

TRAINING MATERIALS AVAILABLE IN THE OFFICE OF HUMAN RESOURCES

TITLE	TIME	DESCRIPTION	CONTENT
AMI HOW-TO SERIES		Each book in the AMI How-To Series presents valuable information in a self-study format. Whether it's interviewing, customer service, or even termination skills, AMI's How-To Series of books will help you develop and retain a competitive advantage in today's workplace.	"Attitude: The Choice is Yours" study guide "Keep Them Calling! Superior Service on the Telephone"
ATTITUDE: LITTLE THING/ BIG DIFFERENCE	26 min.	Business Advantage Inc./ Self-Study Training Videos. Offering business tips from world-wide authors and expert consultants, plus training on crucial workplace issues.	"Attitude: Little Thing/Big Difference" video
BETTER TELEPHONE COMMUNICATION	27 min.	Business Advantage Inc./ Self-Study Training Videos. Offering business tips from world-wide authors and expert consultants, plus training on crucial workplace issues.	"10 Skills for Better Telephone Communication" video
CHOICES	15 min. each	A video-based management training Program to help prevent discrimination complaints and manage diversity	Module 1: "The Interview (and the Barbecue)" This module focuses on fair and objective interviewing and shows trainees how to obtain and use only job-related information, be aware of interviewing behaviors that can mask prejudices, strategies to minimize prejudices among clients and co-workers. Module 3: "A Year in the Life of Constanca Ramos" This module focuses on a reduction in force situation involving protected classes to show trainees how to: provide objective, job-related feedback, know and use counseling skills in discipline and termination procedures, be aware of EEO pitfalls related to documentation, and avoid assumptions about age and national origin. Module 9: "Just the Facts" This module focuses on the selection process and how easily race-based prejudices can influence the interview and selection process if interviewers fail to make a conscious effort to overcome them. Trainees will: review the essential ingredients of proper selection interviews, develop strategies for countering bias in the selection process, and outline procedures for investigating a discrimination complaint
CONDUCTING A PRODUCTIVE MEETING	13 min.	Business Advantage Inc./ Self-Study Training Videos. Offering business tips from world-wide authors and expert consultants, plus training on crucial workplace issues.	"Conducting A Productive Meeting" video and study guide
CONNECTIONS	3 sessions 2 hrs. each	A program which stresses the importance of quality service to a University's success. The major theme of the program is that the University should function as a "connected" entity and maintain a philosophy focused on "continuous improvement" of student services.	Video 1: Practice for Excellence-Path to Success Video 2: The Language of Positive Communication Video 3: The Art of Satisfying Students
CREATIVE WAYS OF FINDING & KEEPING FACULTY & ADMINISTRATORS OF COLOR	2 hrs.	Presented by "Black Issues in Higher Education", this video conference expert panel discusses "creative ways of finding and keeping faculty and administrators of color". In this program educators talk about issues concerning faculty and administrators of color at colleges and universities nation-wide. Retention, salary, and tenure will be among the topics discussed along with the negative effects of working in a hostile academic environment. The panel also deals with perceptions of the roles of faculty and administrators of color on campus. This is a candid discussion of what has worked, what hasn't, and why.	Live tape of "Creative Ways of Finding and Keeping Faculty and Administrators of Color", recorded on October 12, 1994.
CUSTOMER SERVICE EXCELLENCE	38 min.	Business Advantage Inc./ Self-Study Training Videos. Offering business tips from world-wide authors and expert consultants, plus training on crucial workplace issues.	"Customer Service Excellence: It's in the Details" video and study guide
DIFFICULT PEOPLE	38 min.	Business Advantage Inc./ Self-Study Training Videos. Offering business tips from world-wide authors and expert consultants, plus training on crucial workplace issues.	"Difficult People, How to Deal With Them" video
EMOTIONAL INTELLIGENCE		An exciting series of programs featuring psychologist Peter Quarry, interviewing leading international experts who describe fresh challenges, innovative solutions, and give informed insights in the future of work.	"Emotional Intelligence" video.
FRED PRYOR SEMINARS			"How to Supervise People" study booklet "Coaching Skills For Managers and Supervisors" study booklet "Training the Trainer" study booklet
HOW TO DESIGN EYE-CATCHING BROCHURES, NEWSLETTERS, ADS, REPORTS	45 min. 1 hr. per video		"How to Design Eye-Catching Brochures, Newsletters, Ads, Reports, (and everything else you want people to read)" Volume 1: Graphically Speaking: The Three Stages of Readership Volume 2: Function Follows Form: Creating Layouts to Serve a Purpose Volume 3: Just Your Type: Using Text as a Design Element Volume 4: Overcoming "Deadline Dilemma": How to Kick-Start Your Creative Process

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HOW TO LISTEN AND DOUBLE YOUR INFLUENCE	22 min.	Business Advantage Inc./ Self-Study Training Videos. Offering business tips from world-wide authors and expert consultants, plus training on crucial workplace issues.	"How to Listen and Double Your Influence" video
HOW TO TALK...	22 min.	Business Advantage Inc./ Self-Study Training Videos. Offering business tips from world-wide authors and expert consultants, plus training on crucial workplace issues.	"How to Talk..." video
LEADERSHIP IN A TIME OF CHANGE		An exciting series of programs featuring psychologist Peter Quarry, interviewing leading international experts who describe fresh challenges, innovative solutions, and give informed insights in the future of work.	"Leadership in a Time of Change" video.
LOVE AND PROFIT	30 min.	In "Love and Profit", author and former fortune 500 executive James A. Autry introduces "The Art of Caring Leadership" - a strong, genuine, and innovative way to lead people that relies on four basic principles: honesty, trust, special treatment, and courage. By example and experience, James Autry shows leaders how to put people first - and keep productivity and profits up. He also reads from his poetry, for powerful examples of caring leadership in action. The video provides insight, inspiration, motivation and key elements for practicing the art of caring leadership.	
MANAGING CONFLICT IN THE WORKPLACE	video: 26 min.	"Managing Conflict in the Workplace" is an interactive program of skill-building exercises for supervisors and other managers	"Managing Conflict in the Workplace" Trainer's Manual and Video (run time: 26min)
MORE THAN A GUT FEELING I AND II	I 40 min. II 28 min.	This video outlines and demonstrates the concept of "behavioral interviewing", stressing that "the best predictor of future behavior is past behavior". It explains how to use interviewing skills such as: asking open-ended questions, note taking, seeking contrary evidence, using rapport-building questions, allowing silence, controlling the interview.	More than a Gut Feeling II- updated version of More than a Gut Feeling I
PRESENTATION SKILLS	20 min.	Business Advantage Inc./ Self-Study Training Videos. Offering business tips from world-wide authors and expert consultants, plus training on crucial workplace issues.	"Presentation Skills" video
SEXUAL HARASSMENT IS BAD BUSINESS		"Sexual Harassment is Bad Business" is the winner of numerous awards for training and communications excellence. It has helped thousands of managers, supervisors, and their organizations understand the issue of sexual harassment from the unique perspective of those who have experienced its devastating impact	"Sexual Harassment is Bad Business" trainer's manual and video
SHRM: VALUE OF MEMBERSHIP			SHRM: Value of Membership video
TEAM BUILDING SKILLS	one day workshop	This is a one day workshop kit with everything you need to run a full training session. At the end of the day, you should be able to: understand the critical areas all teams must cover; use appropriate skills to delegate team effectiveness; understand what you bring to a team - your preferences; and apply these skills to your own work teams.	The McGraw-Hill One Day Workshop, "Team-Building Skills" by Ralph Lewis
TEAM UP FOR SUCCESS	32 min.	Business Advantage Inc./ Self-Study Training Videos. Offering business tips from world-wide authors and expert consultants, plus training on crucial workplace issues.	"Team Up For Success: Building Teams" video and study guide
TEAM UP FOR SUCCESS		Produced by the Greater Pensacola Chapter of the Society for Human Resource Management. The video program is designed to teach employees, as well as prospective employees, actions and behaviors necessary to be successful on the job. These include core concepts such as dependability, initiative, honesty, and teamwork.	Team Up For Success Video and Leader's Guide
THE POWER OF VISION	30 min.	In "Discovering the Future: The Power of Vision", Mr. Barker shows us how a positive vision of the future is essential for providing meaning and direction to the present. He demonstrates how a meaningful vision empowers us to resolve problems and accomplish goals. Through examples, he emphasizes how visions of the future affect organizations, nations, and individuals, adults and children alike. This program was filmed on location in Europe and throughout the United States and is designed to complement "The Business of Paradigms"	
THE WINDS OF CHANGE	9 min.	This video is designed as a meeting opener and emphasizes that change is inevitable in today's world. It also states that change can and often does cause feelings such as fear, denial, anxiety, confusion-- generally leading to a sense of helplessness and of feeling out of control. However, the underlying	

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		message is that this attitude is our choice. Recommended for use with programs on change, creativity, problem solving, and risk-taking.	
TOASTMASTER SERIES	30-45 min. each		Be Prepared for Meetings Be Prepared to Sell Be Prepared to Speak Be Prepared to Lead
VALUING DIVERSITY	30 min. each	Three videos are available along with the Valuing Diversity Training System. This system is a process-oriented approach to developing an overall diversity strategy, complete with clearly-stated learning objectives, 10 training modules with corresponding participant activities and exercises, support resource material, evaluation tools and 100 overhead transparency masters. The system works as an integrated whole in which each module or activity can be used independently or in conjunction with the full-featured, 10-module diversity program.	"Diversity at Work"- this video program is designed specifically for employees-including managers- who are concerned with their own advancement and their relationships with peers and superiors. It shows employees how to succeed in the multicultural organization and addresses their responsibility for self-development. It also examines their relationship with co-workers and supervisors who may be different from themselves. Advice from successful corporate managers is given about how to succeed without sacrificing personal cultural values, and how to deal with the stresses of being bi-cultural. "Communicating Across Cultures"- This video examines differences in cultural communication styles. Dramatic illustrations show the misunderstandings that can result when people of different national origin or ethnic background (or even personality) try to communicate. The film also shows how discomfort around the subjects of race, gender, and other differences inhibits feedback and constructive interaction, and provides models for more effective communication. "Supervising Differences"- This video shows how first line supervisors and team leaders can get the best out of their diverse work force. Dramas and interviews help supervisors with climate setting, coaching and development, team building, supervising culturally diverse workers, stereotypes and assumptions and dealing with employee conflict.
WE CAN GET ALONG	2 hrs.	The most vexing issue for today's college students, administrators, and faculty is finding ways to make differences work as positive instead of negative factors on campus. Regardless of whether the differences are based on race, sex, sexual orientation, age, religion, ability, or national origin, we all recognize that we need answers. Major topics include: Who is responsible for creating campus unity, racial congregation, and campus segregation: advantages and disadvantages; how student government, campus newspapers, fraternities and sororities, and ethnic student organizations can build a solid team for change; how to engage large numbers of white and non-white students in diversity efforts, etc.	Live tape of "We Can Get Along: A Blueprint for Campus Unity", recorded on November 10, 1993
WINNING AGAINST STRESS		Stress is a fact of life, but it doesn't have to be destructive. You can learn to cope with it successfully and lead a happy, healthy, productive life in spite of it. How? By following time-tested, proven strategies for dealing positively with the stress everyone faces. This unique album will teach you those strategies, and speed you on your way to a more positive outlook, higher self-esteem and greater happiness	6 Cassette Tapes Workbook to follow along with tapes.
WORKPLACE VIOLENCE	2hrs 45 min.	Primarily deals with preventative measures geared to defusing aggression and dysfunctional behavior before they culminate in violent incidents.	"Workplace Violence: Recognizing and Defusing Aggressive Behavior" Trainer's Manual and Video (run time: 19 minutes)