and helps managers understand and master the steps involved in problem solving and decision-making." (32 minutes) (VHS)
TrnVideo HF 5549 15 L66 1985

Management and Leadership: Skills for Women
"Women in management still face special problems and obstacles that men do not. Volume One in this series deals with real problems that many women face as they move up the career ladder. Some of the points covered are: the key differences between 'management' and 'leadership;' the five best and worst leader traits; how good are you at motivating others; what you need to know about leadership stereotypes and more." "Volume 2 of this series of videos teaches how to turn a group of diverse people into a cohesive team, how to keep communication flowing, the best way to develop people and how to hire team members that fit in easily and get up to speed quickly." "Volume 3 of this series looks at the difficult problems that women managers face. You will learn how to deal with uncooperative people, how to keep your team motivated when the going gets rough, and to become more visible in your organization as a leader who delivers results. This video is geared to the woman who has been recently promoted into a managerial position or is moving up in management and wants some new ideas." (244 minutes) (3 VHS)
TrnVideo HD 6054.3 D45 1991

Manager of the Year: A Film about Effective Listening
"Video describes what to listen for by illustrating that many messages have two parts: facts and feelings. It breaks listening skills down into three parts: what to do BEFORE you listen, what to do WHEN you listen, and what to do AFTER you listen." (23 minutes) (VHS)
TrnVideo BF 323 L5 M36 1988

Managing Change

“Highlights: why change is important for growth; the importance of technology in driving change; ways to successfully involve employees in change; and the role of confidence in creating change. If you’re not thinking about how to change things or how to innovate in your company, you’re going to be left behind. It might be later rather than sooner, but it is inevitable. Change is one of the few variables that remain constant. Carol Bartz, a self-described ‘change agent,’ discusses ways to drive, rather than simply react to, change.” (57 minutes) (VHS)
TrnVideo HD 58.8 B37 1997

Managing Communication in a Multicultural World
“Highlights: linguistic behaviors as economic commodities; domestic and global strategies in a multilingual world; managing a multicultural workforce.”
(54 minutes) (VHS)
TrnVideo HD 30.3 B38 2002

Managing Diversity
“‘Managing Diversity’ reveals a range of human perspectives on such issues as power, authority, communication and performance. This enlightening film helps manager better understand the cause and effect of varying viewpoints. It inspires open-mindedness and a willingness to learn from those with diverse backgrounds. It offers strategies for clearer two-way communications, more productive relationships and stronger teamwork. And it provides guidance for bringing the values of the organizational culture into focus, and into action.”
(22 minutes) (VHS)
TrnVideo HF 5549.5 M5 M36 1990

Managing Four Generations in the Workplace
“In this scenario-based sequel to ‘Mixing Four Generations in the Workplace’, generational expert Cam Marston helps managers and supervisors learn the techniques needed to handle cross-generational communications problems, avoid conflict, and maximize performance. For the first time in history, there are four generations in the workplace at the same time. In this cross-generational workforce, each of these age groups has different points of view, expectations and different demands. Employers who cannot recognize these, and who fail to see the contributions of each generation, will lose their best employees and see their workplaces in turmoil.” (35 minutes) (DVD)
TrnVideo HF 5549.5 M63 M36 2009

Managing From the Heart
“Put more heart into your management skills. Learn the importance of acknowledging the positive reasons behind new ideas. Never make others feel wrong, regardless the merit of the suggestion. Management is not all about brains, for it involves psychological and emotional subtleties as well, all of which are explained and illustrated in this program. Supplement your management techniques today with this program. Through it, both seasoned managers and incoming ones will also recognize that everyone has a potential to grow, especially if it is positively acknowledged by a great leader who supports them and makes them feel valued and respected.” (30 minutes) (DVD)
TrnVideo HD 38 M315 2001

Managing People for Project Success
"This film covers the process of project management including team motivation, leadership, authority and interpersonal influences and conflict resolution."
(30 minutes) (VHS)
TrnVideo HD 69 P75 M36 1985

Managing People through Change
"Change is healthy and positive when it is well planned, understood and supported by the people affected. Today's supervisors and managers must learn to manage change and lead people through predictable emotional reactions including denial, resistance, exploration, and commitment. Help anticipate employee reactions to workplace change, and plan ways to involve employees in the change process. Remain positive, and lead employees through the denial, resistance, and exploratory phases of change." (20 minutes) (VHS)
TrnVideo HD 58.8 M262 1989

Negaholics: How to Handle Negativity in the Workplace
"If phrases like 'That'll never work,' 'I just can't do it,' and 'Things are terrible around here' sound all too familiar, chances are that you deal with Negaholics on a regular basis. Individuals who are addicted to negative behavior and negative thinking can slow projects to a grinding halt, destroy team spirit, spread their poisonous attitudes throughout the workplace - and make life miserable for people who have to work with them. This video provides you with some powerful tools and strategies that can transform negative attitudes into positive behaviors."
(200 minutes) (3 VHS)
PLTrnVid HF 5548.8 N44 1999

Not Everyone Gets a Trophy: How to Manage Generation Y

"If you think the current economy has solved the problems of managing this young high maintenance generation of employees, think again. Right now they make up close to 25% of the workforce and there are plenty more on their way. They are the future of your business. With the right tools you can turn them into superstar performers. 'Not Everyone Gets a Trophy' with Bruce Tulgan, is a wise and humorous look at the challenges of training and managing the newest generation of employees. Recognized as one of the world's leading experts on young people in the workforce, Bruce Tulgan, presents a decade of research on what he calls 'The most high maintenance workforce in history.' This dynamic program is packed with laughter, stories and practical examples of techniques that any manager can use to transform these young employees into 'The highest performing workforce in history.'" (29 minutes) (DVD)
TrnVideo HF 5549.2 U5 T855 2009

Painless Performance Improvement
"Real change only happens when the decision to change comes from the person doing the changing. 'Painless Performance Improvement' provides managers with a simple and proven technique to help team members improve their own poor performance without the drama, pain or conflict often associated with

performance issues…. Supervisors will relate to scenes of management gone awry as well as employee's favorite excuses and sidetracks."
(23 minutes) (VHS)
TrnVideo HF 5549.5 M63 P35 2004

A Perfectly Normal Day: Interruption and Crisis Management
"Interruption and crises management form the Alan Lakein Time Management Series starring Tom Bosley. Teaches how to control and manage the vexing problems of interruptions and crises in daily job. Focusing on interruptions and crises, the film convinces the viewer that these problems are really part of the daily job and that they can be controlled and managed." (27:30 minutes) (VHS)
TrnVideo HD 69 T54 P47 1978

Performance Matters: The Importance of Praise
"A Video Arts production featuring John Cleese." "At the top of the list of why people think of leaving their jobs is the fact that they feel they aren't appreciated enough. This new program makes the point that giving praise where it's due is a management tool that's powerful, cheap and easy to use. It can bring amazing results in terms of increasing the quality and quantity of the output of the people who work for them, providing it is correctly applied. A department with a high staff turnover is in danger of losing another member: the individual displayed initiative and commitment in helping a customer, yet their manager could only criticize the unauthorized expense of a taxi fare. The employee's attitude changes with renewed enthusiasm when the manager shows interest and appreciation in a job well done. Among the rules learnt are that it's important to let people know why they are being praised, make sure that the effect isn't ruined by a sting-in-the-tail remark, and to pass on praise from customers or superiors."
(13 minutes) (DVD)
TrnVideo HF 5549.5 M63 P474 2005

Positive Discipline: How to Resolve Tough Performance Problems Quickly and Permanently.
"This video teaches a five step process for correcting negative performance by: 1) identifying the problem (the gap between the actual and desired behavior;) 2) analyzing the problem's severity; 3) discussing the problem with the employee; 4) documenting the discussion (including the history of the problem and what was said and agreed upon); and 5) following-up to monitor results (recognize improvements, or take action if the problem hasn't resolved.) This shows supervisors how-when done right-performance discussions can actually be a tool for coaching and developing employees." (24 minutes) (VHS and DVD)
(VHS) **TrnVideo HF 5549.5 L3 P67 2006**
(DVD) **TrnVideo HF 5549.5 L3 P67 2006**

Project Management: Leading a Project Team
"Meet the manager who is organizing an office move and has made some common mistakes. She has failed to define the objectives of the project properly, her team's responsibilities are not agreed and the project is in danger of failing. Once she is shown the right way to do things, she learns the key stages of successful project management. Suitable for anyone running a project, whatever its size, this highly watchable program focuses on project teams, as well as

project mechanics, and offers clearly illustrated techniques to put into practice. It is a comprehensive pack, suitable for formal training and individual self-study." (57 minutes) (2 DVD, CD-ROM)
TrnVideo HD 69 P75 P765 1999

Results Rule: Build a Culture that Blows the Competition Away
"How to: keep employees focused on what is important; improve partnerships and teamwork; increase accountability; continuously learn, and adapt; encourage everyone to do what's best rather than what is easiest." (42 minutes) (DVD)
TrnVideo HD 58.7 R85 2010

The Saturn Story
"This video covers the following subjects: 'automobile industry, automobiles, business policy, competition, competitive decision making, competitive strategy, corporate strategy, economic analysis, general management, macroeconomics, manufacturing industry, organizational behavior and leadership, organizational development, strategy formulation.' Describes how GM established the Saturn Division with help of management and employees." (18 minutes) (VHS)
TrnVideo HD 6976 A82 U558 1980z

The 7 Habits of Highly Effective People
"This series provides steps towards developing an empowering philosophy intended to lead to success in business….
[Tape 1] Stone (7:34 minutes)
[Tape 2] Mauritius (19.50 minutes]
[Tape 3] Survival/revival (6:30 minutes)
[Tape 4] The Law of the Harvest (6:25 minutes)
[Tape 5] I know just what you mean (11 minutes)
[Tape 6] A Pretty Close Second (7:43 minutes)
[Tape 7] QII firefighters (3:35 minutes)
[Tape 8] Discovery of a character (12 minutes)"
(ca. 71 minutes) (8 VHS)
TrnVideo BF 637 S8 S48 1998

Start Right - Stay Right
"This video will help you easily show your new hires the kinds of behaviors you expect from them - including everything from basic workplace etiquette (like being aware of personal hygiene and appearance) to more advanced things (like showing appreciation to co-workers and taking initiative.) This program features a host who leads viewers through vignettes demonstrating 24 success behaviors. It also allows a wide variety of facilitation options." (32 minutes) (DVD)
PLTrnVid HF 5549.5 C35 S73 2005

Supervising an Employee with a Disability: Situations in the Workplace
"Men and women with various physical, sensory, hidden and developmental disabilities are portrayed successfully working in manufacturing, office and medical positions. A real-life look at issues and solutions in the workplace, with actual employee supervisors, and employees with disabilities sharing their experiences and providing step-by-step guidelines for orientation, training, and ongoing supervision." (56 minutes) (2 VHS)

TrnVideo HD 7255 S86 1999

Supervisory Skills at Work
"From learning patience to fostering empowerment, help your new managers understand the more complex and challenging qualities that every manager needs to be successful.
- Understand that a manager's role is to help others achieve, rather than do everything themselves.
- Learn to motivate and understand those you may not have much in common with.
- Realize how to confront team members that may attempt to undermine management.
- Learn to use recognize when constructive coaching techniques will help employees improve.
The message that underlies everything is the importance of respect... respect for your colleagues, your responsibilities and respect for yourself."
(17 minutes) (VHS)
TrnVideo HF 5549.12 S87 2005

Training Ground: Supervisory Skills
"This video offers an overview of basic supervisory skills for supervisors with any level of experience. It covers: active listening skills; the five Ls for supervisors; giving and receiving feedback; time management and delegation skills, and progressive discipline and conflict resolution." (26 minutes) (VHS)
TrnVideo HF 5549.5 T7 T73 1998

21st Century Leadership: How to Build Your Team, Your Career, and Yourself
"In this dynamic, content-loaded session, you'll discover specific leadership training strategies and techniques for being an extraordinary leader. You'll learn how to motivate and positively connect with your team, how to use coach for outstanding results, the secrets of exceptional managers, managing different people differently, helping your people clarify their goals, and more."
(80 minutes) (DVD)
TrnVideo HD 57.7 A13 2007

The Unorganized Manager
-- The Unorganized Manager: Damnation: "St. Peter (John Cleese) reviews the mortal sins of leaving jobs unfinished, missing deadlines and making life hell for coworkers. We then discover the '11 deadly organizational sins' and how to avoid them. With these life lessons in mind, St. Peter grants the suppliant manager a second chance. Training points are: organizing tasks into active and reactive groups; establishing priorities in terms of importance and urgency; and, scheduling active tasks and allowing time for reactive tasks."
-- The Unorganized Manager: Salvation: "John Cleese is back as St. Peter to explain how to become a heavenly manager. In this 1996 remake, the manager still needs a few miracles. He can't set priorities, schedule time for active tasks, or allocate time for reactive tasks. Before he can become a heavenly manager, he must learn to delegate, and to use time management aids such as a personal calendar. Training points are: When delegating, brief and train others properly and be available for advice and check on key points."

(74 minutes) (3 VHS)
TrnVideo HD 31 U56 1996

Would I Work for Me?
"Trying to get the most out of the people you supervise, trying to get them to go that extra mile, isn't easy. But most employees will tell you that what affects their productivity more than anything else is their immediate supervisor. The video, 'Would I Work for Me?' demonstrates a supervisor's behavior in realistic situations - first as a newly appointed supervisor, and then as a more experienced manager who has learned from his mistakes. Viewers will learn eight effective management skills that improve motivation, productivity and the bottom line…." (20 minutes) (DVD)
TrnVideo HD 30.4 W68 2004

[Back to Top]

Meetings

Be Prepared for Meetings
"Toastmaster's International Communication Series. Be prepared to speak - the step-by-step video to public speaking. Be prepared to sell - how to sell a product, a proposal, or an idea to a group. Be prepared for meetings - how to lead productive business meetings. Be prepared to lead - applied leadership skills for business managers." (24 minutes) (VHS)
TrnVideo HD 2743 B4 1991

Fearless Facilitation: How to Lead Effective Meetings
"Designed to teach facilitation of meetings and training. Topics include the responsibilities, knowledge and roles of a facilitator, how to generate quality discussions, making smooth transitions, and how to deal with disruptive behavior." (34 minutes) (DVD)
TrnVideo HF 5734.5 F43 2008

Holding an Effective Meeting
"Tired of wasting time in unproductive meetings? By following the guidelines in this program, you will be able to increase productivity and spend less time in meetings. Items covered in this program are: 1) how to be an effective moderator, 2) how to set an agenda that works, 3) what to do with people who constantly stray from the point, and 4) how to prepare for your meeting."
(18 minutes) (VHS and DVD)
(VHS) **PLTrnVid HF 5734.5 H65 2006**
(DVD) **PLTrnVid HF 5734.5 H65 2006**

How Do You Put a Giraffe Into a Refrigerator?

"This is a light-hearted meeting opener - a fun, entertaining way to wake up attendees' brains before the real work of the meeting begins. The video challenges viewers to: consider simple answers before looking for complicated ones; think through the consequences of your previous actions; use all available information to help make logical and creative connections; and focus on the big picture, not one small part

of it." (11minutes - includes standard version: 5 minutes, and discussion version: 6 minutes) (VHS and DVD)
(VHS) **TrnVideo BF 449 H69 2002**
(DVD) **TrnVideo BF 449 H69 2002**

Looking Forward: Your Performance Appraisal
"Everyone knows that managers need to be trained to lead successful performance appraisal meetings… But did you ever consider the other side of the table? Your employees are a critical piece of the puzzle. Only when both parties are feeling well-prepared and confident can the appraisal meeting achieve its highest potential. When employees take an active role in the two-communication of an appraisal discussion, everyone wins. 'Looking Forward: Your Performance Appraisal' training video will empower your employees to approach appraisal meetings without fear and trepidation, but instead ready to learn and share. They'll leave the meeting feeling informed and motivated - ready to move forward with enthusiasm!" (Mirando Hacia Adelante : Su Evaluación de Desempeño; Esperando Ansiosamente : Sua Avaliação de Desempenho)
(English, Spanish, Portuguese) (12 minutes) (DVD)
TrnVideo HF 5549.5 R3 L565 2008

Meeting Robbers
"Illustrates how an organization's time, money, and resources are 'stolen' by well-intentioned employees because they lack the skills necessary to keep their meetings results-oriented. Shows how meeting managers can plan and run productive meetings which are secure from meeting robbers." Revised edition. (20 minutes) (DVD)
TrnVideo HD 30.3 M442 1995

Meetings, Bloody Meetings
"Too many meetings are genuine nightmares. They lack preparation, direction, and worst of all, results. This program… is essential viewing for anyone who chairs meetings. You'll learn how to make your get-togethers shorter, more focused, and more productive. And John Cleese ensures you get plenty to laugh at along the way. Topics include: plan meetings in advance; prepare a detailed agenda; pre-notify attendees; and control the discussion." (1976/2003 editions - 30 minutes) (2012 edition - 33 minutes) (VHS and DVD)
(VHS) **TrnVideo HD 30. 3 M447 1976**
(DVD) **HD 30.3.M447 2003**
(DVD) **TrnVideo HD 30.3 M447 2012**

Meetings under Control
"This video demonstrates a specific set of skills for controlling meetings to ensure they are productive, efficient and achieve outcomes. You need to be convinced a meeting is necessary, have an objective and an agenda, navigate around tangents and distractions, manage your time effectively, resolve conflicts, and push for outcomes and list actions that need to be taken." (15 minutes) (DVD)
TrnVideo HF 5734.5 M448 1997

Meeting the Criteria for a Meeting
"It can be said most meetings are often worthless and counterproductive. They cost organizations billions of dollars each year in otherwise productive employee

work time. Perhaps we should re-think 'when' and 'how' to have a meeting. From conceiving an idea, writing an agenda, conducting a meeting to composing the minutes… gain insights (as well as templates) on how to engage and best utilize the time of the attendees." (14 minutes) (DVD, CD-ROM)
TrnVideo HF 5734.5 M44 2009

More Bloody Meetings
"This video discusses the mechanics of meetings - how to prepare, inform others, use the agenda to plan the sequence of discussion, and record the decisions. But learning the organizational lessons about chairing meetings is not enough. It is also necessary to handle the people in the meeting. This is the thrust of the video 'More Bloody Meetings'. Sequel to 'Meetings Bloody Meetings', this film aims to develop the social or human relations skills of the meeting chair in order to make better and more acceptable decisions." (27 minutes) (VHS)
TrnVideo HD 30. 3 M67 1994

We've got to Stop Meeting Like This
"Meetings are a way of life in today's corporations, where teams demand a high level of involvement and communication. But meetings don't have to be a waste of time. This video shows your staff how to turn even the most misdirected meetings into organized, productive sessions where participants are valued." (19 minutes) (VHS)
TrnVideo HF 5549 5 C6 W49 1992

[Back to Top]

Motivation

And When You Fall…
"Dan Jensen's story isn't just about an athlete. It's a story of life. Who hasn't slipped and fallen? Every company, organization and individual can find a way to apply Dan Jensen's story to his or her work and personal lives. This powerful video seizes the anguish of adversity, and then celebrates the explosive victory that moved the entire world to a standing ovation. After this compelling**,** inspirational dramatization, you never again hear 'it can't be done."
(5 minutes) (VHS)
TrnVideo BF 575 F14 A53 1998

The Best of Motives
"This comedy/drama illustrates the 'six skills of motivation' that are essential to effective management. The protagonist learns to provide information, feedback, and recognition, and begins to involve, empower, and listen to the people he supervises; the result is higher production, improved quality, and substantial rewards." (2 VHS – 59 minutes) (2 DVD – vol. 1: 30:38 minutes; vol. 2: 26:12 minutes)
(VHS) **TrnVideo HF 5549.5 M63 B47 1994**
(DVD) **TrnVideo HF 5549.5 M63 B47 2007 v.1, v.2**

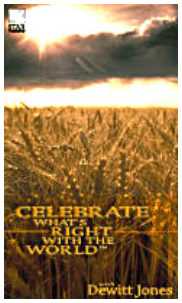
The Best Things in Life Aren't Things: Heartfelt Lessons that Touch the Human Spirit
"Today's society places tremendous significance on physical appearance, material possessions and money. From a very young age, we are programmed

to want more and more, and often place greater importance on things, rather than people and relationships. Jim Tuman illustrates how to get back in touch with the true essence of life through real-life stories that will touch your heart and soul. He shows people of all ages how to cut through the barriers to create more loving, caring relationships with the most important people in their lives."
(90 minutes) (DVD)
TrnVideo HM 1106 B47 2009

Beyond Excellence: How to Soar Like an Eagle in a World Full of Turkeys
"The fast-paced program is filled with advice on how to become an extraordinary person in business, and in life. Using real world examples, dozens of interesting slides, and powerful true stories, Robert Stevenson delivers a high-energy program that can help anyone to achieve higher levels of excellence. He covers a broad spectrum of ideas, including leadership, accountability, dealing with stress, handling change, and much more. Whether you are just starting out in business, or a seasoned professional, these ideas will remind you of all the things you need to do when you are committed to soaring above and beyond excellence." (73 minutes) (DVD)
TrnVideo HF 5386 B49 2008

The Best of Motives
"This comedy/drama illustrates the 'six skills of motivation' that are essential to effective management. The protagonist learns to provide information, feedback, and recognition, and begins to involve, empower, and listen to the people he supervises; the result is higher production, improved quality, and substantial rewards." (59 minutes) (2 VHS)
TrnVideo HF 5549.5 M63 B47 1994

Celebrate what's Right with the World



"In 'Celebrate What's Right with the World', Dewitt Jones asks: Do we choose to see possibilities? Do we really believe they're there? He assures us that there is always more than one right answer. This video helps us recognize the possibilities and find solutions for many of the challenges before us. It utilizes stunning photography and powerful dialogue to help viewers approach their lives with celebration, confidence, and grace." (22 minutes) (VHS and DVD)
(VHS) **TrnVideo BF 637 S4 C44 2001**
(VHS) **PLTrnVid BF 637 S4 C44 2001**
(DVD) **PLTrnVid BF 637 S4 C44 2001**

Continuous Motivation!
"In this informative (and funny!) training video, a frustrated manager, Byron, is up against a tight deadline and his team couldn't care less! No matter what he tries, he just can't get them excited about the project at hand. Help arrives through the magical Harry Anderson, who shows the manager that motivating a team doesn't take a superhuman effort - and it doesn't take a lot of cash! What it does take is a plan." (23 minutes) (DVD)
TrnVideo HF 5549.5 M63 M66 2000z

Encouraging the Heart

"This program, featuring management experts James M. Kouzes and Barry Z. Posner, illustrates the importance of employee recognition and presents examples of the types of rewards leaders can give to truly motivate top performance. 'Encouraging the Heart' is the fifth principle of Kouzes and Posner's book, The Leadership Challenge. Many people assume that money is the way to motivate others but Kouzes and Posner teach us that appreciation is the ultimate motivator. This program is filled with real-life examples of managers helping others believe in themselves, celebrate their uniqueness, and discover their own value. You'll visit a software company, a public utility, a nonprofit agency, and a manufacturer to see the positive results achieved by implementing these principles."
(20 minutes) (VHS and DVD)
(VHS) **TrnVideo HD 57.7 E52 2000**
(VHS) **PLTrnVid HD 57.7 E52 2000**
(DVD) **PLTrnVid HD 57.7 E52 2000**

Essence of Success: How to Bring Happiness and Significance into Your Life
"Everyone of us have a special purpose for living, and it is the essence of why we are here. Yet many of us sell ourselves short, and literally miss our calling in life. No matter what you do, or what phase of your life you are in, you can create an even greater sense of significance in everything that you do. Join award-winning speaker Chip Mandera as he guides you through the critical elements that make up your essence. You'll discover some powers that may be laying dormant in you, plus you'll walk away with key insights for creating greater peace of mind and happiness. From his heart warming stories, to his comical down-to-earth style, you'll thoroughly enjoy this program for beginning to end."
(105 minutes) (DVD)
TrnVideo BF 637 S4 E87 2008

Everest: Creating Greatness
"Leadership is a choice, not a position, as witnessed in the true story of blind mountain climber Erik Weihenmayer and the courageous team that got him to the top of Mt. Everest. Erik's team stepped up when the need arose. They shared leadership. Egos didn't get in the way. They had the competence and skill to succeed. Each inspired trust and understanding of the perils of reaching their goal." (34 minutes) (DVD)
TrnVideo HD 57.7 E94 2008

Fish!
"The workings of Seattle's Pike's Place Fish Market serve as a lesson for organizational success. Employees don't simply fill orders. They fill people - with exceptional service and enthusiasm. Learn how to bring energy, passion and a positive attitude to work every day." (17 minutes) (VHS)
TrnVideo HF 5549.5 M63 F5 1998

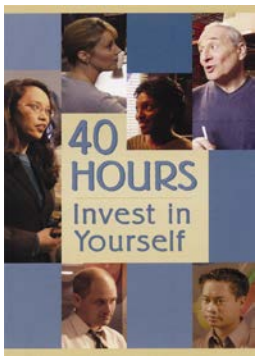
Fish! Sticks! : Keeping the Vision Alive
"Getting a vision to stick is a whale of a problem. The world famous Pike Place Fish Market has kept its remarkable vision alive for many years. 'Fish! Sticks!' relies on three fundamental principles that are key to making a vision stick - be it, commit, coach it." (17 minutes) (VHS)

TrnVideo HF 5549.5 M63 F53 1999

Fish! Tales
"The healthcare providers at Missouri Baptist Medical Center deal with many emotionally difficult situations, including the challenges of providing exceptional health care and managing the everyday stresses we all feel. But when they introduced 'FiSH!' into the environment, they revitalized their work... and their lives!" (11 minutes) (DVD)
TrnVideo HF 5549.5 M63 F534 2002

Focus your Vision
"How can we find our direction, our purpose? When we combine our energy and passion with our focused visions, we give ourselves direction and power. Dewitt Jones' release, 'Focus Your Vision', encourages us to develop our visions and turn them into reality. When we connect with our visions, and in doing so, release our passion, we have a better understanding of who we are, what we stand for, and where we are going." (20 minutes) (VHS)
TrnVideo BF 367 F63 2004

40 Hours: Invest in Yourself



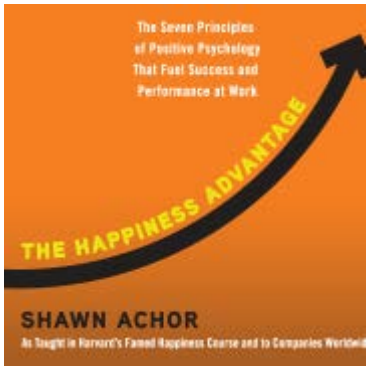
"This employee development program will inspire employees to maximize their workdays and to take more ownership of their job satisfaction. A shift in attitude and perspective is the first critical step to improving the work experience. '40 Hours' provides a great jump - start to all levels of employees in every work environment. Using an engaging story line, the program focuses on the following keys to a maximized work life: connecting and belonging; taking pride and earning respect; having fun; seeking growth; and finding purpose and meaning." (20 Minutes) (VHS and DVD)
(VHS) **TrnVideo HF 5549.5 J63 F67 2003**
(VHS) **PLTrnVid HF 5549.5 J63 F67 2003**
(DVD) **PLTrnVid HF 5549.5 J63 F67 2003**

Fun is Good
"This video program takes you out to the ballgame and behind the scenes with the Saint Paul Saints, a minor league baseball team from Minnesota. The people who work here wake up every morning loving their jobs - even 15-hour days of plain hard work. How do they do it? They know fun is an attitude, an experience. They take charge of their day - and remember to have fun. Simply having more fun on the job can make employees more creative, more productive, and ultimately, more satisfied." (14 minutes) (VHS and DVD)
(VHS) **TrnVideo HF 5549.5 M63 F86 2004**
(VHS) **PLTrnVid HF 5549.5 M63 F86 2004**
(DVD) **TrnVideo HF 5549.5 M63 F86 2004**
(DVD) **PLTrnVid HF 5549.5 M63 F86 2004**

Great Minds on Character
"Inspiring quotes from some of history's greatest minds set to dramatic music and coupled with classic footage. Let the likes of Dr. Martin Luther King Jr., Mark Twain, Abraham Lincoln and John F. Kennedy inspire you, motivate you and

teach you through their own words, pictures and video. A great way to start any meeting or training session, the Great Minds will put your group in the right frame of mind for success." (3 minutes) (DVD)
TrnVideo BJ 1521 G647 2000

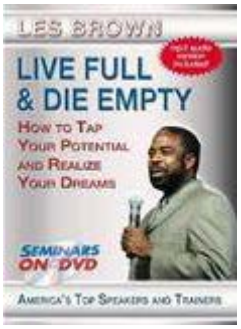
The Happiness Advantage



"What does being happy have to do with work? We've all been told that if we work hard, we'll be successful. And if we're successful, we'll be happy. What if that formula is wrong? What if the opposite were true and happiness is the secret to success - at work and at home? In 'The Happiness Advantage,' author and Harvard Professor Shawn Achor explains how happiness can improve your performance and satisfaction at work. Happy is a healthy state of mind and it is infectious! When we are happy, that positive feeling will ripple out of those around us, which can raise productivity and help us work faster and smarter." (2 DVDs, 1 CD-ROM)
TrnVideo BF 575 H27 A272 2011

Juice: A Short Film
"Join best-selling author Dewitt Jones in Juice, his new, short film that tells the story of his chance encounter with a five-year old boy and the life-long lesson gained from that experience. This beautiful and sincere program encourages viewers to find their passion, their joy - their juice - in all that they do. For some of us, it is as obvious as the juice in our camera. We know what we want, we have a goal, and we just need to create a plan, stick to it, and get there. On the other hand, for many of us, it might not be quite as apparent. We have to do a little searching to find our juice, our power, our passion. Either way, the passion is there - we just have to find it and learn how to use it." (3 minutes) (DVD)
TrnVideo BF 410 J85 2009

Live Full and Die Empty: How to Tap Your Potential and Realize Your Dreams



"As a renowned professional speaker, author and television personality, Les Brown has risen to national prominence by delivering a high energy message which tells people how to shake off mediocrity and live up to their greatness. It is a message Les Brown has learned from his own life and one he is helping others apply to their lives. This program shares the importance of living our dreams now, and not waiting for 'some day'. From powerful principles to captivating stories, Les' energy will inspire you to leap towards your next level. This is likely Les Brown's greatest speech ever!" (79 minutes) (DVD)
TrnVideo BF 503 L58 2006

Make it Matter: How to Make Yourself and Your Organization Essential
"Whether you're a person just starting out in a job/careers, a mid-level manager, or a senior leader, you will not become 'essential' unless you are proactive at making it happen. Using a variety of stories and examples, communication coach

and consultant John A. Jenson illustrates three things a person can do to make themselves matter, design, package and deliver."
(23 minutes) (DVD)
TrnVideo HF 5386 M35 2010

The Massey Triad
"This set of videos examines a theory and method for unlocking the mystery of why other people behave as they do. The basis of the theory is that deep-seated values are programmed in each of us at any early age and will always remain with us at a subconscious level. Subject matter deals with motivation and self-actualization." (187 minutes) (3 VHS)
TrnVideo BF 778 M37 1986

Mission Success
"Through the gripping adventure of three rock climbers and their harrowing escape from danger, you'll discover the seven keys to 'Mission Success' - and learn how to apply them to your own life. This true-life tale of courage, leadership and commitment helps you zero in on what's really important in your life and visualize your dreams." (70 minutes) (VHS)
TrnVideo BF 637 S8 K46 1995

Motivation: Igniting Exceptional Performance
"Create a work environment where people do their very best every single day. Based on the proven strategies of the best-selling book '1001 Ways to Energize Employees', this documentary-style video uses real-life examples from managers and employees at United Airlines and Boardroom, Inc. to illustrate practical techniques and approaches that managers at all levels can implement."
(21 minutes) (VHS and DVD)
(VHS) **TrnVideo HF 5549.5 M63 M67 1998**
(DVD) **TrnVideo HF 5549.5 M63 M67 1998**

1001 Ways to Energize Individuals
"This video provides proven techniques and solid strategies for energizing, empowering, and motivating workers to do their best." (25 minutes) (VHS)
TrnVideo HF 5549.5 M63 O537 1997

The Power of Transformational Thinking: How to Overcome Limitations and Have a Great Life
"In this thought provoking seminar you'll gain insights and strategies for making major positive changes in all of the most important areas of your life. You'll discover methods for removing negative beliefs and old stories that could be limiting your results, and you'll learn how to live in greater alignment with your own values. Plus, in part three, you'll walk away with key ideas for transforming your mind, body and spirit." (111 minutes) (DVD)
TrnVideo BF 632 P69 2008

Priorities for Life: Capacity and Energy: Uncommon Reminders for Bringing Out the Best in Yourself and Others
"A series of statements, with graphics and music, provide suggestions for increasing capacity and energy in yourself and others." (4:50 minutes) (DVD)
TrnVideo BF 408 P75 2001

Seeing Red Cars
"Encourages audiences to focus on what they do want instead of focusing on what they don't. By having a positive attitude and taking action, viewers will be motivated to move in the right direction for themselves and for their organization." (10 minutes) (DVD, CD-ROM)
TrnVideo HF 5549.5.M63 S451 2008

Sense of Purpose: Discovering Your Personal Mission Statement
"Brief motivational video by Franklin Covey that helps viewers contemplate life and the contributions they want to make. This video gives you insights and motivation to write your mission statement with the memorable sense of purpose." (3 minutes) (VHS)
TrnVideo BJ 1470 S46 1999

Smile! : Make 'em Smile
"Sincerity, Motivation, Integrity, Laughter, Enthusiasm. Positive attitude can be the primary factor in every customer service interaction - for the sake of the customer and, most importantly, for your own quality of life. Inspired by Seattle's singing bus driver, Reggie Wilson." (12minutes) (VHS and DVD)
(VHS) **TrnVideo HF 5415.5 S64 2002**
(VHS) **PLTrnVid HF 5415.5 S64 2002**

Turn 'Em On … Turn 'Em Loose

"Are you looking to bring more energy, passion, and teamwork into your organization? 'Turn 'Em On, Turn 'Em Loose!' explores how to create a culture that results in turned-on, energized team members and phenomenal growth. Tastefully Simple, based in Alexandria, Minnesota, has three core principles: Be Abundant, Make Magic, and Be Real. These principles are designed to define expectations and influence team members' attitudes and behavior." (24 minutes) (DVD)
TrnVideo HF 5549.5 M63 T87 2007

Whale Done! : The Power of Positive Relationships

"Filmed on location at Sea World, Ken Blanchard teaches viewers how to improve relationships by building trust, accentuating the positive, and redirecting energy when things get off track.
'The Whale Done!' Approach illustrates to coworkers, managers, and employees that by building positive relationships, they will become more productive, achieve greater results, and create an environment where everyone is genuinely excited about the work they are doing.
'Whale Done! In Action' is a companion video that shows how the 'Whale Done!' Approach is applied to real-life business situations. Blanchard emphasizes two key skills that can have an immediate, positive impact in the workplace: how to give redirection when someone makes a mistake and how to give a 'Whale Done!' response when you catch someone doing something right."
(36 minutes) (VHS and DVD)

(VHS) **TrnVideo BF 503 W552 2002**
(VHS) **PLTrnVid BF 503 W552 2002**
(DVD) **TrnVideo BF 503 W552 2002**

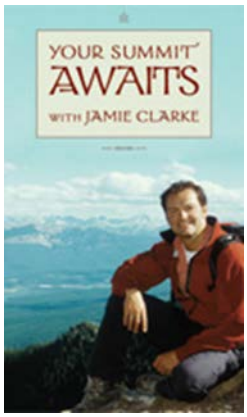
What's Holding you Back?
"Presents quotations from famous Americans who overcame significant obstacles in their lives and careers. Includes historical photos and moving images." Motivational opener for meetings. Revised ed. (ca. 3 minutes) (DVD)
TrnVideo BF 503 W43 2011

Who Says We Can't Do It: Lance Armstrong's Journey
"Lance Armstrong is perhaps the most inspirational sports figure on the planet today. His story of overcoming cancer and winning the Tour de France for seven consecutive years has inspired millions of people who have watched him on television or read his best-selling book, 'It's Not About the Bike'. This program will work at any level of the organization and for any topic. Whatever your objective, after people watch this film, the response will be 'Who says we can't do it!' This program outlines the importance of goals, tactics, teamwork and leadership as critical elements of any successful undertaking. The underlying message is that people have to work together and give their all to achieve goals - greatness cannot be achieved with half measures." (20 minutes) (VHS and DVD)
(VHS) **TrnVideo HF 5549.5 M63 W56 2002**
(VHS) **PLTrnVid HF 5549.5 M63 W56 2002**
(DVD) **PLTrnVid HF 5549.5 M63 W56 2002**

Would I Follow Me?
"If you could be on the receiving end of your own leadership style, how do you think you'd answer this question: Would I follow me? Most people in leadership positions are unaware of how the people they lead really see them. But how a leader is perceived is crucial to the productivity of any group. The video, 'Would I Follow Me' demonstrates one leader's behavior and the results in two different situations: first as a newly appointed leader, and then five years later after he has learned a few lessons about leadership. Viewers will learn effective leadership behaviors and appreciate the impact those behaviors have on the success of their work group." (18 minutes) (VHS or DVD)
TrnVideo HD 57.7 W68 2003

Would I Inspire Me?
"What does it take to inspire a work group to greater commitment and productivity? It's not charisma. Rather, it's behavior that any well-intentioned leader can emulate, as this program demonstrates. The video follows Tom, a competent manager, on his quest to find out what makes Elliot, an exceptional manager in his organization, so inspiring to his workers. He learns that Elliot found what was meaningful in their work, and communicated that - in words and actions - to everyone on his team." (16 minutes) (DVD)
TrnVideo HF 5549.5 M63 W68 2007

Your Summit Awaits



"Join Jamie Clarke, Canadian mountaineer, adventurer, and three time Mount Everest explorer, in 'Your Summit Awaits' as he shares from the heart his incredible experiences on the mountain. Although your goal may not be getting to the top of Mount Everest, Jamie's messages about making your dreams your goal, following your passion, finding success in failure, and showing gratitude, are universal and apply to all organizations and audiences. 'Your Summit Awaits' is a fundamental development program that will inspire audiences to view their challenges and dreams with courage and determination." (21 minutes) (DVD)
TrnVideo BF 505 G6 Y68 2007

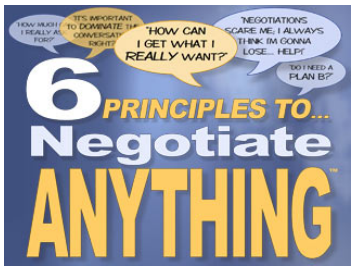
[Back to Top]

Negotiations

Negotiation as Decision Making: Getting More of What We Want
"Even though everyone negotiates many times a day, it is clear that many resources are left 'on the table.' Contracts and outcomes are not always in the best interests of the negotiator, and there is no real systematic assessment of the quality of the negotiating behavior. Professor Neale identifies systematic ways to increase the quality of negotiated agreements, including methods of preparation and use of rational assumption, bidding, and decision criteria. Highlights include: how to prepare for negotiations; how to identify and avoid common negotiating errors; and shortcuts to better outcomes." (51 minutes) (VHS)
TrnVideo HD 58 6 N42 1997

Negotiations: Solving the Tough Problems
"Whatever your industry or product, the concepts in this program, 'Negotiations: Solving the Tough Problems', will increase not only your comfort level with negotiations but will also increase your overall effectiveness as a negotiator. Effective negotiation skills are a rare and very valuable ability to have, learning to overcome the problems most negotiators face will put you a step or two ahead of your competition." (18 minutes) (DVD, CD-ROM)
TrnVideo BF 637 N4 N456 2011

6 Principles to Negotiate Anything



"Ed Brodow takes the fear out of negotiating by teaching participants how to focus on the pressure that the person across the table is feeling. He recommends setting 3 Targets: your Maximum, What you Hope to Get, and your Bottom Line. 'Once you are willing to walk away, you have nothing to fear.' Ed Brodow's legendary 'meatball sandwich' story is just one of many great stories he uses to drive home his training in a highly entertaining way." (20 minutes) (DVD, CD-ROM)
TrnVideo HD 58.6 B75 2011

Persuasion Skills

Point of Impact!

“Beef up your organization’s frontlines - your sales personnel, for in today’s competitive environment, that is where customers are won and lost! Point of Impact! Give your sales force the ammunition to keep customers coming back and outsell the competition. It’s easy, as long as you have the A-C-E up your sleeve.” (15 minutes) (DVD)
TrnVideo HF 5415.5 P65 1998

The Power of Persuasion
“Program Highlights: recognizing ‘moments of power;’ what you should say to get people to act; increase your power and influence with simple, guaranteed methods you’ll start using right away. In this dynamic presentation, Dr. Robert Cialdini provides insights on how to be successful in your attempts to persuade all manner of other people. A vast body of scientific research is the foundation for his six principles that lead to effective, ethical and enduring influence. Whether you call it requesting, cajoling, exhorting, or inveigling to achieve a desired outcome - this is a ‘must’ for managers of all kinds!” (55 minutes) (VHS)
TrnVideo HD 30.3 P68 2001

Power to Persuade: 7 Insights into Motivating, Leading and Influencing Yourself and Others
“This dynamic program covers The Seven Insights that will inspire you to take charge of your most important aspirations. You’ll also learn how to win people over by helping them win as well. The new reality is that everyone is a leader. Everyone has been charged with the responsibility of adding value, building the franchise or finding a better way. Top professionals understand that the power to lead comes from The Power to Persuade.” (67 minutes) (DVD)
TrnVideo BF 637 P4 P78 2006

[Back to Top]

Presentations

Fearless Facilitation!: How to Lead Effective Training
“Program helps to just say ‘no’ to boring training classes. Trainers will learn how to bring focus to every agenda, handle disruptions with ease and condense a week’s worth of meetings into a single session. ‘Fearless Facilitators’ shows how to foster participation and how make any group session more productive. The program covers all the fundamental techniques of effective facilitation; delivers an effective method for planning and managing training classes; and, takes current trainers to a new level of effectiveness.” (17 minutes) (DVD)
TrnVideo HF 5549.5 T7 F43 2004

How to Write and Deliver Great Speeches: The Toastmasters International Guide to Public Speaking
“One of the most powerful skills you’ll ever use is your ability to inform, persuade and lead other people through effective public speaking. And the good news is: anyone can do it! The secret is to learn the basics, and then take the time to prepare and practice. Watch your confidence grow along with your public speaking skills.” (35 minutes) (DVD)
TrnVideo PN 4121 H69 2006

I Wasn't Prepared for That: Presentation Skills
"This video shows how to overcome your nerves and make a winning presentation. It is aimed at people who have to make occasional presentations as part of their job, but not as their main role." (30 minutes) (VHS)
TrnVideo HF 5718.22 I9 1996

Presentation is Everything
"To help individuals structure and deliver effective presentations: and avoid death by PowerPoint. This humorous program looks at the fundamentals of good presentation skills: structure, slides and delivery." (17 minutes) (DVD)
TrnVideo HF 5718.22 P74 2010

Presentation Skills
"This program stresses the importance of presentation as part of the training process and will help to sharpen your skills. It stresses organization and visuals in presentations." Train the Trainer series. (14 minutes) (VHS or DVD)
(VHS) **TrnVideo HF 5549. 5 T7 P74 1998**
(DVD) **TrnVideo HF 5549. 5 T7 P74 1998**

Speaking Effectively: To One or One Thousand
"In a well-known study, 3,000 people were asked what frightened them most. The number one answer was public speaking. This entertaining film gives viewers the skills so needed for confident communication with audiences of one or one thousand. This video proves that the ability to speak effectively is one of the most powerful tools for personal and professional success. And because people who speak effectively are perceived as leaders, the importance of training all members of your organization in the techniques presented here cannot be overstated." (24 minutes) (VHS and DVD)
(VHS) **TrnVideo PN 4121 S63 1992**
(DVD) **TrnVideo PN 4121 S632 1992**

Strictly Speaking
"Hosted by Edwin Newman, this video makes us aware of the crimes we are committing against our language. The viewer is encouraged to use direct, lucid and imaginative language while avoiding jargon and trick phrases, which drain our language of its vitality and clarity." (30 minutes) (VHS)
TrnVideo PE 2808 S87 1980

Super Sales Presentations: How to Captivate your Prospects in a Distracted, Preoccupied World
"Discover how you can gain an unfair advantage as veteran speaker, executive speech coach, and sales presentation skills trainer Patricia Fripp gives you dozens of practical and easy-to-implement ideas for taking your presentations to the next level. You will learn how to more effectively open, close, build credibility, use stories, handle adverse questions, be remembered and repeated, and learn why some experienced sales professionals give pathetic presentations! After studying this program you will be more prepared, persuasive, and powerful in front of prospects and clients…no matter how large the audience."
(82 minutes) (DVD)
TrnVideo HF 5438.8 P74 S874 2007

Tell Me a Story: A Powerful Way to Inspire Action
"Anyone who wants to wield true influence in an organization must be effective at telling stories. Why? Because stories capture peoples' hearts and minds; using them makes communication both memorable and meaningful. This program illustrates how leaders can use storytelling to impact such things as: creating a shared vision of the future, kick-starting new projects, highlighting lessons learned, and reinforcing the organization's brand." – Distributor's website.
(18 minutes) (DVD, CD-ROM)
TrnVideo HD 30.3 T4525 2013

You Are the Organization: Every Employee's Public Relations Role
"Everything your employees say and do presents an image of your organization. This video helps to understand and accept the public relations role."
(24 minutes) (VHS)
Audio Visual Media HD 59 .Y68 2001

[Back to Top]

Quality

The Deming Revolution
"This video profiles Dr. Deming's life and work and experiences that led to his philosophy of quality management and continuous improvement. The film is a chronicle of an application of Dr. Deming's philosophy in education. You will see the Deming philosophy at work at Mount Edgecumbe High School in Sitka, Alaska". (50 minutes) (VHS)
TrnVideo TS 156 D46 1995

How to Make Quality Fail
"This video is a skill-building tool for anyone interested in making quality succeed. It is the hilarious story of the film crew that shot the wrong script. As the zany plot unfolds, viewers learn how to kill any organization's best intentions with such disastrous agendas as Getting Lost in Statistics, Ignoring Interpersonal Skills, Pursuing Perfection at All Costs, Forgetting the Customer, and Totally Failing to Maintain the Quality Program. Of course, every good drama has its resolution. Viewers will see step-by-step examples of how to make quality succeed after learning the causes of collapsing quality programs. This video program is for managers, supervisors, team leaders and team members engaged in quality programs, anyone who thinks quality is a fad whose time has passed, and anyone with the desire to make quality succeed." (18 minutes) (VHS)
TrnVideo HD 62.15 H69 1996

An Immigrant's Gift: The Life of Quality Pioneer Joseph M. Juran
"This biographic portrait tells the story of a humble immigrant who overcame dire poverty and bitterness and went on to make a profound impact on business and society. This story dramatizes how quality impacts each of us, and why it has become so critically important. It leaves us with lasting lessons in perseverance, self-reliance and the value of unwavering ethics." (56 minutes) (VHS)
TrnVideo TS 140 J87 I33 1996

It's a Dog's World: A Painfully Funny Video about Patient Care

“This video demonstrates the subtle differences between quality patient service and being treated ‘worse than a dog.’ It follows a man and his dog, both of whom are injured, through their respective medical treatments. It demonstrates the vast contrasts between disastrous and delightful patient service.”
(15 minutes) (DVD, CD-ROM)
TrnVideo R 727.3 I87 2008

Peak Performance Principles: How to Boost Your Self Esteem and Discover Your Purpose
“If you enjoyed Jack Canfield in ‘The Secret,’ you’ll thoroughly enjoy this full length seminar on peak performance. Based on Jack Canfield’s best selling book ‘The Success Principles,’ this powerful seminar is loaded with life-changing ideas. Jack will show you how to build your self-esteem, take responsibility for everything that happens, clarify you vision, gain greater balance, find your purpose, and discover the secret to a more fulfilling life.” (93 minutes) (DVD)
TrnVideo BF 637 S4 P42 2008

Quality Service in the Public Sector
“Helps employees improve their customer service skills and create satisfied customers with every encounter. Includes customizable Power-Point presentation, printable leader’s guide, quiz and training points.” (Servicio de Calidad en el Sector Publico; Servico de Gualidade no Setor Public)
(English, Spanish, Portuguese) (25 minutes) (DVD)
TrnVideo HF 5415.5 Q34 2005

The Race without a Finish Line
“Based on the book ‘Race Without a Finish Line: America’s Quest for Total Quality’ by Warren Schmidt and Jerome Finnigan, this award-winning animated meeting-opener is a must for anyone sailing the changing tides of today’s marketplace. This film explains why the old, traditional way of doing business is no longer effective. Companies characterized by top-heavy management giving orders, employees following those orders without question, and a philosophy that has little room for quality and customer satisfaction, are unlikely to succeed in today’s competitive business arena. Today, the companies that not only survive but succeed and prosper are those that embrace the management and organizational principles of Total Quality Management and empowerment.”
(10 minutes) (VHS)
TrnVideo HD 62.15 R32 1994

Total Quality Management: Volume 1
“Gives a working knowledge of the principles of ‘Total Quality Management.’”
(60 minutes) (VHS)
TrnVideo HD 62.15 T68 1992 v. 1

Total Quality Management: Volume 2: A How-to Workshop for the Professional Committed to Quality
“Suggests ways to organize and involve employees in focusing on customers.”
(60 minutes) (VHS)
TrnVideo HD 62.15 T68 1992 v. 2

Total Quality Management: Volume 3: A How-to Workshop for the Professional Committed to Quality
"Suggests how to involve employees and managers in the process of total quality management." (60 minutes) (VHS)
TrnVideo HD 62.15 T68 v. 3

[Back to Top]

Respect in the Workplace

A Clear Picture: Harassment in the Public Sector
"Provides employees with information necessary to prevent harassment in today's diverse workplace. Aimed at employees in the government/public sector. Explains relevant U.S. laws and gives examples of workplace harassment."
(ca. 20 minutes) (DVD)
TrnVideo HF 5549.5 E43 C54 2008

Creating the Respect Effect: Preventing Harassment, Discrimination and Retaliation
"Developed by experienced employment attorneys and trainers, 'Creating the Respect Effect'™ is a cost-effective and results-oriented workshop, with video support, for employers seeking to improve and enhance work environments and reduce the risk of legal claims arising from employment issues."
(11 minutes) (DVD)
TrnVideo HF 5549.5 M5 C74 2009

Do Respect
"An inspirational video to engage employees to act in ways that enhance your workplace culture…. 'Do Respect' is a short, animated program that encourages employees to act in ways that enhance workplace culture. In just three minutes, this engaging film… will help organizations begin the critical discussion about respect and open-mindedness." - Container. (3 minutes) (DVD)
TrnVideo HD 6955 D62 2011

Employee 101: Respecting the Team
"This outstanding employee orientation program is very entertaining and easy to follow. 'Employee 101: Respecting the Team!' provides up-to-date training that will get your new employees off to a great start, and does double-duty as an effective 'refresher' for your current team members. 'Employee 101: Respecting the Team!' combines humor, expert testimonials, and eye-popping computer animation to create a training tool that is effective, memorable and fun to watch."
(19 minutes) (DVD)
TrnVideo HF 5389 U2 E675 1999

Gateways to Inclusion: Turning Tense Moments into Productive Conversations
"Our diverse workplaces, because they are diverse, can be minefields of misunderstandings, hurt feelings, and even conflict. If handled properly, these uncomfortable moments – or even small explosions – can be transformed into gateways that will lead to better working relationships, increased understanding, and less tension." – Sondra Thiederman, Ph.D. "Gateways to inclusion teaches 4 skills for turning these tense moments into productive conversations: - Manage

your emotions - Set productive goals - Assess intent cautiously - Communicate in a way that demonstrates respect." (17 minutes) (DVD, CD-ROM)
TrnVideo HD 42 T55 2013

Harassment Is…
"Harassment can take the form of jokes, negative stereotyping, hostile acts or simple, thoughtless comments but the ultimate outcome is the same. This program will raise awareness regarding harassment and explain the dos and don'ts of creating a respectful work environment for everyone. The program will help employees learn how to: define harassment; identify the various types and forms of harassment; understand the negative impact of harassment; follow practical guidelines to prevent harassment; and respond if they witness or become victims to harassment." (Government Version)
(15 minutes) (VHS and DVD)
(VHS) **TrnVideo HF 5549.5 E43 H37 2005**
(VHS) **PLTrnVid HF 5549.5 E43 H37 2005**
(DVD) **PLTrnVid HF 5549.5 E43 H37 2005**

It's about Respect: Recognizing Harassment in a Diverse Workplace
"The video takes place in a company similar to many others in today's world. Four diverse employees come together for a training session on harassment. When they realize that the Human Resources Director in charge of the training is going to be late, the group starts tackling the subject on their own. They discover that each one of them has witnessed or been a party to harassment. Through personal revelations and group discussion, the four employees learn what harassment is and how they can help prevent it in the workplace."
(21 minutes) (VHS)
TrnVideo HF 5549.5 S45 I8 2002

It's Business, Not Personal: Taming Emotions in the Workplace
"Presents keeping a professional manner when confronting difficult emotional situations on the job." (21 minutes) (VHS)
Audio Visual Media HF 5548.83 I87 2005

Little Things Mean a Lot: From Microinequities to Micro-affirmations
"The 'little things' are behaviors we all use, intentionally and unintentionally. They can make our organizations highly productive or erode their power, innovation and productivity. Designed by a pioneer in the field of diversity and inclusion, Little Things Mean A Lot™ shows how the ways we value and devalue our colleagues impact our workplace and its effectiveness. This program combines a compelling business case with practical strategies individuals, teams and leaders can use to counter microinequities while building high performance work environments." (25 minutes) (DVD)
TrnVideo HD 58.7 L58 2008

A Matter of Respect
"This dramatic video contains a series of short, well-acted scenes depicting diverse forms of disrespectful behavior and harassment in the workplace. These striking vignettes prompt discussion of harassment regarding age, religion, weight, sex, disability, sexual orientation or preference, and other characteristics." (18 Minutes) (DVD, CD-ROM)

TrnVideo HF 5549.5 H27 M38 1994

One Person's Struggle with Gender-Biased Language
"Gender-biased language unnecessarily differentiates between women and men, thereby perpetuating discriminatory attitudes and practices. Examples of gender-biased language are denying women the right to name themselves (referring to all females as 'ladies' rather than as 'women'), using sex to differentiate job titles (chairman/chairwoman), and using referents that deny self-esteem (broad, dame), withhold adulthood (girl), and exclude women (mankind). This program portrays one person's struggle with accepting new ways of looking at language. Our 'struggler' views various scenes in which gender-biased language is used, and then he discusses these experiences with experts on language and diversity. The objective is to foster an awareness of problems associated with gender-biased language and to encourage the use of alternative word choices."
(23 minutes) (VHS)
TrnVideo PE 1460 O54 1994

Ouch! That Stereotype Hurts: Communicating Respectfully in a Diverse World
"Staying silent in the face of demeaning comments, stereotypes or bias allows these attitudes and behaviors to thrive. This undermines our ability to create an inclusive workplace where all employees are welcomed, treated with respect and able to do their best work. Yet, most employees and leaders who want to speak up don't know how. So, we say nothing. In a unique and powerful way, viewers will experience the impact of stereotypical comments, explore why people don't speak up against stereotypes and other biased behaviors, and learn six techniques for speaking up without blame or guilt." (31 minutes) (DVD)
TrnVideo HF 5549.5 M5 O93 2007

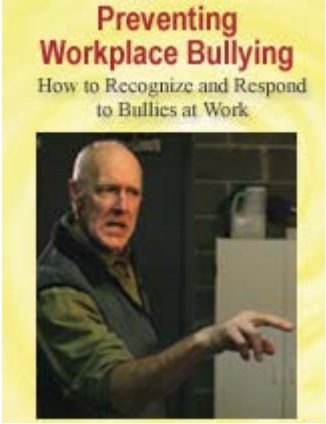
Ouch! : Your Silence Hurts
"Many people say they want to speak up when they see others stereotyped, disrespected, or demeaned, but they stand by silently because of discomfort or the fear of saying the wrong thing. They turn away thinking, who am I to get involved, this isn't my business. But as a bystander, you ARE part of the conversation. You are the audience. Your silence allows the disrespectful behavior to continue. Your silence hurts. 'Ouch! Your Silence Hurts' challenges viewers by asking, 'How will you personally respond next time you witness somebody being treated with disrespect?' In a powerful and compelling way, this 9-minute video motivates bystanders to use their voice to speak up for respect on behalf of someone else." (9 minutes) (DVD)
TrnVideo HF 5549.5 M5 O927 2009

People
"'People' was originally inspired by a mere three lines from a poem, and was more recently impassioned by observing the outpouring of global humanity after the unfortunate tragedies of our new century … People beautifully illustrates the potential of these universal human traits of kindness, generosity, and respect in our workplaces. This powerful, 4-minute video gets to the heart of the one thing that unites all people on earth. This one thing is the key to success in all our relationships." (4 minutes) (VHS and DVD)
(VHS) **TrnVideo BF 637 C45 P46 2005**

(VHS) **PLTrnVid BF 637 C45 P46 2005**
(DVD) **TrnVideo BF 637 C45 P46 2005**
(DVD) **PLTrnVid BF 637 C45 P46 2005**

The Platinum Rule: Powerful People Skills for Building Long Term Relationships
"An Understanding behavioral style is critical for anyone in business today. Contrary to the popular Golden Rule, people do not necessarily want to be treated the way you want to be treated. Everybody has a preferred way they like to be treated, and understanding behavioral styles will help you connect with others in a way that is natural and comfortable to them. Get ready for an entertaining and insightful seminar delivered by award-winning business trainer and bestselling author, Dr. Tony Alessandra. In this powerful session, you'll learn dozens of ideas for understanding behavioral styles, and dealing more effectively with anybody and everybody you meet." (110 minutes) (DVD)
TrnVideo HM 1106 P53 2004

Preventing Workplace Bullying: How to Recognize and Respond to Bullies at Work



"Through vignettes, learn to: recognize bullying behavior, know which physical, verbal, and social behaviors constitute bullying; speak up for yourself, stay calm, be confident, and state facts and feelings; speak out for others when being bullied, to the bully or their supervisor; commit to next steps, review organizational policies, document actions and responses, involve HR or management, formalize complaints."
(22:02 minutes) (DVD, CD-ROM)
TrnVideo BF 637 B85 P74 2012

Respect in the Workplace: Avoiding Discrimination
"This video will demonstrate to your employees how pre-judgment, mistaken assumptions, and fear can contribute to malicious situations, leading to hurt relationships, lower production, and high employee turnover. Video looks at disabilities; sexual orientation; stereotypes; and, race discrimination."
(24 minutes) (VHS)
TrnVideo HD 4903 R47 2000

The Respectful Communicator: The Part You Play
"Demonstrates five guidelines: consider your audience; talk with someone instead of about them; confirm that you understand what someone is saying; know the boundaries of what's appropriate to talk about; and, communicate respectfully during disagreements." (18:55 minutes) (DVD, CD-ROM)
TrnVideo HM 1166 R47 2011

The Respectful Workplace: It Starts with You
"The key to building the kind of workplace, where the unique skills and experiences of all individuals is respected, lies in ensuring that each and every individual understands the part that they play in the process. This program combines dramatic vignettes and onscreen hosts to illustrate the four things that

individuals must do in order to ensure that their workplace is respectful and inclusive." (15:54 minutes) (DVD)
TrnVideo HD 58.7 R434 2011

True Colors
"This video follows two college students, one black and one white, as they involve themselves in a variety of everyday situations to test levels of prejudice based on skin color. Looks at discrimination and tolerance." (19 minutes) (VHS)
TrnVideo E 185.615 T78 1991

What You are is What You Were When - Again!
"Morris Massey is back with an updated version of this groundbreaking program. This video presents a framework for understanding and working with all different types of people. Morris takes on assumptions about race, religion, age, gender and will help you develop strategies to deal with your homegrown prejudices and acceptance of others. As Morris says in the program, 'There's a reason we have two ears…but only one mouth. You want to know what people want…what people need? Ask them!'" (67 minutes) (VHS and DVD)
(VHS) **TrnVideo BF 778 W53 2005**
(DVD) **TrnVideo BF 778 W53 2005**

Workplace Bullying Made Simple: Bullying Prevention for the Workplace
"This 5 1/2 minute program covers several behaviors that constitute workplace bullying, and ideas for its prevention. Bullying behavior can include isolation and exclusion, hazing, menacing and physical bullying, yelling, screaming and verbal abuse, taunting, teasing and much more." (5:30 minutes) (DVD)
TrnVideo HF 5549.5 E43 W66 2011

You Can Stop Harassment
"What distinguishes 'You Can STOP Harassment' is its positive message. The programs in this series are not about pointing fingers and assigning blame. We all share responsibility for stopping workplace harassment. It isn't easy work. The reasons for harassment are many and the roots run deep. Working together, however, we can make great progress toward creating workplaces where people feel safe, valued and free to do their best work. 'You Can STOP Harassment' is intended to encourage employees, supervisors, team leaders and managers in public and private sector organizations to take responsibility to help end all forms of harassment in their workplaces." (52 minutes) (DVD)
TrnVideo HF 5549.5 H27 Y68 1998

[Back to Top]

Safety

All Washed Up
"All Washed Up is a short program that discusses what it takes to get people to change their behavior, especially when it's hard. Join 14 year-old Hyrum Grenny as he takes us through the process of figuring out what it takes to get the toughest subjects, kids, to wash their hands! In this six-minute program, viewers will learn about insightful strategies for influencing behavior change, and the importance of hand hygiene." (6 minutes) (DVD)
TrnVideo BF 637 C4 A44 2011

Avoiding Back Pain
"Discusses ways to prevent back pain and injury on the job or at home."
(26 minutes) (DVD)
TrnVideo RD 768 A96 1990z

Biological Threat Safety
"The California Highway Patrol has the authority and responsibility to protect all state employees in buildings. This tape has been provided to state employees, outlining the necessary precautions and procedures to take for any possible biological or chemical threat. The basic purpose of this tape is twofold: First, to educate those unfamiliar with the subject material; and secondly, to assure state employees that the CHP is taking an active roll in protecting all state employees and state facilities. In addition, this video discusses the transmission of anthrax, treatment for anthrax infection and how one can protect against anthrax exposure." (27 minutes) (VHS)
TrnVideo HV 6432 B56 2001
Calif State Documents H325 B46 video

CPR and AED: The Chain of Survival
"Sudden cardiac arrest can strike anyone, anywhere, at any time. Train your faculty and staff on the four steps of the cardiac chain of survival - all of which must take place quickly to ensure survival. This program explains each step in detail and discusses how you can use your hands, lungs and brain to be part of the survival chain at your school or facility." (12 minutes) (VHS)
TrnVideo RC 87.9 C67 2004

Defensive Driving: 15-Passenger Vans
"Give your 15-passenger van drivers the training they need to operate safely. This new program will give them needed information about 1) loading and handling; 2) common causes of rollovers; 3) safety guidelines and 4) buckling up." (11 minutes) (VHS)
TrnVideo TL 152.52 D44 2005

Defensive Driving for Government Employees
"Every 12 minutes in the United States, someone dies in a car accident. Every 14 seconds someone suffers a disabling injury. That's nearly 43,000 deaths and countless more major injuries every year on our roads. And for government employees, motor vehicle accidents are by far the leading cause of death on the job. This video program looks at techniques to help prevent accidents from happening, and in the case of unavoidable accidents, help lessen their severity." (19 minutes) (VHS)
TrnVideo HE 5613.5 C6 2003

Emergency Action Plan: Crisis under Control
"OSHA's 1910.38 requires that each company develop a workable Emergency Action Plan. With the new threats facing our society today, such a plan is required not only for compliance, but also for survival. Make sure your organization has a well thought out plan in place by following the guidelines provided in this program." (16 minutes) (VHS)

TrnVideo HD 49 E44 2001

Emergency Evacuation: Getting Out Alive
"'Getting Out Alive' shows viewers how to anticipate and survive a fire in the workplace. More than 250 fire departments throughout the United States contributed to the research for this video. Their guidelines make it an on-target safety tool every workplace can put to use." (15 minutes) (VHS)
TrnVideo HV 553 .E44 2000

Facility Security: The Critical Link
"Most emergency situations arise with very little warning, and we now know that a terrorist attack can strike in any form. This video highlights important points in maintaining facility security and explains that in an emergency situation, human intelligence is the critical link." (18 minutes) (VHS)
TrnVideo HV 7431 F32 2001

First Aid: Prepared to Help
"Being the first one on the scene of a workplace accident can be unnerving. Be sure your employees know how to help their fellow workers in the case of an injury suffered on the job with this new program. First aid tips and emergency response principles are covered." (18 minutes) (VHS)
TrnVideo RC 86.8 F57 2005

Hands On
"Dr. Sokoloff explains carpal tunnel syndrome and how you can prevent it. He reviews tips and gives exercises that will help you and your staff maintain healthy wrists and hands." (35 minutes) (VHS)
PLTrnVid RC 422 C26 H36 2004

Miracle on the Hudson: Prepare for Safety

In this video "Captain Chesley 'Sully' Sullenberger relives the fateful day that he was forced to land Flight 1549 in the Hudson River. He'll share how he helped save hundreds of lives by calling upon the 4 C's - Competence, Compassion, Commitment and Communication. Your employees will see how they can acquire and apply these same characteristics in their own life, both on and off-the-job. Use this compelling, real-life story to help your team develop the right safety attitude and better prepare themselves for the unexpected." (Milagro en el Hudson: Preparado para la Seguridad ; Milagre no Hudson : Preparado para a Segurança) (English, Spanish, Portuguese)
(25 minutes) (DVD)
TrnVideo HD 49 M57 2011

Office Ergonomics: It's Your Move
"Every year nearly two million American workers suffer musculoskeletal disorders. From pinched nerves and strained muscles to inflamed tendons and sore necks, musculoskeletal disorders (MSDs) come from stressing your body beyond its ability to recover. Today we know that MSDs can strike anyone...even people who work in offices. This video takes a look at MSDs and what you and your employees can do to prevent them." (17 minutes) (DVD)

TrnVideo RC 925.5 O34 2001

Office Safety: It's a Jungle in There
"Every year, about six million people get hurt at work. And more than 400,000 are just like your employees… they work in offices fraught with hidden and tricky dangers. This program shows how to cope with the risks so that your workers can negotiate their way safely around the dangerous jungle that is the office.

- Preventing injuries at workstations
- Controlling dangers of fire, electricity and hazardous materials
- Formulating emergency plans."

(19 minutes) (VHS and DVD)
(VHS) **TrnVideo T 55 O44 2000**
(DVD) **TrnVideo T 55 O445 2008** (English, Spanish, Portuguese, French)
(DVD) **TrnVideo T 55 O4453 2009** (English, Spanish, Portuguese)

Preventing Accidents
"This program explains what every new city employee must do to prevent work-related injuries - learning emergency escape procedures, knowing where fire extinguishers and first aid kits are located, always wearing any required protective equipment and consistently paying attention to good housekeeping so spills and materials on the floor do not cause slips and falls. In addition, the program emphasizes the importance of reporting unsafe conditions like loose tiles and floor boards, exposed wires, boxes of materials piled too high and equipment that has deteriorated to a level where it might pose a danger."
Municipal Employee Training series. (10 minutes) (DVD)
PLTrnVid JS148 P74 2006

Public Building Security: It's Everyone's Concern.
"Recent world events have highlighted the fact that workplaces are not as safe and secure as they once were. This brand-new video program examines some security measures that may be encountered in public buildings and discusses why they are necessary. Simple tools are given to ensure the peace of mind that comes with working in a safe and secure public building." (17 minutes) (VHS)
TrnVideo JF 1525 P7 P83 2002

Safety Attitudes: Food for Thought: Trainer's Toolkit
"This video teaches employees about the basics of pro-active safety and will explain the importance of taking responsibility for safety on the job. Set in a local diner, this unique toolkit uses the conversations between the owner and his customers to emphasize the importance of following acceptable standards."
(16 minutes) (VHS)
TrnVideo T 55 S24 1999

Safety First: Workplace Hearing Loss
"Noise-induced hearing loss on the job is preventable, but once acquired, hearing loss is permanent and irreversible. This video provides an overview of the causes of work-related hearing loss, as well as preventive measures. It discusses the specific types of damage to hearing caused by both a sudden, intense noise and by chronic exposure to noise over time. It also covers noise measurement, noise control, hearing tests, and hearing protection devices." (16 minutes) (DVD)

SARS Awareness
"In response to customer demand, this video was designed to educate and protect employees against the threat of SARS (Severe Acute Respiratory Syndrome.) This informative program will help answer basic questions about SARS while also dispelling excess fears." (12 minutes) (VHS)
TrnVideo RC 740 S37 2003

Slips Trips and Falls
"Falls account for almost 400,000 workplace injuries each year. This entry into the 'Real, Real-Life' series will teach workers to be aware of potential dangers and minimize serious injury on the job." (17 minutes) (VHS)
TrnVideo T 55 S65 2000

Solving Difficult Situations
"This program will show you recommended ways of handling difficult situations that your library and staff may encounter. Situations covered include: coping with a bomb threat, handling suspicious packages, dealing with a potentially violent patron, inappropriate computer usage and sexual harassment."
(28 minutes) (VHS)
PLTrnVid Z 679.6 S65 2003

Teamwork in Crisis: The Miracle of Flight 232
"United Airlines Flight 232 was on a routine flight when one of its primary engines failed and the plane experienced the complete loss of hydraulic power - a situation so dire, it was doubtful anyone would survive. However, by using the two remaining engines as their only source of steering, Captain Al Haynes and his flight crew managed to bring the plane into Sioux Gateway Airport where the outcome was far better than expected. While some passengers were lost, 184 survived as a result of a remarkable confluence of events, including the disaster preparedness of the rescue crews on the ground, the flight crew in the air, and the air traffic controllers, who worked together to achieve results that in all respects beat the odds. Through interviews with Captain Al Haynes, the rescue organizers and medical team leaders, along with actual footage of the incident, the program examines these important issues:
-Preparation - Are you ready for what you expect to happen?
    -- What about what you don't expect?
-Luck - Misfortune can strike at any moment.
    -- Is your team willing to create its own good luck?
-Cooperation - How would you cooperate without departmental boundaries?
    -- When a crisis occurs, there won't be any boundaries.
-Communication - How would you communicate if your goals depended on it?
    -- They do, so clear communication is critical.
-Execution - Take a good look at your team's 'snapshot'.
    -- Do you like what you see?"
(31 minutes) (DVD and CD-ROM)
TrnVideo HD 49 T423 2000

[Back to Top]

Sexual Harassment

Avoiding Sexual Harassment: Beyond a Shadow of a Doubt
"Cases of sexual harassment continue to make headlines. And everyone is affected - from major companies to the auto shop owner down the street. This Trainer's Toolkit® discusses the two types of sexual harassment and provides dramatic examples of inappropriate behaviors that should be avoided in the workplace. Topics covered are: what is sexual harassment; the two kinds of sexual harassment; what you can do about sexual harassment; and communication and respect." (25 minutes) (VHS)
TrnVideo HD 6060.3 A96 1997

Harassment: A New Look
"You've trained your employees on harassment, and they may be familiar with the mandates of Title VII, which forbids discrimination based on a person's race, color, religion, sex and national origin. But are they aware of new forms of harassment that can occur and wreak havoc even when these 'protected categories' are not involved? New forms of harassment are not necessarily covered by law, but they are recent and pervasive manifestations of harassment and hostile environments. Unlike the conventional types of harassment, these recent forms can be much more devastating because they have a greater prevalence within organizations." ("Acoso para Gerentes: Un Nuevo Estilo; Assédio para Gerentes: Uma Nova Abordagem)
(English, Spanish, Portuguese) (19 minutes) (DVD)
TrnVideo HF 5549 H297 2010

Harassment Is… (Government Version)
"Harassment can take the form of jokes, negative stereotyping, hostile acts or simple, thoughtless comments but the ultimate outcome is the same. This program will raise awareness regarding harassment and explain the dos and don'ts of creating a respectful work environment for everyone. The program will help employees learn how to: define harassment; identify the various types and forms of harassment; understand the negative impact of harassment; follow practical guidelines to prevent harassment; and respond if they witness or become victims to harassment." (19 minutes) (VHS and DVD)
(VHS) **TrnVideo HF 5549.5 E43 H37 2005**
(VHS) **PLTrnVid HF 5549.5 E43 H37 2005**
(DVD) **PLTrnVid HF 5549.5 E43 H37 2005**

It's About Respect: Recognizing Harassment in a Diverse Workplace
"Raise awareness regarding harassment and explain the do's and don'ts of creating a respectful workplace for everyone with this film. Training points: understand the financial and hard-to-measure costs of harassment; define harassment; identify the various forms of harassment; and follow guidelines to prevent harassment" (21 minutes) (VHS)
TrnVideo HF 5549.5 S45 I8 2002

OpeningLines: Exploring Harassment
"Explores issues of harassment by presenting legal definitions, what to do when employees are harassed and the consequences employees will face if they harass others." (5 minutes) (DVD)
TrnVideo HF 5549.5 H27 E97 2009

Sexual Harassment: A Manager's Guide in California
"As of 2005 all employers in California with 50 employees are legally mandated to provide their managers and supervisors with at least two hours of sexual harassment training. This video was designed to provide a critical element of this required training, highlighting the differences between the state and federal laws and providing the information that all supervisory personnel need to know."
(Acoso Sexual: Una Guia Para los Gerentes) (DVD in English and Spanish)
(ca. 27 minutes) (VHS/ CD-ROM and DVD-ROM)
(VHS) **TrnVideo HF 5549.5 S45 S49 2005**
(VHS) **PLTrnVid HF 5549.5 S45 S49 2005**
(DVD) **PLTrnVid HF 5549.5 S45 S49 2005**

Sexual Harassment: Is it or isn't it? : Situations for Discussion
"Video on sexual harassment designed to assist your efforts in communicating the latest information on identifying and dealing with sexual harassment. Defines sexual harassment and gives dramatic examples of it in practice. It provides tools to help management and employees eliminate the emotional and financial problems of sexual harassment in the work place." (12 minutes) (VHS)
TrnVideo HD 6060. 3 S493 1993

Sexual Harassment Made Simple: Bullying Prevention for the Workplace
This video covers: "Quid Pro Quo Harassment; Hostile Environment Sexual Harassment; The Reasonable Person Standard; Prevention Techniques; Sexting; E-mail Harassment; Gender Harassment; Harassment by Non-Employees such as customers, vendors, consultants or delivery persons; Same Sex Harassment; Pregnancy Jokes and Comments; Sexual jokes; Verbal behaviors such as suggestive whistling and catcalls; Unwanted repeated requests for dates and flirting; Leering; Physical behaviors such as back rubs, back scratching and hugs; Use of demeaning names; Social Networking sites; Legal consequences for harassers." (5:30 minutes) (DVD)
TrnVideo HF 5549.5 S45 S492 2011

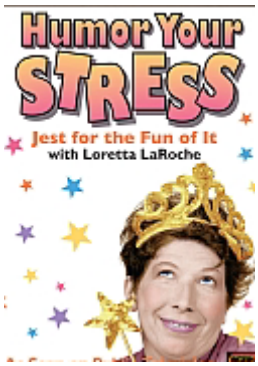
Sexual Harassment: Prevention, Recognition and Correction
"Explains what sexual harassment is, who is responsible for it, how to prevent it and how to take appropriate action when a sexual harassment complaint is made." (25 minutes) (VHS)
TrnVideo HD 6060. 3 S497 1993

[Back to Top]

Stress Management

Don't Panic: A Recipe for Success in Times of Stress
"What happens when nine fascinating people with experience successfully navigating stressful situations at work come together to cook a meal? Insights simmer along with the food in 'Don't Panic: A Recipe for Success in Times of Stress'. In this entertaining and thoughtful video, cooking serves as a metaphor for working through a challenge together. After the flames die down, the participants enjoy the meal they've created and share what they've learned from their dialogue." (24 minutes) (DVD, CD-ROM)
TrnVideo HF 5548.85 D66 2009

Humor Your Stress



"Loretta LaRoche delves deeper into the techniques you can use to let go of your stress. Learning to applaud yourself is the theme of this tape, and she does this by helping you to start 'ta-dahing.' Using her eight steps of enlightenment to relieve stress, you'll cover the serious and the silly (but all useful) in such advice as 'giggle at yourself daily' and 'step lightly' (she recommends twirling to lighten a situation.) Loretta makes stress-reduction fun and easy, and her stories and style will have you laughing. This is the second in the series, which originally aired on PBS." (60 Minutes) (VHS)
Audio Visual Media BF 575 S75 F862 1996

Managing Stress: Five Strategies for How to Handle Stress
"With guidance from Dr. David Kats, a medical consultant for ABD News, your audience will follow four people as they learn to use this simple formula to deal with credit card debt, traffic jams, depression and a difficult boss. This DVD contains everything you need to put on a complete training program including a full PowerPoint presentation, a 15 minutes video, handouts on bonus materials like a special behavioral change module based on the states of change model." (15 minutes) (DVD)
TrnVideo HF 5548.85 M362 2009

Managing Stress for Mental Fitness
"In its simplest form, mental health is the capacity to work (be productive), to live (have friends), and to play (renew one's self) without internal stress or causing stress to others. This program is a straightforward look at how to manage stress and achieve mental fitness. Real-world interviews and role plays are most effective in relating how stress affects different individuals. Key learning points: recognize the basic ingredients for good mental health; see how others have successfully managed stress; and, learn to apply healthy concepts to your personal life." (25 minutes) (VHS)
TrnVideo RA 785 M36 1993

Recognizing Stress: Understanding Why You Need to Manage Stress
"If you want to help employees make stress management a lifelong habit, this series will get them started in the right direction. Through this cumulative series, employees will learn to recognize the signs of stress, how to manage it and be resilient, become aware of the negative effects of stress, and finally… practice simple stress-reduction techniques - both mental and physical. With the guidance and knowledge from host, Dr. David Katz, employees will recognize, understand, deal with (or learn to avoid) the common stressors that enter our workday lives." (15 minutes) (DVD)
TrnVideo HF 5548.85 M361 2009

Resilience: Mastering Stress: How to Make Stress Management a Habit
"Now that you know what it is, wouldn't you like to let stress just roll right off your back? Wouldn't it be empowering to take criticism without being bothered by it? Wouldn't it be great if you could communicate clearly in difficult situations? Viewers will learn five resiliency skills that will help them deflect stress and

communicate more effectively. They'll follow four people as they learn how to adapt, stay flexible, accept change, be proactive and bounce back from adversity." (15 minutes) (DVD)
TrnVideo HF 5548.85 M363 2009

Stress is a Gift
"This 4-minute meeting opener expands people's minds to the idea that all stress isn't bad - challenges can actually be vital to life-long learning and growth. It takes you inside a massive experiment known as the Biosphere project, a glass-walled dome in the Arizona desert where scientists monitored hundreds of trees and plants. They thought their self-contained world was perfect. But they were missing one important natural element: wind. Without the stress of breezes and storms, one of the hardiest trees in nature, the acacia, failed. The trees didn't experience the stress they needed to develop strength and flexibility."
(4 minutes) (DVD)
PLTrnVid HF 5548.85 S77 2005

Stress Less: 12 Practical Stress-Busters for Living a More Balanced Life
"In this practical program, you'll discover 12 specific stress-busters to help relieve the pressure, both internally and externally. You'll learn how to say 'no' to the things that don't serve your most important goals, you'll discover a method for lowering the mental impact of stress, you'll pick up ideas for prioritizing your time and tasks, and much more." (65 minutes) (DVD)
TrnVideo RA 785 S77 2009

Stress, Weight Control and Emotional Eating
"Stress can cause people to overeat and overeating can cause people to feel more stressed. It's a vicious cycle that, if left unchecked, can lead to health problems including high blood pressure, diabetes and heart disease. Viewers will follow four people as they learn seven strategies for overcoming emotional eating and other manifestations of stress that are detrimental to their health. Dr. Katz gives practical advice on controlling weight without focusing specifically on dieting." (16 minutes) (DVD)
TrnVideo RC 552 C65 S874 2009

Yoga @ Work
"Yoga instructor Michele Elliman teaches viewers how to practice yoga at work. Includes many simple postures they can do in normal work clothes, right at their desk or work-station. Focusing almost entirely on the upper body, these easy-to-hold postures can all be done unobtrusively in a chair at the office without having to get up to move around. Each stretch is a 1-2 minute exercise that can be practiced one-at-a-time or as part of a longer sequence with other stretches.… Shoulders feel tight? Just click on the shoulder stretch. Neck muscles ache? Do some head and neck rolls. Mind racing and feeling stressed? Try a breathing exercise. Back starting to bother you a bit? Try imaging you were squeezing a lemon between your shoulder blades!" (15 minutes) (DVD)
TrnVideo RA 781.7 Y643 2009

[Back to Top]

Statistics Courses

Against All Odds
"An introductory statistics course of 7 videocassettes, providing an exploration into statistical processes, stressing data centered topics rather than the more traditional path from probability to formal inference. This course is a blend of exposition and entertainment with applicability in academic and corporate training settings."
Video 1: What is Statistics, Picturing Distribution, Describing Distributions, and Normal Distributions. (120 minutes)
Video 2: Normal Calculations, Time Series, Models for Growth and Describing Relationships. (120 minutes)
Video 3: Correlation, Multidimensional Data Analysis, the Questions of Causation, and Experimental Design. (120 minutes)
Video 4: Blocking and Sampling, Samples and Surveys, What is Probability, and Random Variables. (120 minutes)
Video 5: Binomial Distributions, the Sample Mean and Control Charts, Confidence Intervals, and Significance Tests. (120 minutes)
Video 6: Inference for One Mean, Comparing Two Means, Inference for Proportions and Inference for two-way tables. (120 minutes)
Video 7: Inference for Relationships and Case Study. (60 minutes)
(Total time: 780 minutes) (7 VHS)
TrnVideo QA 276 A43 1988

[Back to Top]

Supervision

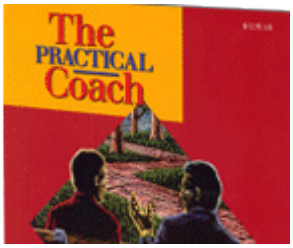
After All, You're the Supervisor!
"This training program addresses effective supervision, teaching new and seasoned supervisors how to reach for, and achieve, greater success with these 10 learning objectives: acknowledge your new role; plan and prioritize team tasks; be accessible to your team; encourage teamwork; model desired behaviors; problem solve; delegate; communicate upward and downward; discipline effectively; and provide praise and recognition."
(20 minutes) (VHS and DVD)
(VHS) **TrnVideo HF 5549.12 A48 2002**
(VHS) **PLTrnVid HF 5549.12 A48 2002**
(DVD) **PLTrnVid HF 5549.12 A48 2002**

Care and Control: A Better Approach to Terminations
"Dramatizes how to fire or otherwise dismiss an employee with 'care and control.'" (21 minutes) (DVD)
TrnVideo HF 5549.5 D55 C374 2006

EEO Compliance for Supervisors and Managers
"This video gives an overview of the Equal Opportunity Act and how it impacts supervisors and managers." (23 minutes) (VHS)
TrnVideo HD 4903 E36 1993

Employee Assistance Program: A Management Resource for Supervisors
"This video gives an overview of the EAP Program." (21 minutes) (VHS)
TrnVideo HF 5549.5 E42 E37 1996

The Practical Coach: Inspiring, Encouraging and Challenging Your Team



"'The Practical Coach' training video shows how to let them know they matter...

- For good work, *When you see it, say it.*
- For poor work, *Make it private, and positive.*
- For a dead-end performer *The Two Minute Challenge*….

Coaching is the process of letting people know that what they do matters to you. Realistic role plays covering a variety of topics - from getting good work repeated, correcting poor work in a positive way, dealing with employees poor personal habits, and tools for turning a dead-end performance around - make 'The Practical Coach' video an everyday guide to using good judgment and caring about each member of your team."
(24 minutes) (DVD, CD-ROM)
TrnVideo HF 5549 P73 2003

Supervising an Employee with a Disability: Situations in the Workplace
"Men and women with various physical, sensory, hidden and developmental disabilities are portrayed successfully working in manufacturing, office and medical positions. A real-life look at issues and solutions in the workplace, with actual employers, supervisors, and employees with disabilities sharing their experiences and providing step-by-step guidelines for orientation, training, and ongoing supervision." (56 minutes) (2 VHS)
TrnVideo HD 7255 S86 1999

The Supervisor Toolkit
"Provides 90 video clips on various aspects of supervision, plus a comprehensive guide for using the clips in a number of innovative ways. Covers hiring and building your team, planning, prioritizing and delegating tasks."
(82 minutes) (DVD, 3 CD-ROMs)
TrnVideo HF 5549.12 S87 2004

Supervisory Skills at Work
"From learning patience to fostering empowerment, help your new managers understand the more complex and challenging qualities that every manager needs to be successful.
- Understand that a manager's role is to help others achieve, rather than do everything themselves.
- Learn to motivate and understand those you may not have much in common with.
- Realize how to confront team members that may attempt to undermine management.
- Learn to use recognize when constructive coaching techniques will help employees improve.
The message that underlies everything is the importance of respect… respect for your colleagues, your responsibilities and respect for yourself."
(17 minutes) (VHS)
TrnVideo HF 5549.12 S87 2005

Would I Work for Me?

"Trying to get the most out of the people you supervise, trying to get them to go that extra mile, isn't easy. But most employees will tell you that what affects their productivity more than anything else is their immediate supervisor. The video, 'Would I Work for Me?' demonstrates a supervisor's behavior in realistic situations - first as a newly appointed supervisor, and then as a more experienced manager who has learned from his mistakes. Viewers will learn eight effective management skills that improve motivation, productivity and the bottom line…." (20 minutes) (DVD)
TrnVideo HD 30.4 W68 2004

[Back to Top]

Teamwork

Building Successful Work Teams
"In this video, you will learn: 1) why teams are necessary tools; 2) defining team purpose; and 3) creating team rules. It gives the foundation for why teams are important and the fundamentals that make teams work."
(113 minutes) (2 VHS)
TrnVideo HD 66 B85 1993

Cascades Survival Situation: Video Enhancement
"This Cascade survival simulation presents an actual challenge. Team members work individually and then as a group to assess the value of a series of items in terms of their importance to survival. Scores are generated by comparing individual and team answers to those provided by actual experts in that particular situation. The video is an actual reenactment of an airplane accident in the Cascade Mountains and the use of survival techniques." (14 minutes) (VHS)
TrnVideo HM 133 C369 1993

Desert II Survival Situation: Video Enhancement
"This survival simulation in the desert presents an actual challenge. Team members work individually and then as a group to assess the value of a series of items in terms of their importance to survival. Then, scores are generated by comparing individual and team answers to those provided by actual experts in that particular situation. It alleviates disagreement over the 'right' solution, freeing participants to focus on the process of working as a group. Survival techniques and skills profiled through a series of simulations: Part I, the situation, the challenge; Part II, the facts; Part III, the expert and I." (29 minutes) (VHS)
TrnVideo HM 133 D47 1990

Five Dysfunctions of a Team
"All organizations are comprised of teams that work together on specific projects and goals. How are your teams functioning? Does everything run smoothly with trust, interpersonal harmony, commitment, accountability and results? In a perfect world, the answer would be, 'Yes'. But in reality, your teams may be like many others that often feel 'dysfunctional'. Powerful teams don't come together magically; they must actively work at it and persevere to make themselves successful. In the end, that's when true teamwork happens. This video program is ideal for teams that want to learn how to become more cohesive, as well as for individual leaders who are searching for better ways to eliminate politics in their organizations and improve team effectiveness." (40 minutes) (DVD)

TrnVideo HD 66 F59 2007

Invisible Rules: Men, Women and Teams
"Dr. Pat Heim sorts out some invisible social rules of men and women. She explains that women and men have radically different ideas of what it means to be a team player and how meeting behaviors and non-verbal communication are different between them. These differences are based on different cultures which teach men and women different lessons about what it means to be a leader and what it means to be a team player." (33 minutes) (DVD)
TrnVideo HD 66 I58 2005

Kangaroo
"Dooley has lost his hop. It is not that he is depressed…he is just not 'hoppy' at work. Not much good for a kangaroo! He goes to see Valmay, the koala bear Motivational Specialist. Dooley thinks that more pay and a promotion will increase his hoppiness. But Valmay tells him about the latest scientific research. The surprise is that caring for others and helping them will increase your happiness! Through a series of exercises, Valmay helps Dooley see how he can apply this simple principle to his work. By caring for customers and supporting fellow team members, Dooley discovers that he feels better….both psychologically and physically. He goes back to his team to share this powerful message, and together they all come up with a range of practical ideas for implementing this powerful insight." (7 minutes) (DVD)
TrnVideo HF 5549.12 K364 2000

Lessons from Geese
"Five key lessons about being a team player and winning as a team."
(2 minutes) (VHS, CD-ROM)
TrnVideo HD 66 L47 2001

The Magic of We
"Features the true story of Snapper Lawnmowers and how management and employees turned the company around from failure to success. Provides five versions of 'The Magic of We' addressing a different topic area: teamwork, problem solving, communication, lean manufacturing, and leadership."
(49 minutes) (VHS and DVD)
(VHS) **TrnVideo HD 66 M34 2004**
(DVD) **TrnVideo HD 66 M342 2004**

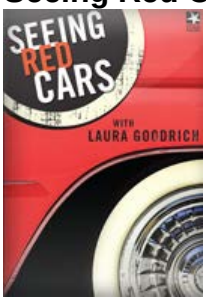
Making Teamwork Work: How to Be an Effective Team Member
"This video introduces the keys to being a productive team player to improve team effectiveness." (50 minutes) (VHS)
TrnVideo HD 66 M35 1993

9 Traits of Highly Successful Work Teams
"This 8 volume set includes the following: Trait 1: Finding a common purpose; Trait 2: Forging shared operational values; Trait 3: Clarifying team roles and procedures; Trait 4: Conducting productive meetings; Trait 5: Making effective decisions; Trait 6: Confronting and resolving conflict; Trait 7: Conducting self-assessments and correcting problems; Trait 8: Seeking organizational integration; and Trait 9: Celebrating and sharing rewards."

(211 minutes) (8 VHS)
TrnVideo HD 66 N56 1995

1001 Ways to Energize Teams
"This video shows how to jump-start your team and bring its energy and excitement to a whole new level - by bringing, trust, challenge, creativity, and fun to teamwork." (25 minutes) (VHS)
TrnVideo HD 66 O43 1997

Seeing Red Cars



"Encourages audiences to focus on what they do want instead of focusing on what they don't. By having a positive attitude and taking action, viewers will be motivated to move in the right direction for themselves and for their organization." (10 minutes) (DVD, CD)
TrnVideo HF 5549.5 M63 S451 2008

Subarctic Survival Situation: Video Enhancement
"Team members work individually and then as a group to assess the value of a series of items in terms of their importance to survival. Then, scores are generated by comparing individual and team answers to those provided by actual experts in that particular situation. This use of survival experts lends a high degree of credibility and interest to the exercises. In the sub-arctic situation, suppose the plane in which you and your colleagues are traveling in is forced to crash land in a frigid isolated area of northern Canada. Will your group's problem-solving skills help you beat the elements? Or could destructive conflicts and communication breakdowns jeopardize your very survival? Participants rank-order 15 items." (24 minutes) (VHS)
TrnVideo GF 86 S83 1999

Team Building
"The team player is the cornerstone of a productive and successful team. This film shows the four primary team-member styles in action - the contributor, the collaborator, the communicator and the challenger. Learn strategies for becoming a better team member and maximizing the team's effectiveness." (20 minutes) (VHS)
TrnVideo HD 66 T42 1995

Team Building: How to Motivate and Manage People
"Learn the secrets of developing a high performance team. In Volume One of this video, you are shown how teamwork leads to greater productivity and creativity, increased employee self-esteem and ultimately, to the success of your people, your organization, and yourself. … In Volume Two of this video program, you will learn how to get results from a teamwork that embraces new ideas with all issues, big and small. This video explores ways to motivate your team to achieve their manager's goals and the goals of the organization, how to communicate effectively with coworkers and clients and how to evaluate your team." (2 videocassettes) (VHS)
TrnVideo HD 66 S26 1989

Team Building: What Makes a Good Team Player?
"This insightful video shows how team members with diverse backgrounds, personalities, and perspectives can work together creativity to achieve quality outcomes faster…and more effectively. Viewers will learn how to identify their own and others' team-member styles…acknowledge the value of different styles…switch styles to bring balance and focus to the team…choose the team-player style for the issue at hand…and merge their collective talents to move beyond the most difficult interpersonal problems plaguing teams every day."
(19 minutes) (DVD)
TrnVideo HD 66 T3363 1995

Team Nightmares
"'Team Nightmares: Solutions to Your Top Team Problems' gives you A-Z actions for creating synergy and keeping your teams under control and on track! Split in two comprehensive and entertaining volumes, this video package starts with lessons on clarifying your team's purpose, channeling conflict away from the team goal, keeping communication on an upswing, and drawing participation from the group! By identifying a total of 10 dramatic conflicts that disrupt teams, you'll learn how to stop the frustration, negativity, and unrelenting complaints that can keep your team from being a productive dream." (Pesadillas del Trabajo en Equipo) (English, Spanish) (Part 1: 27 minutes; Part 2: 27 minutes) (2 DVD)
TrnVideo HD 66 T4366 2005

A Team of Two: Team and Time Management for Managers and Secretaries
"Shows how managers and secretaries can become more effective teams through communication and mutual organization of daily work."
(31 minutes) (VHS)
TrnVideo HD 38 T43 1987

Team Player
"How-to training points: 1) function more effectively as a team; 2) understand the importance of each individual on the team; 3) set common ground rules to make your team more successful; 4) problem solve in a structured manner; 5) encourage everyone on the team to participate; 6) avoid derogatory comments; and 7) understand and put into practice the key skills required to be an effective team player." (21 minutes) (VHS)
TrnVideo HD 66 T425 1992

Teamwork Basics
"Put teamwork into place at your library by using this video to introduce the basic concepts and roles in teamwork. Learn the tricks and tips necessary to make your teams work effectively. It looks at a successful cross-departmental team and explains the strategy behind their successes." (15 minutes) (VHS)
PLTrnVid Z 678 T435 2001

Teamwork in Action
(Title from cassette label: Teams at Work)
"'Teams at Work' gives a blueprint for creating a team-working atmosphere. Instead of just covering basic skills, the material focuses on the different dynamics that must be considered when deciding which tasks each person will

perform. Valuing diversity in teams will yield great productivity, however it can be challenging to get different people to work together. Training points include: 1) understanding the team concept; 2) individual styles; 3) team development; and 4) team roles." (17 minutes) (VHS)
TrnVideo HD 66 T429 2005

Teamwork in Crisis: The Miracle of Flight 232
"United Airlines Flight 232 was on a routine flight when one of its primary engines failed and the plane experienced the complete loss of hydraulic power - a situation so dire, it was doubtful anyone would survive. However, by using the two remaining engines as their only source of steering, Captain Al Haynes and his flight crew managed to bring the plane into Sioux Gateway Airport where the outcome was far better than expected. While some passengers were lost, 184 survived as a result of a remarkable confluence of events, including the disaster preparedness of the rescue crews on the ground, the flight crew in the air, and the air traffic controllers, who worked together to achieve results that in all respects beat the odds. Through interviews with Captain Al Haynes, the rescue organizers and medical team leaders, along with actual footage of the incident, the program examines these important issues:
-Preparation - Are you ready for what you expect to happen?
-- What about what you don't expect?
-Luck - Misfortune can strike at any moment.
-- Is your team willing to create its own good luck?
-Cooperation - How would you cooperate without departmental boundaries?
-- When a crisis occurs, there won't be any boundaries.
-Communication - How would you communicate if your goals depended on it?
-- They do, so clear communication is critical.
-Execution - Take a good look at your team's 'snapshot'.
-- Do you like what you see?" (31 minutes) (DVD, CD-ROM)
TrnVideo HD 49 T423 2000

Turn 'Em On … Turn 'Em Loose

"Are you looking to bring more energy, passion, and teamwork into your organization? 'Turn 'Em On, Turn 'Em Loose!' explores how to create a culture that results in turned-on, energized team members and phenomenal growth. Tastefully Simple, based in Alexandria, Minnesota, has three core principles: Be Abundant, Make Magic, and Be Real. These principles are designed to define expectations and influence team members' attitudes and behavior." (24 minutes) (DVD)
TrnVideo HF 5549.5 M63 T87 2007

Whale Done! : The Power of Positive Relationships

"Filmed on location at Sea World, Ken Blanchard teaches viewers how to improve relationships by building trust, accentuating the positive, and redirecting energy when things get off track.
'The Whale Done!' Approach illustrates to coworkers, managers, and employees that by building positive relationships, they will become more productive, achieve

greater results, and create an environment where everyone is genuinely excited about the work they are doing.
'Whale Done! In Action' is a companion video that shows how the 'Whale Done!' Approach is applied to real-life business situations. Blanchard emphasizes two key skills that can have an immediate, positive impact in the workplace: how to give redirection when someone makes a mistake and how to give a 'Whale Done!' Response when you catch someone doing something right."
(36 minutes) (VHS and DVD)
(VHS) **TrnVideo BF 503 W552 2002**
(VHS) **PLTrnVid BF 503 W552 2002**
(DVD) **TrnVideo BF 503 W552 2002**

We're On the Same Team, Remember?
"This training video explores the major consequences of poor intradepartmental teamwork. Learn about clearly communicating with team members and other departments, listening to the needs and expectations of internal and external customers and following through at every turn." (35 minutes) (2 VHS)
TrnVideo HD 66 W47 1997

Workteams and the Wizard of Oz
"This training program, based on the universally-loved film classic, illustrates the true power of teamwork. Ken Blanchard, takes viewers along with Dorothy and her companions as they pursue a shared objective. He shows how Dorothy draws on her inner resources, builds a team, delegates tasks and empowers others to imaginatively and creatively take risks. This program is a powerful and unusual tool for teaching the principles of productive teamwork and the leadership skills that make it happen. It proves that teams can reach their goals, no matter how diverse their members or how difficult the undertaking, when they put into practice the logic shown here." (18 minutes) (DVD)
TrnVideo HD 66 W675 1993

[Back to Top]

Telephone Techniques

The Call of the Phone Cord Mummy: or How to be More than a Disembodied Voice and Give Fearless Customer Service on the Phone.
"Highlights key telephone customer service issues - listening carefully, putting oneself in the customer's shoes, staying professional and courteous, and going the extra mile to solve problems. Viewers will learn eight key skills for quality customer service: use good communication skills; know your products and services; personalize the call; listen carefully to callers; encourage complaints; manage complaints with a service recovery plan; stay calm - give feedback and offer a solution; and recognize opportunities to make a sale." (19 minutes) (VHS)
TrnVideo HF 5541 T4 C34 1997

Complaints: Five Tactics for Handling Complaints Effectively
"Very few organizations get everything right on every occasion. When things go wrong, sometimes it's no-one's fault. Accidents do happen and they occur without warning. However, the problem is that customers, the most important people to any organization, can be affected, and sometimes very badly. It has

been estimated that every dissatisfied customer shares their bad experience with another seven people. Knowing how to handle a customer complaint is a key skill for all customer-facing staff." (25 minutes) (DVD)
TrnVideo HF 5415.52 C66 2012

Customers with a Difference
"Dramatization to help train telephone customer service representatives in strategies and techniques in service to culturally diverse customers."
(14 minutes) (DVD)
TrnVideo HF 5415.5 C93 2001

The End of the Line
"Discusses how to handle an angry customer on the telephone."
(15 minutes) (VHS)
TrnVideo HF 5415.5 E53 1992

The Invisible Meeting: How Productive was Your Last Conference Call?
"'The Invisible Meeting' demonstrates 6 effective techniques for making your conference calls more productive. This engaging program reveals the challenges and the virtual rules that both participants and meeting organizers need to know. This video will make your conference calls more effective, saving your organization time and money." (18 minutes) (DVD)
TrnVideo HF 5734.7 I585 2009

Lily Tomlin Customer Service Training Series
"Uses humorous skits to demonstrate good and bad customer service skills. Disc 1 reveals the seven deadly sins of customer service in a fiery piano show at the last stop before customer service purgatory. Disc 2 shows how to handle disappointed customers when no one is at fault, when the customer is at fault, and when the company is at fault. Disc 3 teaches five secrets of perfect telephone technique and five ways to improve vocal quality. Disc 4 explains that customers expect responsiveness, assurance, tangibles, empathy, and reliability." (81 minutes) (DVD)
TrnVideo HF 5415.5 .C87 1993

TELEPHONE DOCTOR:

Basic Basic Telephone Skills
"Covers ten skills which form the foundation of delivering exceptional customer service on the phone." Telephone Doctor. (20 minutes) (VHS)
TrnVideo HF 5541 T4 T44 no.9

Determining Caller Needs: Listening Skills and Questioning Techniques
"Explains effective listening skills and questioning techniques in the context of customer service over the telephone." Telephone Doctor.
(25 minutes) (VHS)
TrnVideo HF 5541 T4 T44 no. 2

Escape From Voice Mail Jail

“Covers the essentials of how to be more effective when you use voice mail. Shows how to leave effective greetings on voice mailboxes and leaving effective messages on others’ voice mailboxes.”
Telephone Doctor. (24 minutes) (VHS)
TrnVideo HF 5541 T4 T44 1997

Five Forbidden Phrases
“Demonstrates telephone skills on how to eliminate the five most frustrating phrases to which the public objects and to turn negative thoughts and words into positive gains for use in business and personal life.” Telephone Doctor. (18 minutes) (VHS)
TrnVideo HF 5541 T4 T44 no.5

Four Cs of Coaching Skills
“Demonstrated ways to improve performance management and explains the difference between training, coaching, and counseling. Effectively illustrates a variety of customer-service related coaching situations.”
Telephone Doctor. (23 minutes) (VHS)
TrnVideo HF 5541 T4 T44 no.4

From Curt to Courteous: Business Friendly Program
“Program explains how words, voice, tone and the listeners’ imagination create an instant image for the caller. Shows the middle ground between being too impersonal and the other extreme of being too familiar.”
Telephone Doctor. (23 minutes) (VHS)
TrnVideo HF 5541 T4 T44 no.3

How to Avoid Emotional Leakage
“Concerns training employees to avoid damaging customer relations by allowing an ill temper to interfere in the communication process.”
Telephone Doctor. (9 minutes) (VHS)
TrnVideo HF 5541 T4 T44 vid. B

How to Deal With the Foreign Accent
“Shows techniques to make communication easier with diverse foreign accent customers.” Telephone Doctor. (12 minutes) (VHS)
TrnVideo HF 5541 T4 T44 vid. F

How to Handle the Irate, Angry, Rude, Unhappy, and Sometimes Abrasive Caller
“Provides tips and ideas on how to handle difficult callers. Also how to handle complaint calls.” Telephone Doctor. (11 minutes) (VHS)
TrnVideo HF 5541 T4 T44 vid. D

How to Treat Every Caller as a Welcome Guest
“Emphasizes the importance of first impressions to companies which result from employee communications with customers and the public. Explains the philosophy that whoever answers the telephone is the company.” Telephone Doctor. (10 minutes) (VHS)

TrnVideo HF 5541 T4 T44 vid. C

Internal Customer Service: WACTEO, We Are Customers to Each Other
"Video increases the level of service inside the wall of your organization by showing the importance of internal customer service." Telephone Doctor. (9 minutes) (VHS)
TrnVideo HF 5541 T4 T44 vid. E

On Incoming Calls
"Deals with basics of telephone skills." Telephone Doctor.
(18 minutes) (VHS)
TrnVideo HF 5541 T4 T44 no.1

Proactive Customer Service: Secrets of Rapport Building and Cross-Selling
"Features techniques to assist customer service employees to be more proactive as opposed to passive or average." Telephone Doctor.
(19 minutes) (VHS)
TrnVideo HF 5541 T4 T44 no. 8

Six Cardinal Rules of Customer Service: A Visit to the Hall of Shame
"Demonstrates the right and wrong way of customer service on phone or in-person visitors. Stresses the use of six cardinal rules: people before paperwork, don't rush callers, be friendly before you know who it is, don't be too busy to be nice, don't use military language on civilians, give a hearty 'thank you' and 'you are welcome' to replace slang words." Telephone Doctor. (20 minutes) (VHS)
TrnVideo HF 5541 T4 T44 no. 6

Telesales Tips from A to Z
"Ideas and techniques to improve the performance of inbound and outbound telephone sales reps calls." Telephone Doctor.
(33 minutes) (VHS)
TrnVideo HF 5541 T4 T44 no.7

What's wrong With This Picture?
"Ten powerful vignettes put the class in charge of identifying various customer service blunders and suggesting appropriate improvements. Features on-the-phone as well as face to face examples." Telephone Doctor. (16 minutes) (VHS)
Audio Visual Media HF 5541 T4 T44 v. A

[Back to Top]

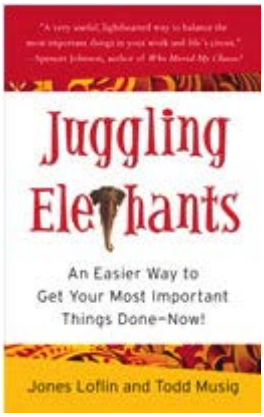
Time Management

A Case of Working Smarter Not Harder
"MacGregor, a manager who is caught in the managerial trap a solving everyone else's problems, decides to develop a new system - one that encourages subordinates to make their own decisions." (15 minutes) (VHS)

TrnVideo HD 50 C37 1985

Doubling Your Productivity: How to Manage Your Time and Organize Your Life
"Effective time management is one of the most important skills for boosting productivity. In this powerful time management session by Brian Tracy, you'll learn how to organize every area of your life. You'll discover several time management tips, including the best ways to eliminate time wasters, time management techniques for maximizing productivity, how to increase your personal power, how to make yourself more valuable, and keys for staying motivated. No matter what you do for a living, this session promises to bring your time management skills and organizational skills to a new level."
(98 minutes) (DVD)
TrnVideo BF 637 T5 T73 2006

Juggling Elephants



"The Juggling Elephants DVD tells a simple but profound story about one individual with a universal problem. Mark has too much to do, too many priorities, too much stress and too little time. Using the circus as a metaphor for his life, Mark shares the secrets that he learned from a real ringmaster. You'll learn that you too can be a great ringmaster of your own life." (20 minutes) (DVD)
TrnVideo HF 5386 L7653 2008

The New Time of your Life
"In this new, complete update of the best-selling time management video of all time, employees will learn the importance of time in their business and personal lives, and six powerful ways to manage it. Major 'how-to' steps featured in the video include the importance of listing goals, setting priorities, making a daily 'to-do' list, and much more." (21 minutes) (DVD)
TrnVideo HD 69 T54 C878 2008

Time Challenged
"'Time Challenged' is Kent Johnson's story. However, it could just as easily be yours, mine, or any of your co-workers. You see, Kent is 'time challenged'. He also happens to be a busy call center supervisor, where deadlines are paramount. Watch them zip by as Kent misses one after the other by simply not managing his time efficiently. With his job on the line and friendships at stake, Kent needs help. He finds it in the way of a motley self-help group called Time Waster's Anonymous. Alex is the leader of Time Waster's Anonymous and she, along with a group of similarly time challenged individuals, shows Kent the way. He eventually learns that everyday has 24 hours in it which is more than enough time anyone." (20 minutes) (DVD)
TrnVideo HD 69 T54 T562 2002

Time Management: Keeping the Monkey off Your Back

"Presents a series of scenes that illustrates how managers pick up 'monkeys' without even realizing it by the end of the day. Shows techniques for managers to control their time rather than letting the circumstance to control them. Focuses on the five levels of delegation." (30 minutes) (DVD, CD-ROM)
TrnVideo HD 69 T54 T5646 1991

TimeQuest: Increasing Productivity through Value-Based Time Management
(Title on container: TimeQuest: The Franklin Day Planner System)
Video 1: "This video contains the following modules: 1) Introduction; 2) Day Planner Assembly; 3) Course Introduction; 4) Understanding Event Control; 5) Planning and Prioritizing; and 6) The Productivity Pyramid and Governing Values."
Video 2: "This video contains the following modules: 7) Understanding Long-Range Goals; 8) Intermediate Steps; 9) Three Keys to Using the Franklin Day Planner; 10) Activating the Planner; 11) Six Reminders; and 12) Personal Management."
Video 3: "This video contains the following modules: 13) Review; 14) Time Robbers; 15) Controlling Procrastination; 16) Interruptions; 17) Integrated Planning System (Clutter); and 18) The Challenge of Change."
(ca 360 minutes) (3 VHS)
TrnVideo HD 69 T54 T57 1994

Time: The Next Dimension of Quality
"Looking for a way to gain the value edge over your competitors? This best-selling program illustrates how organizations can take time out of work processes and be faster, nimbler, and more responsive and adaptive to customer needs. Only 25% of the time spent in any given process adds value to your product or service. That is the contention made by experts John Guaspari and Edward Hay in this breakthrough video. They go on to present a simple but effective method for reducing time spent on things that have no value in the eyes of the customer."
(18 minutes) (DVD)
TrnVideo T 60.4 T564 2004

Value of Time
"In today's ever-changing and hectic workplace, people are constantly wishing that they had 'more time' to get things done. This brief and persuasive meeting opener or closer purely and simply characterizes the inherent value of each increment of time. Regardless of the moment, whether it may appear significant or insignificant, it is our responsibility to make the most of it."
(2:30 minutes) (VHS and DVD)
(VHS) **PLTrnVid HD 69 T54 V35 2006**
(DVD) **PLTrnVid HD 69 T54 V35 2006**

[Back to Top]

Training

Adult Learning
"Provides tips for success when teaching adults, including the concept of 'just in time training.' Stresses relevance of training, learning environment, and interaction." (14 minutes) (DVD)

TrnVideo HF 5549.5 T7 A38 1998

Basic Facilitation

"Learn the skills and techniques you need to immediately increase productivity in meetings. Ask employees at your company what they think of meetings, and they'll probably roll their eyes and grumble, yet research shows that managers and team members spend from 20% to 40% of their time in meetings, and salespeople spend more than 40%. Basic Facilitation is an engaging half-day workshop that teaches facilitators how to run dynamic, effective meetings. The Basic Facilitation meeting is filled with a wealth of invaluable information, video and workbook share practical skills on the meeting process and secrets for increasing productivity and improving group interactions."
(29 minutes) (DVD, 2 CD-ROMs)
TrnVideo HD 66 B375 2005

The Employee Awareness Series
"Imagine a workplace productive and sustainable... Imagine efficient and energized coworkers thinking outside the box. Positive change comes from a shift in attitude and a broadening of perspective. Designed to provoke thought, reflection, and an awareness to change - and improve one's work habits - this set of… videos can open the door and widen the view for all of your employees to nurture their own work habits and responsibilities in contributing to your organization."

- Attitude and Behavior: (3 parts: Essential to the Team; Habits and the Considerate Coworker; Open to Change) (40 minutes)
- Communication: (3 parts: Excellence in Customer Service; Shades of Gossip; What is a Written or Spoken Word) (47 minutes)
- Health and Safety: (3 parts: Awareness is a Choice; Creating a Healthy Outlook; The Key to Good Ergonomics) (40 minutes)
- Time and Stress Management: (3 parts: Managing Ourselves in a Timely Manner; Meeting the Criteria for a Meeting; Relax, Refocus; Rejoin) (51 minutes)
- Violence: Physical and Verbal: (3 parts: Sexual Harassment; Violence in the Workplace; The Worker and the Bully) (40 minutes)
- Special Edition Features: (3 parts: Interviewing for a Job or Career; Go Green, Save Green; Acclimating to a Successful Company) (40 minutes)

(6 DVDs, 6 CD-ROMs)
TrnVideo HF 5549 E 675 2010

Entrepreneurship, Self-Employment and Disabilities
"Self-employment and microenterprise are booming in the United States and worldwide. It is estimated that over 20 million Americans work in home-based businesses and that the self-employment rate is growing at over 20% annually. While self-employment may not be for everyone, it is an option that provides self-fulfillment, significant personal and work accommodations and the opportunity to acquire wealth for individuals who have been shut out of the competitive market. This program captures some of the excitement being generated by the emerging trend of self-employment for people with significant disabilities. Its purpose is not to fully explain self-employment and how it works but to energize viewers about

the many opportunities that business enterprise holds for people facing unemployment due to disability." (32 minutes) (DVD)
TrnVideo HD 7255.6 E672 2002

Evaluation
Train the Trainer series. "Stresses the importance of evaluating trainings." (13 minutes) (DVD)
TrnVideo HF 5549.5 T7 E93 1998

Making Learning Stick
"Unless information and skills are reinforced, they're forgotten. This video offers invaluable techniques to supply essential reinforcement in this strategy-filled program. Concepts covered are: benefits of learning; evaluation techniques; immediate feedback to reinforce learning; and applying training directly to work situations." (17 minutes) (VHS or DVD)
(VHS) **TrnVideo HF 5549.5 T7 M35 1998**
(DVD) **TrnVideo HF 5549.5 T7 M35 1998**

Needs Assessment and Objectives
"Managers realize that their most important assets are their workers, who can increase in value as they become more experienced and trained. The program looks at steps in developing an exceptional employee: How to conduct a needs assessment, four ways to uncover performance problems and how to write a training objective." Train the Trainer series. (15 minutes) (DVD)
TrnVideo HF 5549.5 T7 N44 1998

Planning and Designing
"Presents suggestions for putting together effective workplace training on any topic." (15 minutes) (DVD)
TrnVideo HF 5549.5 T7 P48 1998

Standards of Conduct
"Through realistic scenarios, new employees learn that to be a professional staff member, they must be a law abiding citizen and must understand what it means to display a professional demeanor. Viewers learn what it means to be businesslike, the importance of respecting city property, what the citizens expect when it comes to being sober, being moral and being honest and why it is important to obey legitimate orders. New employees will understand the conduct the city expects of them and will be inspired to take pride in conducting themselves according to the highest standards of professional conduct." Municipal Employee Training series. (12 minutes) (DVD)
PLTrnVid JS 148 S73 2006

Technology Assisted Instruction in the California State University: Tomorrow's Education Today: Mediated and Distance Education
(13 minutes) (VHS)
TrnVideo LB 1028 3 T39 1997

Training with Media
"Emphasizes the importance of using visual aids and handouts, both traditional and cutting edge, in workplace training." (14 minutes) (DVD)

TrnVideo HF 5549.5 T7 T79 1998

Who Are "They" Anyway? : A Tale of Achieving Success at Work through Personal Accountability
"Are you looking for an interesting and effective way to reinforce training after your seminar participants are back on the job? Something that reminds them in a simple, succinct way to be accountable for their work and their careers? Mem-Cards provide a summary of the key learning points from the book and the video, 'Who Are "They" Anyway?' You can design learning activities using the Mem-Cards in your training workshops; you can also give each of your seminar participants a deck of Mem-Cards as a reward/reinforcement at the conclusion of your workshops. Mem-Cards are the flash cards of the future... designed to help people become more accountable, in a flash." (15 minutes) (DVD)
TrnVideo HF 5549.5 P35 H38 2005

You'll soon get the Hang of It: The Technique of One to One Training
"The objective of this program is to share the rules to follow to teach people in your care how to do a job. You'll soon get the hang of it is the definitive programme on the techniques of one-to-one training. Written and presented by Hugh Laurie, it looks at both the theory and practice of training in a typically humorous and memorable fashion. It explains how important it is for managers and team leaders to have the skills to teach people in their care. It introduces a variety of scenarios - in a warehouse, an office, a hotel and even a dentist's surgery - to demonstrate the psychology of why people want to learn and then how to help them." (27 minutes) (DVD)
TrnVideo HF 5549.5 T7 Y687 2006

[Back to Top]

Violence in the Workplace

Be S.A.F.E. (Not Sorry): Preventing Violence in the Workplace
"Each year at work, 1,000 people are homicide victims, and two million people are assaulted. Now, help your employees be S.A.F.E. by staying aware, analyzing the situation, factoring in feelings, and engaging in a solution. They will learn to recognize behaviors and warning signs of potential threats from coworkers and what steps to take to protect themselves and others. Highlights include: alerting employees to be aware of potential threatening behaviors; offering guidelines for responding to and reporting incidents; and, outlining steps for preventing workplace violence." (17 minutes) (VHS, DVD)
TrnVideo HF 5549.5 E43 B47 2001

Flashpoint: Recognizing and Preventing Violence in the Workplace
"The FBI's National Center for the Analysis of Violent Crime reported that threats, harassment, bullying, stalking, and other forms of behavior, if left unchecked, can result in more serious and potentially lethal behavior. It is essential for employers and employees alike to remain alert to problematic behavior that, in combination, could point to possible violence. This instructional DVD training system provides tools to deal with threats or threatening behavior, which may be the single most important key to preventing violence." (21 minutes) (DVD)
TrnVideo HF 5549.5 E43 F53 2008

It's Business, Not Personal: Taming Emotions in the Workplace
"Presents keeping a professional manner when confronting difficult emotional situations on the job." (21 minutes) (VHS)
Audio Visual Media HF 5548.83 I87 2005

Shots Fired: When Lightning Strikes
"A dynamic video designed to instill the survival mindset and teach you realistic strategies for dealing with an Active Shooter situation. The Center for Personal Protection and Safety wants you to be mindful, not fearful and believes you're never without a weapon when you develop and maintain the proper survival mindset!" (17 minutes) (DVD)
TrnVideo LB 2345 S56 2007

Taking Control of Workplace Violence
"Managers and supervisors must be trained to respond to potentially violent incidents before they occur. This course helps them recognize, understand and deal with warning signs or threats, and teaches them how to defuse situations and assist troubled employees." (21 minutes) (VHS and DVD)
(VHS) **TrnVideo HF 5549.5 E43 T35 2005**
(VHS) **PLTrnVid HF 5549.5 E43 T35 2005**
(DVD) **TrnVideo HF 5549.5 E43 T35 2005**
(DVD) **PLTrnVid HF 5549.5 E43 T35 2005**

Threat Detector: Your Role in Preventing Workplace Violence
"This video takes a look at these red flag behaviors and offers employees a chance to test their own Threat Detector capabilities. Being aware of threatening behavior, and reporting what's experienced or observed to a manager or Human Resources, can help prevent a violent episode before it's too late. The program takes a refreshing, fast-paced approach." (60 minutes) (DVD)
TrnVideo HF 5549.5 E43 T47 2010

Violence: Reducing Your Risk
"Violent crime is becoming a national emergency. One of the last bastions of relative safety, the workplace, is increasingly becoming a dangerous place for both employees and managers. In a few but disturbingly more frequent cases, the violence is ending in death. Companies have a responsibility to maintain a safe work environment, and face huge liabilities when violence erupts. This video is about reducing your risk of being a victim. It teaches you how to avoid potentially violent situations; and how to form a plan of action for escape or defense if violence occurs. Experts in personal safety and law enforcement demonstrate simple yet practical and effective methods anyone can use to reduce their risk and defuse threatening situations." (30 minutes) (VHS)
TrnVideo HF 5549.5 E43 V55 1994

Workplace Violence: First Line of Defense
"Two nationally recognized experts, Garry Mathiason, senior partner with the country's largest employment law firm, and Chris Hatcher, a clinical psychologist, offer legal and incident management advice regarding how to identify and prevent workplace violence. Using actual case studies and interviews, this video is designed to help managers sort out meaningful predictive clues, risk factors

and early warning signs of violent behavior." (Violencia en el Trabajo: Primera Linea de Defensa; Violence en Milieu de Travail: La Premiere Defense) (VHS – 30:06 minutes; DVD – 22 minutes) (DVD in English, Spanish, French)
(VHS) **TrnVideo HF 5549.5 E43 W671 1994**
(DVD) **TrnVideo HF 5549.5 E4 W671 2007**

[Back to Top]

Workforce Development and Planning

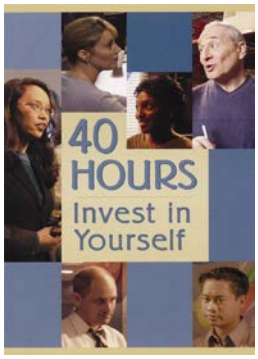
A Basic Toolkit: Good Manager and Good Employee Skills
"This video offers a practical, grounded approach to improving the workplace environment and advancing your career. Debra Wilcox Johnson presents different perspectives to help you gain a mutual understanding of what it means to be both a good supervisor and employee. She will provide you with specific information for improving skills that will both help you advance your career and make your workplace more enjoyable." (120 minutes) (VHS)
PLTrnVid Z682 S64 2003
Audio Visual Media Z682 S64 2003

The Dashboard
"In The Dashboard, viewers are introduced to Younger Brothers Construction, a company that was struggling to go from good to great. People throughout the company had different ideas of the company's goals, and while they measured lots of different things, they didn't always know how to act their findings. The video and corresponding workshop exercises will provide your participants with a unique approach to gathering and distributing information about the health of their department or organization." (8 minutes) (DVD, CD-ROM)
TrnVideo HD 56.25 D37 2006

Do Right! The Plan
"In 1988, Lou Holtz filmed 'Do Right', an examination of the three values at the heart of his success. 'Do Right' became one of the best selling corporate films in America. In 'Do Right! The Plan', Lou illustrates the way to apply those values to achieve individual and organizational success. Through trial and error, victory and defeat, every success begins with two things: a vision and a plan. A vision gives us the direction necessary to achieve our goals. A plan is the vehicle by which we achieve our goals." (35 minutes) (DVD)
TrnVideo BF 503 D67 2006

First Time Around
"Presents the concept of Work Planning, a process that prevents delays, misunderstandings, and non-performance by making sure work is done right the first time around. Viewers will learn how to plan good performance, gain agreement before work begins, and prevent problems by following up on deadlines." (28:35 minutes) (VHS)
TrnVideo HD 31 F57 1989

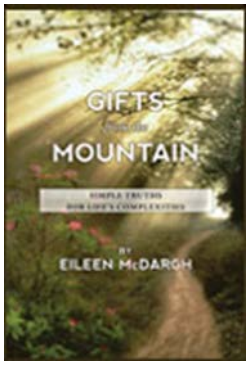
40 Hours: Invest in Yourself



"This employee development program will inspire employees to maximize their workdays and to take more ownership of their job satisfaction. A shift in attitude and perspective is the first critical step to improving the work experience. '40 Hours' provides a great jump-start to all levels of employees in every work environment. Using an engaging story line, the program focuses on the following keys to a maximized work life: connecting and belonging; taking pride and earning respect; having fun; seeking growth; and finding purpose and meaning." (20 Minutes) (VHS and DVD)

(VHS) **TrnVideo HF 5549.5 J63 F67 2003**
(VHS) **PLTrnVid HF 5549.5 J63 F67 2003**
(DVD) **PLTrnVid HF 5549.5 J63 F67 2003**

Gifts from the Mountain



"As she takes viewers on a backpacking journey, author Eileen McDargh uses simple stories to provide clear insights that invite people to make better decisions and work with others in a more productive way. The program can be used in almost any training initiative. It will open viewers up to learning and offer a common language through which trainees can effectively apply the principles in their workplace. 'Gifts from the Mountain' is a program that helps viewers better handle everyday challenges in life and at work. McDargh discusses how her backpacking trips around the world forced her to slow down, consider her surroundings, and get away from the demands of an otherwise hectic life. The lessons she learned helped her become more productive and positive. This beautiful and insightful film discusses some fundamental truths that help us deal with life's complexities while enjoying the journey." (14 minutes) (DVD)
TrnVideo RA 785 M42 2010

Keeping the Good Ones

"This video begins with Marvin, a hotel manager who finds out that his trusted assistant manager is leaving. To add to his troubles, he soon learns that other employees have stayed only out of loyalty to his assistant manager. Marvin has his hands full trying to stop the rest of his employees from leaving before a major upcoming event. Viewers learn that the secret to keeping good employees lies within the individual. Key learning points: treat your team members as people first and employees second, connect with your team members in a non-work way, offer employees your time with the Take 10 Check-in, and show your appreciation for your team members. This video is an excellent tool for stand alone training, or in conjunction with Performance Based Interviewing Training." (25 minutes) (VHS and DVD)
(VHS) **TrnVideo HF 5549.5 R68 K44 2001**
(VHS) **PLTrnVid HF 5549.5 R68 K44 2001**
(DVD) **TrnVideo HF 5549.5 R58 K44 2003**
(DVD) **PLTrnVid HF 5549.5 R58 K44 2003**

Lessons from the New Workplace
"This is a documentary on applying Mother Nature's lessons to the workplace. It features case studies from the U.S. Army, DuPont Corporation and a North Carolina school system. Participants will learn what it means to be part of a learning organization, the importance of the effective exchange and utilization of information, mapping organizational vision and values onto even simple tasks and more. In step-by-step detail, this video shows how three vastly different organizations have successfully implemented Dr. Wheatley's concepts within their teams. Looking at these diverse organizations, viewers will find many practical applications on how to analyze their own work roles in new and more productive ways." (24 minutes) (VHS and DVD)
(VHS) **TrnVideo HD58.8 M324 1995**
(DVD) **TrnVideo HD 58.8 M3242 1995**

Start Right - Stay Right
"This video will help you easily show your new hires the kinds of behaviors you expect from them - including everything from basic workplace etiquette (like being aware of personal hygiene and appearance) to more advanced things (like showing appreciation to co-workers and taking initiative.) This program features a host who leads viewers through vignettes demonstrating 24 success behaviors. It also allows a wide variety of facilitation options." (32 minutes) (DVD)
PLTrnVid HF 5549.5 C35 S73 2005

Toxic Talk: What Would You Say?
"Using three open-ended scenarios (two videos and one audio), the training design focuses on how to respond if you become engaged in toxic conversation and helps participants to redirect potentially hazardous communication. The activities also help participants understand the different perceptions of those involved in toxic talk and how others are affected by this behavior."
(9 minutes) (DVD) **TrnVideo HF 5718 T695 2009**

WorkSmarts: How to Get Along, Get Noticed, and Get Ahead
"This video shows employees and supervisors what it really takes to fit in and succeed in an organization. It gives the 'inside scoop' in a friendly manner - covering the unspoken truths we all wish we knew from day one. Four main strategies for success are discussed: be positive and proactive; be accountable and flexible; be cooperative and respectful; and communicate actively and listen. Through video demonstrations of these strategies, focused discussions and a variety of exercises, participants develop the competence and confidence to actively participate in the work environment." (18 minutes) (VHS)
TrnVideo HF 5549.5 T7 W677 2003

[Back to Top]