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2010 VIDEO CATALOGUE

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Program Title
TELEPHONE TECHNIQUES

The "*Telephone Techniques*" video training program shows the correct and proper use of our most common communication item the telephone.

The telephone is the first contact your clients and customers will generally have with your company or institution. As we know "first impressions" are vital to any business, incorrect and improper telephone techniques can cause clients to have a negative perception of your organisation. The "*Telephone Techniques*" video program can be used extensively throughout your organisation as a training or refresher course to ensure all staff are aware of the correct telephone techniques.

The program has been designed to apply to all business sectors from government departments and offices through to factories and retail businesses.

The "*Telephone Techniques*" video program includes:

- Acquaintance of physical aspect of the Telephone
- The basic courtesies of telephone answering:
 - (a) Greet
 - (b) Identify
 - (c) Introduce
 - (d) Assist
- Effective Listening
- Taking Action
- Clarifying
- Correct positioning of the Telephone
- Quick, efficient transferring of calls
- Voice Quality
- Taking Notes
- Types of Questions:
 - (a) Open questions
 - (b) Closed questions
- Interjecting
- Concentration
- Taking Charge
- Dealing with Dissatisfied Customers

As you can see the "*Telephone Techniques*" program covers a wide range of topics relating to correct telephone use.

A Faciliator's Guide is also available containing key discussion areas and skills practice exercises which will broaden the impact and add specificity to the program.

DURATION: 15 minutes

Program Title
TELEPHONE ETIQUETTE

The "*Telephone Etiquette*" video training program provides people with the understanding that the telephone is a powerful communications tool which can work FOR and AGAINST us in the business environment.

Standards of behaviour when using the telephone must be the equal or better than in all other areas of personal communications.

Professional standards of behaviour should be the "norm" and not the exception. Why should your customers or business associates be made to put up with rudeness and bad telephone manners?

This program has been designed to apply to all business sectors from Government departments and offices through to all commercial activities.

The "*Telephone Etiquette*" video program includes:

- Dealing with Rudeness
- Using Discretion
- Giving Privacy
- Identification
- Answering Machines
- Make Your Own Calls
- Taking Responsibility - Complaints/Wrong Line

Outcome: To gain the acceptance of each participant for their responsibility in achieving and practicing professional telephone skills whether communicating to external business contacts or within their own Organisation.

A Faciliator's Guide is also available containing key discussion areas and skills practice exercises which will broaden the impact and add specificity to the program.

DURATION: 17 minutes

Program Title

TELEPHONE PRESENTATION AND TIME MANAGEMENT

The "*Telephone Presentation and Time Management*" video training program looks at the development of a POSITIVE approach to telephone communications.

The major objectives for participants are:

- in the initial understanding of the limitations **and** the possibilities of one-dimensional communications
- acceptance that telephone **interruptions** are essential to the success of our various organisations
- that the perception of time is exaggerated when using the telephone
- that ones level of preparedness when using the telephone has a dramatic impact on the responses you obtain

The program has been designed to apply to all business sectors, from Government departments and offices through all commercial activities.

The program covers:

- | | | |
|--------|-----------------|---|
| PART 1 | Presentation | <ul style="list-style-type: none">• Voice• Emphasis• Attitude |
| PART 2 | Time Management | <ul style="list-style-type: none">• Incoming Calls• Call Preparation• Clear the Desk• Keep Records |

Outcome: For participants to become aware of the "Visual" impact they create in the minds of telephone callers, to accept the need for professional standards in their behaviour and commence the practice of preparing for incoming and outgoing telephone calls.

A Faciliator's Guide is also available containing key discussion areas and skills practice exercises which will broaden the impact and add specificity to the program.

DURATION: 17 minutes

Program Title
TELEPHONE ESSENTIALS

Most organizations spend a great deal of time, money and resources creating a positive corporate image, but a poor impression made on the telephone can easily damage this image.

How many times have you heard people say things like:

- I had to wait for 10 minutes on the phone before I got to speak with someone
- The person who answered the phone was so rude and abrupt I couldn't believe it, or
- I won't be ringing them again if they can't even return my call.

These comments and others like them not only frustrate the caller but they can do a lot to discourage others from calling your organization.

This program looks at seven fundamental techniques that you need to know and apply in order to use the telephone as an effective business communication tool. These fundamental techniques are:

- How to correctly answer the telephone
- Using your best voice
- Effective listening
- Managing the angry caller
- Making a call
- Finishing the call
- Arranging a callback

EXPECTED OUTCOMES: On successful completion of this video based training program the participants will be familiar with seven fundamental telephone techniques. They will also be able to create a positive and professional impression of your organization when using the telephone.

A Faciliator's Guide is also available containing key discussion areas and exercises.

We are sure you will find this program a successful addition to your existing training programs or resource library.

DURATION: 12 Minutes

Program Title
BETTER BUSINESS LETTERS

They're not always easy but it's terribly important we get them right. The letter is such an indelible form of communication - once it's done and sent, it's permanent. A clearly and correctly written business letter saves time, effort and frustration.

The Better Business Letters video program features :

- Developing a Topic Profile
 - (a) Why am I writing this letter?
 - (b) What am I writing about?
 - (c) What do I want it to achieve?
 - (d) What does my reader need to know?
 - (e) How can I be convincing?

- Starting Your Letter

- Writing With Style

- Writing Persuasively

- The Layout

A Faciliator's Guide is also available containing key discussion areas and skills practice exercises which will broaden the impact and add specificity to the program.

DURATION: 16 minutes

Program Title
EFFECTIVE REPORT WRITING

With the rapid advances being made in technology and management techniques, a much larger proportion of the workforce is now involved in what happens with products and services and with how organisations operate. In areas such as Quality Performance, Team Building, Occupational Health & Safety and Work Care, the communications on production and personnel needs is emanating from the “hands on” areas and with this change in communication source comes the need for new skills such as Effective Report Writing.

Seen previously as a basic requirement for the executive team, sales and marketing, Report Writing should now be studied throughout the organisation structure to ensure accurate data is available to all departments “as it happens” and not several weeks or months later.

Effective Report Writing the Video features the critical areas of:

- Getting Started
- Organising Your Report
- Your Writing Style
- Your Tone
- Editing Your Report
- Common Faults

A Faciliator’s Guide is also available containing key discussion areas and skills practice exercises which will broaden the impact and add specificity to the program.

DURATION: 20 minutes

Program Title
EFFECTIVE OFFICE COMMUNICATION

The office in any organisation, is the "nerve centre" for most important communication functions such as receiving and disseminating messages, directives and information to and from all levels of staff, management and customers. The office environment encounters a multitude of interruptions and distractions - therefore organised communication systems are needed to maintain accuracy, efficiency and priority.

The effectiveness of the communication systems in place will reflect the organisation's image both internally and externally.

Effective communication is a key element in effective time management, planning, decision making, delegation and teamwork.

The "*Effective Office Communication*" video training program covers:

- Ensuring all communications have a purpose
- Communication is a two-way process
- Planning and establishing regular communication practices
- The value of written communication
- The value of spoken communication
- Dealing with communication of a sensitive and confidential nature
- Ensuring communications get the appropriate follow-up
- The communication of good news and praise to motivate and maintain morale

The result of Effective Office Communication is that the organisation will be able to achieve its goals and objectives.

A Faciliator's Guide is also available containing key discussion areas and skills practice exercises which will broaden the impact and add specificity to the program.

DURATION: 14 minutes

Program Title**COURTESY, ETIQUETTE AND ATTITUDE IN THE WORKPLACE**

Each year, millions of dollars are spent on the corporate image. Yet the way an organisation presents itself through its employees is often ignored.

Organisations are constantly being judged by the way their employees behave - both inside and outside the workplace. Yet employees almost never receive any training on business matters.

The "*Courtesy, Etiquette and Attitude in the Workplace*" video program deals with many aspects relating to business manners, including:

- Identifying bad manners
- Attitude in relation to customers
- Attitude in relation to company policy
- Personal presentation
- Dealing with co-workers
- Dealing with superiors
- How to handle junior staff
- Using good manners in the workplace
- Dealing with sexist terminology

As you can see, the "*Courtesy, Etiquette and Attitude in the Workplace*" video program covers a wide range of topics relating to proper business manners.

A Faciliator's Guide is also available containing key discussion areas and skills practice exercises which will broaden the impact and add specificity to the program.

DURATION: 15 minutes

Program Title**LOOKING AFTER YOURSELF AND YOUR ORGANISATION**

These days all organisations, be they Government or Private Industry, are faced with hard times, hard competition and the constant requirement to justify their existence. Today, smart employees realise that looking after yourself and your organisation is really the same thing. The best way to do the right thing for yourself and your organisation is simply to do your job effectively and well.

So we as individuals must understand what it is that will ensure our place within our Organisation.

- What are the key performance factors in our job?
- How may our skills be developed or enhanced in our performance?
- How may we influence or initiate changes of benefit to us and our Organisation?

Areas discussed in "*Looking After Yourself and Your Organisation*" include:

- Know what is expected of you
- Taking responsibility
- Saving and making money for your Organisation
- Working as part of a Team

Success for oneself is now tied absolutely to the success of our team, our section, our department and our Organisation.

A Faciliator's Guide is also available containing key discussion areas and skills practice exercises which will broaden the impact and add specificity to the program.

DURATION: 15 minutes

Program Title
CUSTOMER SERVICE

The "*Customer Service*" video training program deals with many aspects relating to correct and successful servicing of the most important person in your business the customer.

All customers have similar expectations, they expect friendly, attentive and efficient service. If any of these aspects are not present, customers can develop a negative perception of your business and the efficiency of its operation, and as we all know return business is vital to business success.

The "*Customer Service*" video training program can be used extensively throughout your organisation as a training or refresher course to ensure all staff are aware of the importance of successful customer service, whether the service be supplied by telephone or on a "face to face" basis.

The program has been designed to apply to all types of businesses and organisations that require successful customer service.

The "*Customer Service*" video program includes:

- Correct Attitudes
- Making the Customer feel important
- Cleanliness and Neatness
- Body Language
- Voice Quality
- Effective Communication
- Listening
- Attentiveness
- Empathy
- Confirming
- Taking responsibility and action
- Following Up
- Getting Feedback
- Being Flexible
- Showing you Care
- Reliability
- Handling Complaints
- Ensuring Return Business

As you can see the "*Customer Service*" program covers a wide range of topics relating to successful customer satisfaction.

A Faciliator's Guide is also available containing key discussion areas and skills practice exercises which will broaden the impact and add specificity to the program.

DURATION: 15 minutes

Program Title
LISTEN HEAR

From problem-solving to personal patter - effective listening improves not only our personal relationships, but increases our job satisfaction, and as we well know, job satisfaction leads to increases productivity.

There are a wide range of benefits to be gained from listening effectively:

- Builds relationships
- Improves confidence
- Aids learning
- Increases understanding
- Helps solve problems
- Improves negotiation skills
- Increases efficiency and productivity

Subjects covered in this program include:

- Benefits of listening
- Listening with your whole body
- Responding appropriately
- Removing barriers

A Faciliator's Guide is also available containing key discussion areas and skills practice exercises which will broaden the impact and add specificity to the program.

DURATION: 17 minutes

Program Title
EFFECTIVE CLOSING TECHNIQUES

The "*Effective Closing Techniques*" video training program shows a wide variety of techniques involved in the most important aspect of sales closing.

Many sales people have more trouble with "the close" than any other part of selling. Perhaps that's because "closing" is the most difficult aspect of selling. And yet, if your sales people don't close the sales, they are effectively working for the opposition. The "*Effective Closing Techniques*" video program can be used extensively throughout your organisation as a training or refresher course to ensure all sales people are aware of the requirements and techniques of closing the sale.

The "*Effective Closing Techniques*" video program includes:

- General characteristics of successful closing:
 - (a) Believe in your product
 - (b) Communicate with your customer
 - (c) Ask for the sale
 - (d) Wait for a response
- When to begin closing the sale
- Various techniques for trial closing
- Closing the sale techniques:
 - (a) Asking for the order
 - (b) Different ways of using questions
 - (c) Physical closing techniques
 - (d) Following up
- Handling objections:
 - (a) Reasons for objections
 - (b) Storytelling
 - (c) Regrouping

As you can see, the "*Effective Closing Techniques*" video program covers a wide range of topics and techniques relating to successful closing.

A Faciliator's Guide is also available containing key discussion areas and skills practice exercises which will broaden the impact and add specificity to the program.

DURATION: 15 minutes

Program Title
MEMORY SKILLS

Good memory skills and recall techniques are almost a necessity in today's modern workplace.

Throughout our normal working day we are required to remember passwords for computers, cost codes, stock numbers, goals, targets, deadlines, policies and procedures. It seems that in almost everything we do there is a requirement to use our memory.

There are many different memory techniques that can make the task of recalling information simple and easy to perform. This video program looks at eight memory recall techniques. These are:

- | | |
|-----------------------------|-------------------------|
| 1. Repetition | 5. Visualisation |
| 2. Physical Triggers | 6. Substitution |
| 3. Chunking | 7. Linking |
| 4. Grouping | 8. Memory Pegs. |

By using the principles and techniques shown in this video program you will be able to improve your ability to remember:

- **Names and faces**
- **Lists of items**
- **Things to do**
- **Numbers**
- **Important information, and so on.**

EXPECTED OUTCOMES: On successful completion of this video based training program the participants will be familiar with eight memory recall techniques and they will know how to use these techniques to get results. The participants will also be able to identify opportunities in the workplace where they can put the information they have learnt into practice.

A Faciliator's Guide is also available containing key discussion areas and exercises.

DURATION: 19 minutes

Program Title
HANDLING COMPLAINTS

Complaints, every company and organisation receives them. They are seen as a major headache for most people who are required to handle them. But complaints are really opportunities, because complaints help to reveal problems that you may not be aware of, and if handled correctly can actually increase customer loyalty.

The video program, "Handling Complaints" shows a range of techniques required to successfully handle complaints in the workplace.

Topics covered in the "Handling Complaints" program include:

- Showing Respect
 - (a) Use the customer's name
 - (b) Give your full attention
 - (c) Keep your cool
 - (d) Have patience
 - (e) Offer an apology
 - (f) Don't accuse or give orders
 - (g) Avoid defensiveness

- Listening
 - (a) Body language
 - (b) Take notes
 - (c) Paraphrase
 - (d) Probe for information
 - (e) Show empathy

- Focus on Finding a Solution
 - (a) Form a team
 - (b) Concentrate on the positive
 - (c) Take responsibility
 - (d) Admit you don't have an answer, but undertake to get it
 - (e) Call back even if you don't have an answer
 - (f) Carry out the solution as soon as possible

The program has been designed to apply to all business sectors, from Government departments and offices through all commercial activities.

A Faciliator's Guide is also available containing key discussion areas and skills practice exercises which will broaden the impact and add specificity to the program.

DURATION: 23 minutes

Program Title
DELIVERING SUCCESSFUL PRESENTATIONS

When asked to deliver a presentation, many people find themselves feeling stressed, anxious and panic stricken and will do anything to avoid having to actually make the presentation! The program shows how to survive giving a presentation, implementing the “Three P’s” of presenting and how you can use them to combat your nerves and effectively deliver great presentations.

The *"Delivering Successful Presentations"* video training program shows how to confidently make interesting and informative presentations. Following the “Three P’s” process, the video program takes the viewer through:

- Planning
- Preparing
- Presenting

These areas are developed individually and include:

- Establishing Objectives
- Analyse Your Audience
- Presentation Structure – *from the introduction through to the conclusion*
- Rehearsals
- Preparing your Presentation Space
- Dealing with Nerves
- Getting your Audience’s Attention
- Visual Aids and How to Use Them Effectively
- Handouts
- Personal Presentation – Your Voice, Your Stance, Hand Gestures *etc.*
- Dealing with Questions

EXPECTED OUTCOME: For participants to understand the benefits of planning and preparing a well structured presentation that will get and maintain the audience’s attention.

A Faciliator’s Guide is also available containing key discussion areas and skills practice exercises which will broaden the impact and add specificity to the program.

DURATION: 25 minutes

Program Title

MEETING TOOLS

It is not uncommon for meetings to be dull and lack direction. Many of these meetings deliver few, if any, positive outcomes and can very often be categorized as ‘a waste of time’.

The key to running successful meetings, that is, meetings with positive outcomes, is preparation. This preparation does not only include setting the agenda, organising the venue and so on, but also making decisions on how the meeting will be conducted.

For example: How do we keep the meeting on track?
 How will we encourage participation?

There are many techniques (or meeting tools) that can be incorporated into the structure of a meeting to improve the outcome.

The video program looks at the following eight meeting tools:

- | | |
|---------------------------------------|-----------------------------|
| 1. The Parking Lot | 5. Brainstorming |
| 2. The T Chart | 6. The SWOT Analysis |
| 3. The Negative Assessment | 7. The Fishbone, and |
| 4. The Nominal Group Technique | 8. The Rating Scale. |

The planned use of these meeting tools will help you to:

- | | |
|--|--|
| ● Keep the meeting on track | ● Gain group consensus |
| ● Make better decisions | ● Analyse a situation |
| ● Increase meeting participation | ● Problem solve, and |
| ● Determine priorities particular | ● Rate how people feel about a issue or proposal. |

EXPECTED OUTCOME: On successful completion of this video based training program, the participants will be aware of the chairperson’s role as well as being familiar with eight meeting tools they can use to improve the effectiveness of their meetings.

A Faciliator’s Guide is also available containing key discussion areas and exercises.

DURATION: 14 Minutes

Program Title
EFFECTIVE MEETING PARTICIPATION

Meetings are a fact of life for all organisations. Like them or loathe them, they are essential for an organisation to function effectively, and as such are an ideal forum for all staff members to make a positive contribution towards the growth and efficiency of an organisation.

In times past, attending meetings was usually seen as an activity for management. Today, it is recognised that all members of an organisation have their contribution to make. Consequently meeting participation has become an integral part of business life for everyone.

The objectives of this program are for participants to gain an appreciation of:

- *The importance of clearly understanding the purpose of the meeting and the benefit of setting goals in relation to that purpose.*
- *The need to ensure that they have correctly prepared for a meeting.*
- *The concept that meetings are a forum for negotiation and consensus as distinct from argument and conflict.*

Based on these objectives, the areas discussed in "**Effective Meeting Participation**" include:

- **PURPOSE**
- **PREPARATION**
- **PARTICIPATION**
 - *Listening*
 - *Presentation*
 - (a) *Body Language*
 - (b) *Speech*
 - *Meeting Etiquette*
 - *Leaving Early*
 - *Dealing with Intimidation*

A Faciliator's Guide is also available, which contains key discussion areas and skills practice exercises which will broaden the impact and add specificity to the program.

DURATION: 20 minutes

Program Title
ICEBREAKERS

The icebreaking process is an important part of almost every presentation. It becomes essential when you are working with groups of people who don't know each other that well or who don't know each other at all.

There are many different icebreakers that you can use to introduce people at the start of a training course, meeting or workshop. This video program looks at eight Icebreakers that can be used in a variety of situations.

These Icebreakers are:

- | | |
|---------------------------------|--|
| 1. A Structured Approach | 5. Admire or Despise |
| 2. How Incredible | 6. Silent Introductions |
| 3. The Coffee Break | 7. People Bingo |
| 4. Giving Away Secrets | 8. Something Funny, Something Scary |

Having a series of different Icebreakers that you can use at any time is a handy position for any trainer, facilitator or presenter to be in.

EXPECTED OUTCOMES: On successful completion of this video based training program the participants will be familiar with eight Icebreaker exercises that they can use to help get their training courses, meetings, presentations etc. off to a good start.

A Faciliator's Guide is also available containing Key Discussion areas and exercises.

We are sure you will find this program a successful addition to your existing programs or resource library.

DURATION: 18 Minutes

Program Title
MANAGEMENT AND SUPERVISORY SKILLS

A promotion to a management or supervisory role can create a myriad of challenges for the person involved.

So many people are placed in management or supervisory roles because of their technical experience in a given area. Poor management skills can lead to many staff problems and can even threaten the viability of your company or organisation.

Successful managers and supervisors are able to work effectively by using a combination of administrative and human relation skills. The "Management and Supervisory Skills" video program shows a variety of techniques to improve these skills.

- Common initial mistakes.
 - (a) Trying to be 'part of the gang'
 - (b) Poor delegation
 - (c) Improper use of authority
 - (d) Being a poor role model
- Planning.
- Setting Objectives.
- Controlling Costs.
 - (a) Machines and equipment
 - (b) Work practices
 - (c) Performance and attitude of personnel
- Improving methods.
- Making decisions.

A Faciliator's Guide is also available containing key discussion areas and skills practice exercises which will broaden the impact and add specificity to the program.

DURATION: 17 minutes

Program Title
DELEGATION

Delegation is an effective pathway to increased productivity and success.

We are all aware that every organisation needs to grow. But that can't happen unless your people are growing... and one of the most effective ways to develop your people is to delegate. Delegation frees your staff from everyday tasks so they can do what they're there for - *to manage*, and most importantly - *to plan*. It develops your staff - builds your team...

The video program, "Delegation" looks at:

- ◆ barriers to delegation
- ◆ the reasons some people avoid responsibility
- ◆ how to assess which tasks to delegate and which should not be delegated
- ◆ choosing the right person for a particular task.

The program details the delegation process in a step-by-step manner which will enable your staff to delegate effectively, building an efficient team.

A Faciliator's Guide is also available containing key discussion areas and skills practice exercises which will broaden the impact and add specificity to the program.

DURATION: 19 minutes

Program Title
HOW TO SUCCESSFULLY MANAGE YOUR TIME

The "*How to Successfully Manage Your Time*" video training program will enable you to see how you spend your time, how to organise your time and how to eliminate those timewasters that rob you of that precious resource your time.

The "*How to Successfully Manage Your Time*" video program includes:

- How you spend your time
- Using a time log to analyse your time usage
- Coding a time log
- Yearly, monthly and daily planning
- How to organise your day
- The daily list
- The daily list priority system
- How to deal with phone interruptions
- Dealing with uninvited visitors
- How to become efficient in dealing with paperwork
- Organising and optimising your office environment
- Identifying procrastination

A Faciliator's Guide is also available containing key discussion areas and skills practice exercises which will broaden the impact and add specificity to the program.

DURATION: 15 minutes

Program Title
PROBLEM SOLVING

Problems occur in every business. The way these problems are dealt with can have a significant effect on an organisation's bottom line. While it is true that some big problems can cost organisations a lot of money, the reality is that most problems are relatively small and result in a range of inefficiencies. Cumulatively these problems often lead to a lot of wasted time and frustrations for certain individuals, work teams and sometimes whole departments.

Being able to solve problems efficiently and effectively is a fundamental aspect of good business operations. During this program you will look at a step by step problem solving process that will ensure you will get good results. You will also look at five practical problem solving tools that will assist you to solve problems in your workplace.

The proper and effective use of these tools will assist you to solve problems and prevent them from recurring.

The tools covered in the video program are:

- 1. Fault Tree Analysis**
- 2. Force Field Analysis**
- 3. Cause Effect Analysis**
- 4. Repetitive Analysis**
- 5. Sequence of Events Analysis.**

EXPECTED OUTCOMES: On successful completion of this video based training program the participants will be able to follow a structured method for solving problems. They will also be familiar with five problem solving tools and they will know how to use these tools to get results. Additionally participants will be able to identify opportunities in the workplace where they can put the information they have learnt into practice.

A Faciliator's Guide is also available containing key discussion areas and exercises.

DURATION: 11 Minutes

Program Title
DECISION MAKING TOOLS

Decision making is part of everyday life. Most of the decisions we make are routine events that we hardly even notice. Every now and again however, we are required to make an important decision. How we go about making these decisions can be the difference between making a good decision and making an inappropriate one.

For important decisions and for those decisions where it is absolutely critical that you get it right, it is essential to use a structured decision making process and appropriate decision making tools.

This video program covers in detail the four steps in the decision making process. These are:

- 1. Define your needs and objectives**
- 2. Identify all the potential options**
- 3. Thoroughly analyse and assess each decision option and finally,**
- 4. Select the best option that is available to you.**

The video program also covers a range of decision making tools that can help you during each stage of the decision making process. Some of these tools include:

- **Brainstorming**
- **Nominal group technique**
- **Balance sheet**
- **Group consensus**
- **Majority vote**
- **Minority vote**
- **Criteria rating**
- **etc.**

A Faciliator's Guide is also available containing key discussion areas and skills practice exercises, which will both broaden the impact and specific subjects covered in the program.

We are sure you will find this program a successful addition to your existing training programs or resource library.

DURATION: 15 Minutes

Program Title
BUSINESS COMMUNICATION SKILLS

The "*Business Communication Skills*" video training program shows a range of successful communication techniques for any person involved in employee performance counselling and employee relations.

Successful employee relations, at all levels of business from managers to foremen, is vital to business success. Creating productive relationships between management and employees can be a skill which has been forgotten or not practiced regularly by all levels of management. The "*Business Communication Skills*" video program can be used as a training tool or as a refresher course in these often forgotten skills.

The program has been designed for application at every level of management and for all business and government departments from offices to factory floor.

The "*Business Communication Skills*" video program includes:

- What employees want and expect from their occupation
- The problems of "personality conflict"
- How to perform a successful "instruction" meeting
 - (a) Objectives
 - (b) Outline
 - (c) Review
- Correct communication techniques for "career development"
- Suggestions for employees in relation to "career development"
- Suggestions for management in relation to "career development"
- How to carry out a successful "change in performance" interview
- What causes "poor performance"
- Dealing with "periodic review" interviews.

As you can see the "*Business Communication Skills*" video program covers a wide range of vital employee communication techniques.

A Faciliator's Guide is also available containing key discussion areas and skills practice exercises which will broaden the impact and add specificity to the program.

DURATION: 15 minutes

Program Title
INTERVIEWING - THE PROCESS

The "*Interviewing - The Process*" video training program looks at the application of specific steps in order to obtain the maximum benefit from which ever type of interviews in which you may be involved from time to time.

During any period of high unemployment and organisational change - when people are asked to cope with retrenchments, mergers, takeovers and various other forms of **rationalisation**, the work "*interview*" usually conjures up the image of the *job* interview.

What is overlooked is the fact that interviewing is probably a daily occurrence for many people as these situations exist in a wide variety of circumstance, including:

- * Choosing a supplier for either products or services
- * Selecting a consultant
- * Conducting an investigation such as a workplace accident
- * Performance counselling
- * Work-in-progress appraisal
- * Client briefing

The program has been designed to apply to all business sectors, from government departments and offices through all commercial activities.

The Program covers:

- PART 1: Preparation
- PART 2: The Interview
- PART 3: Evaluation

Outcome: For participants to become aware of the range of interview situations which now occur within their organisation and to provide them with the decision making skills necessary for successful interview evaluation.

A Faciliator's Guide is also available containing key discussion areas and skills practice exercises which will broaden the impact and add specificity to the program.

DURATION: 19 minutes

Program Title
PERFORMANCE APPRAISAL & PERSONAL DEVELOPMENT

The "*Performance Appraisal & Personal Development*" video training program stresses the positive impact this system can inject into any Organisation when installed in a positive and pro-active environment.

All Performance Appraisal Systems rely upon one basic premise and their success (or lack of it) will reflect this factor which is - "that all parties involved in the system understand the process and believe implicitly in the fairness with which it will be applied".

The areas chosen for illustration are:

- * The Orientation Discussion
- * The Aims of the Appraisal & Development System
- * Performance & Development Planning
- * On-going Review Discussion
- * Performance Appraisal

EXPECTED OUTCOME: For participants to understand the benefit of On-going performance reviews, through the Appraisal System and the impact it can have on their own personal development and career prospects.

A Faciliator's Guide is also available containing key discussion areas and skills practice exercises which will broaden the impact and add specificity to the program.

DURATION: 17 minutes

Program Title
SETTING AND ACHIEVING GOALS

Most people recognise that to succeed you need a plan and the first part of successful planning is to identify and establish a meaningful and challenging goal.

In this program we will look at a clear, concise and practical approach to setting SMART goals. The term SMART is an acronym, which stands for Specific, Measurable, Achievable, Relevant and Time based. When you set SMART goals you significantly increase your chances of achieving your desired outcomes. During the program we will also look at a simple five-step process that you can use to help you achieve your goals. Both of these approaches can be used by individuals, teams and organisations to assist them in achieving success.

By following the goal setting approaches outlined in this program you will:

- ⇒ **Become more focused on what's important**
- ⇒ **Reduce the tendency to procrastinate about any goal related decisions**

- ⇒ **Find it easier to prioritise your workload**
- ⇒ **Better manage your time**
- ⇒ **Be more productive and efficient, and**
- ⇒ **Actually achieve your goals and desires.**

EXPECTED OUTCOMES:

On successful completion of this video based training program the participants will be able to set a SMART goal using SMART goal criteria and they will be able to follow the five steps in the goal setting process. Additionally, the participants will be able to identify opportunities in the workplace where they can put the information they have learnt into practice.

A Faciliator's Guide is also available containing key discussion areas and exercises.

We are sure you will find this program a successful addition to your existing training programs or resource library.

DURATION: 14 Minutes

Program Title
NEGOTIATION FOR POSITIVE RESULTS

Negotiations occur everyday in every possible situation, in all areas of employment and life in general.

It is not only in highly publicised situations that worthwhile negotiations take place, we see negotiation throughout the employment hierarchy - between supervisors and staff, in assessing job task allocation, in performance appraisals, in development job descriptions, in open market tendering, in retail sales (especially with white goods and motor vehicles), employment interviews and so on through all workplace communications.

Many of these negotiations may be quite informal but are no less important because of that.

The "*Negotiation for Positive Results*" video program deals with the five primary steps of entering into negotiation with another party, whether one-on-one or as part of a team. These steps are:

- Preparation/Research
 - (a) Research your own position
 - (b) Research the other party
 - (c) Research the relationships between the parties
- Establishing objectives
 - (a) Dealing with Negative attitudes
 - (b) Dealing with Positive attitudes
- Alternative or Fall-Back options
- The Right Environment
- Emotions and Prejudice

Our ultimate objective from Negotiations is "to confer with another to bring about the desired result".

"Negotiation for Positive Results" is communication in the best possible way, how else can you:

- Meet the interest of both parties
- Take common interest into account
- Improve (or not damage) on-going relationships
- Offer durable results
- Resolve conflicts fairly

A Faciliator's Guide is also available containing key discussion areas and skills practice exercises which will broaden the impact and add specificity to the program.

DURATION: 15 minutes

Program Title
DEALING WITH DIFFICULT PEOPLE

When dealing with difficult people, there are times when even your best negotiating skills can fall short. You need to stand back and be objective and it even pays to take the other person's side a little. The ideal objective is to open the pathways of communication and to establish a two way listening process. Once you bridge your differences, you can go on and make it hard for the other person to say no!

Based on these objectives, the areas discussed in "**Dealing with Difficult People**" include:

- **BEING OBJECTIVE**
 - *Stay focused on your goals*
 - *Recognise the other person's tactics*
 - *Be aware of your own emotional reactions*
 - *Stop before you speak*

- **TAKE THEIR SIDE**
 - *Listen actively*
 - *Agree when ever possible*
 - *Acknowledge their viewpoint*
 - *Offer an apology if warranted*
 - *Project confidence*
 - *Express your views without provoking*

- **BRIDGE DIFFERENCES**
 - *Ask open-ended, problem solving questions*
 - *Ask for the person's advice*
 - *Ask for the person's ideas*
 - *Don't rush the person to agree*
 - *Ignore or redirect attacks and obstructions*

- **MAKE IT HARD TO SAY NO**
 - *Convince rather than threaten*
 - *Keep choices open*
 - *Enlist support from others*
 - *Don't rush the person to agree*

A Faciliator's Guide is also available which contains key discussion areas and skills practice exercises which will broaden the impact and add specificity to the program.

DURATION: 17 minutes

Program Title
POWER OF ASSERTIVE BEHAVIOUR

Being an assertive person is more than adopting a communication “style”, or taking on a manner or pose in order to achieve a desired result. Assertiveness is one part of the total person and is an attitude towards yourself and other people and includes accepting total responsibility for your actions. Assertiveness is therefore a reflection of the person. So it is important that we, as individuals understand the options open to us in communication with others and which of the more common styles achieve the best results.

Featured in this video program are the three most common and obvious behavioural styles encountered in all organisations:

AGGRESSIVE: The physical person who will attempt to bully others by loudness of voice, stance or word selection in order to achieve their goals.

PASSIVE: The person who prefers to opt out in the hope of others taking up their responsibilities, or of being left alone.

ASSERTIVE: Which we see as the best communicator and most consistent achiever to the benefit of all people involved within their work environment.

The concept of Assertiveness as shown in the video is a commitment to a positive work environment where you may clearly express:

- What you think and feel
- Where your emotions and thoughts are - stated without apology
- That you will not be manipulated by others
- That other persons rights will be respected at all times

EXPECTED OUTCOME: This video clearly illustrated each of the three main behaviour styles in action and demonstrates how each causes a certain response which will be either positive or negative. Often it is only by watching these examples that people will understand their own behaviour style and the impact they are having on others within your organisation. Training in communication styles is a must for everyone in your organisation and may well have an enormous impact on overall productivity and in improving the working environment.

DURATION: 15 minutes

Program Title

POSITIVE ATTITUDE POSITIVE RESULTS

Positive people are much more productive than negative people. And not only for themselves - having a positive approach helps others to be more productive as well. It generally makes things easier for everybody. Being positive in itself won't solve problems, but it'll put you in a much better frame of mind to be able to face those problems.

The stronger your sense of direction, the easier it is to maintain a positive attitude . The more focused you are, the less you hesitate, the easier it is to control those negative thoughts and actions!

Positive Attitude, Positive Results shows through the use of a “MESSAGE”, how to become positive and keep it that way.

Make a personal mission statement

Exercise

See the funny side

Simplify

Accent your positives

Give your positive attitude away

Exclude negatives from your focus

A Faciliator's Guide is also available containing key discussion areas and kills practice exercises which will broaden the impact and add specificity to the program.

DURATION: 19 minutes

Program Title
CREATING QUALITY

"Creating Quality" is all about establishing performance standards compatible with our abilities and training, and a total commitment to on-going development, the performance of which will be of benefit to personal growth and the performance and prestige of our own organisation.

We have equated Quality with Success, and believe this holds true whether it is applied to excellence in products and services, or to individual excellence within an organisation. Most people enjoy a quality environment and will respond accordingly. Once this quality environment is established, standards and performance lifts and becomes self perpetuating.

The definition of Creating Quality:

- Create - to bring into existence
- Quality - degree of excellence

Combined together - to bring into existence a degree of excellence.

Within the concept of *"Creating Quality"*, four major areas are developed, these being:

- Commitment
- Quality systems and standards
- Measurement
- Responsibility (*as applicable to*)
 - (a) Management
 - (b) Supervisors
 - (c) Individuals

Winners do not make excuses for being the best, they know the efforts they made, the commitment, dedication and determination to make it all happen.

A Faciliator's Guide is also available containing key discussion areas and skills practice exercises which will broaden the impact and add specificity to the program.

DURATION: 15 minutes

Program Title
BUILDING TEAMS IN THE WORKPLACE

In the workplace environment, results achieved are rarely the outcome of one person's talents alone, but rather the efforts of a number of people working as a group on a given task. These groups do not always enjoy a co-ordinated approach, but rely on the individual talents within the group to produce their results.

People in many work situations are content with this sort of group performance, not realising that their productivity could be greatly increased if they were welded together into more productive units called Teams. The old adage, "A Champion Team will always beat a Team of Champions" still holds true!

This video program on Building Teams in the Workplace looks first of all at the conflicts which can exist in any work group and then at the benefits to both the organisation and the individuals involved before outlining the process which must be implemented in order to establish successful workplace teams within your organisation.

The program covers:

- Beginning the process
- Control measures
- Setting standards
- Team organisation
- Team Building Climate

This program has been developed to apply to all workplace situations and highlights the central role of the supervisor in building an environment of open communication with team members and other departments. A Faciliator's Guide is also available containing key discussion areas and skills practice exercises which will broaden the impact of the video and add specificity to the program.

EXPECTED OUTCOME: For participants to experience first hand the creative impact that the pooling of wide ranging experience and knowledge brings about within a team environment. To understand that team members can complement on another through working together to bring about quicker, better and more lasting results.

DURATION: 17 minutes

Program Title
TEAM BUILDING - A POSITIVE APPROACH

In the business environment, results achieved are rarely the outcome of one person's talents alone, but rather the efforts of a number of people working as a group on a given task.

These groups do not always enjoy a co-ordinated approach but rely on the individual talents within the group in order to produce their results.

People in many Organisations are content with this sort of group performance, not realising their productivity could be greatly increased if they welded their groups into more productive units called teams.

The old adage "A champion team will always beat a team of Champions" still holds true!

This Team Building video training program looks first of all at the benefits of team building to both the Organisation and to the individuals involved before then outlining the process necessary to establish successful team building within your Organisation.

The Program covers:

- * Beginning the process
- * Control Measures
- * Setting Standards
- * Team Organisation
- * A Team Building Climate

The program has been developed to apply to all business sections, from Government Departments and offices through all commercial activities. A Faciliator's Guide is also available containing key discussion areas and skills practice exercises which will broaden the impact of the Video and add specificity to the program.

EXPECTED OUTCOME: For participants to experience first hand the creative impact that the pooling of wide ranging knowledge brings about within a team environment. To understand that team members can complement one another and working together bring about quicker, better and more lasting results.

DURATION: 17 minutes

Program Title
MANAGING STRESS IN THE WORKPLACE

With the pressures of competition, striving for an improved lifestyle, and the general pace of living and working in the 90's, has come the problem of Stress.

High levels of stress don't come only from major changes or demands. They can also come from dealing with dozens of relatively minor irritations, frustrations, and worries. The effects of stressful experiences add up in the body, so at the end of the day you may feel like you've been through a war, even though nothing major has happened.

Stress in the workplace is a major problem, because it can result in accidents, high staff turnover, strained management-labour relations, lower productivity and absenteeism.

The "Managing Stress in the Workplace" video program deals with the causes of stress and how to overcome stress related problems.

- What is stress?
- The different levels of stress.
- The signs of stress.
 - (a) Physical
 - (b) Mental/Emotional
 - (c) Behavioural
- Stress in the workplace.
- Identifying stress in the workplace.
- Stress management techniques.
 - (a) Short term solutions
 - (b) Long term solutions

A Faciliator's Guide is also available containing key discussion areas and skills practice exercises which will broaden the impact and add specificity to the program.

DURATION: 15 minutes

Program Title
THE CHALLENGE OF CHANGE

Our world is in a constant state of change. Organisational change in particular, is now a way of life - a crucial survival factor in the modern business environment. Organisations have recognised that change is the key to the future - that without it, there really is no future.

The challenge facing each one of us is to approach change in a positive, productive way. To do this we need to understand our own reactions to change. Once we understand the processes at work, we can see change as the dynamic growth experience it can be.

The Challenge of Change Video features the critical areas of:

- Stages in the Change Transition
- Denying Change
- Resisting Change
- Exploring Change
- Learning How to Learn
- Mastering Change

A Faciliator's Guide is also available containing key discussion areas and skills practice exercises which will broaden the impact and add specificity to the program.

DURATION: 15 minutes

Program Title**IDENTIFYING AND DEALING WITH JOB BURNOUT**

High goals for success at work; having expectations and commitments whereby we place work at the top of our value list; selection of an occupation for which our attitudes and personal strengths are suitable matched; working within an organisation that empowers us to function effectively; feeling a sense of accomplishment through being rewarded for our achievements. These are just some of the factors which, if in conflict with our own expectations and organisational demands, can put us at risk of Job Burnout.

It is important to differentiate between managing stress v suffering from job burnout. All individuals require stress to perform effectively and if they recognise their optimum stress level, they are able to keep it in check and use it in a positive way. If an abundance of, or lack of stress is left unchecked over a prolonged period, combined with negative job perceptions and personal feelings of failure one can suffer from job burnout.

Many organisations have recognised that job burnout can affect morale, health and productivity and profitability and are now adopting a pro-active approach in identifying and dealing with job burnout before counselling or treatment becomes necessary.

The program identifies the symptoms of burnout, addresses the causes and discusses strategies to help the individual to take a positive approach to preventing and combating Job Burnout.

A Faciliator's Guide is also available containing key discussion areas and skills practice exercises which will broaden the impact and add specificity to the program.

DURATION: 20 minutes

Program Title**MANAGING DISCRIMINATION IN THE WORKPLACE**

Discrimination has a very negative impact on the workplace in many ways. It can significantly affect productivity and performance. Its bad for business and it's against the law.

The video program, "Managing Discrimination in the Workplace" looks at the consequences of discrimination and how to effectively deal with discrimination in your workplace.

Topics covered in the "Managing Discrimination in the Workplace" include:

- Forms of Discrimination
- Types of Discrimination
 - (a) Direct Discrimination
 - (b) Indirect Discrimination
- The Consequences of Discrimination
- How Does Discrimination Affect Business
- Creating and Promoting a Discrimination-Free Workplace
- Advertising Guidelines
- Interviewing Guidelines
- Benefits of a Discrimination-Free Workplace

The program has been designed to apply to all business sectors, from Government departments and offices through to all types of commercial activities.

A Faciliator's Guide is also available containing key discussion areas and skills practice exercises which will broaden the impact and add specificity to the program.

DURATION: 23 minutes

Program Title
UNDERSTANDING DISCRIMINATION

Think about it! Discrimination is about exclusion, and when we feel excluded, we're open to feelings of resentment, anger and anxiety. The negative effects of discrimination can severely impact on your workplace. Your morale can be significantly affected. This can impact on your job performance, and in turn your productivity. Your ability to work as part of a team will be reduced, and increased absenteeism and staff turnover are also likely to occur.

The video program, "Understanding Discrimination " looks at the effects of discrimination on employees and how they can effectively deal with discrimination in the workplace.

Topics covered in the "Understanding Discrimination" include:

- The Effects of Discrimination
- Types of Discrimination
 - (a) Direct Discrimination
 - (b) Indirect Discrimination
- Dealing with Discrimination
- Creating a Discrimination-Free Workplace

The program has been designed to apply to all business sectors, from Government departments and offices through all commercial activities.

A Faciliator's Guide is also available containing key discussion areas and skills practice exercises which will broaden the impact and add specificity to the program.

DURATION: 16 minutes

Program Title

SEXUAL HARASSMENT - THE MANAGEMENT PERSPECTIVE

The consequences of sexual harassment to any organisation can be very serious. It causes a great deal of distress to victims. It can lower the morale of staff, it can cause poor performance and lowered productivity... In short, it can be very costly for everyone - from the individual to the organisation as a whole!

The video program, "Sexual Harassment - the Management Perspective" looks at the consequences of Sexual Harassment which can include:

Lowered Workplace Morale
Absenteeism
Poor Work Performance
Lowered Productivity
Loss of Valued Staff
Litigation and Potential Legal Costs
Bad Public Image

The video program also covers the designation of a Sexual Harassment Contact Officer, handling of complaints and formulating policies to deal with the problem including disciplinary measures.

A Facilitator's Guide is also available containing key discussion areas and skills practice exercises which will broaden the impact and add specificity to the program.

DURATION: 20 minutes

Program Title

SEXUAL HARASSMENT - THE EMPLOYEE PERSPECTIVE

Various surveys have found that a majority of workers have experienced some form of sexual harassment in the workplace. In the majority of sexual harassment cases, women are the victims. Men can also be victims. What is sexual harassment? What are the effects? How can we deal with it?

Sexual innuendo such as words, gestures and jokes are the most frequently cited types of sexual harassment. Sexual harassment can be defined as '*Any uninvited or unwelcome conduct or comment of a sexual nature.*'

The video program, "Sexual Harassment - the Employee Perspective" looks at the three main types of sexual harassment; visual, verbal and physical harassment. The program also deals with the serious effects sexual harassment can have on the individual including:

Emotional Distress
Fear
Intimidation
Anger
Loss of Confidence
Ill Health
Poor Work Performance

Other issues covered in the program include confronting and resolving the problem and the process of making a formal complaint.

A Facilitator's Guide is also available containing key discussion areas and skills practice exercises which will broaden the impact and add specificity to the program.

DURATION: 18 minutes

Program Title
CONSEQUENCES OF BULLYING

Workplace bullying is a major problem in our society. It damages, lives, destroys workplace morale, and can have serious negative consequences for individuals and organisations. This program attempts to show how to recognise workplace bullying, inform about some of the consequences, help employees and management better understand the problem, and provide some information on the best way to respond.

The issues covered in the video program are:

- The main different kinds of bullying:**
 - **Practical Jokes**
 - **Intimidation**
 - **Isolation**
 - **Abuse of Power**
- How to recognise bullying when it occurs**
- The right and wrong ways to deal with bullying**
- How management should handle bullying complaints**
- The importance of standing up for yourself when bullied**
- The importance of speaking up when experiencing or witnessing bullying**
- The serious possible consequences of bullying**
- The fact that the consequences of bullying extend to more than just the victim of harassment.**

Understanding and guarding against workplace bullying is vital to a happy, harmonious, and hard working workforce.

A Faciliator's Guide is also available containing key discussion areas and exercises.

DURATION: 16 Minutes

Program Title

TAKING CONTROL OF YOUR TIME

No matter what job we do, our performance depends on making the most efficient use of our time. The time available to do any job is limited, and so wasting it can really detract from your chances of success. If you want to get the job done, you need to find a way to manage your time. Taking control of your time is really taking control of your working life. This program shows the ways in which we often waste time at work, and the ways in which we can take control and make best use of the time available to us.

“Taking Control of Your Time” includes

- * The common causes of time-wasting in the workplace:
disorganisation, email , refusing to say no, poor delegation, and procrastination
- * The detrimental effects that time-wasting behaviour can have, not only on your work, but your whole life
- * The importance of *taking control* of your time with regard to maximising your performance
- * The strategies, behaviours and changes in mindset that will allow us to take control and overcome the problems that waste time
- * The ways in which work will become both easier, and more enjoyable, when time is managed well

Time management is one of the most crucial issues in any workplace. Taking control of our time is essential if we are to be effective in our work and fulfil our potential.

RUNNING TIME: 17:50

Program Title
MAKING AN IMPRESSION

No matter what our specific job may be, our success is built on interactions with others. Whether they be work colleagues or customers, the impression you make on them will go a long way to determining how effective you are in your job. The success of any organisation depends on a positive working environment, which in turn depends on the values of mutual respect, good manners, and a positive attitude. It's important to remember that it's not just *what* you do at work that affects your performance; it's *how* you do it.

“Making An Impression” includes

- * The vital role of respect for all in creating and maintaining workplace harmony
- * The role of good manners and workplace etiquette in promoting a successful workplace
- * The importance of good personal presentation, including grooming
- * The importance of bringing a positive attitude to work
- * The impact that our behaviour has on the performance of our group or organisation
- * The relationship between how we are perceived by others, and success
- * The ways in which work will become both easier, and more enjoyable, when we make the effort to make a good impression

We're making an impression every day at work, for better or worse. It's up to each one of us to make that impression a good one. “Making An Impression” is an integral part of all our jobs.

RUNNING TIME: 12 minutes

Program Title
CREATING GREAT SERVICE

Great service is the cornerstone of any successful business. Providing great service can be boiled down to one thing: helping people.

Helping people in a service situation involves having the right approach and a positive attitude.

This program presents a variety of service scenarios that highlight the importance of listening to customers, anticipating their needs, understanding their concerns, handling their complaints, and working with them to solve their problems.

The program has been designed to suit all types of service situations, whether face-to-face or over the phone, and is ideal for training or as a refresher course.

The program can help organisations and individuals identify the level of service they are currently providing, and how to finetune their service skills to ensure that their customers are receiving the best service possible.

The program covers:

- * Commitment
- * Product knowledge
- * Knowing your customer
- * Knowing your customer's needs
- * Complaints
- * Promises
- * Creating long term customers
- * Treating customers the way you'd like to be treated

A Facilitator's Guide is also available containing key discussion areas and skills practice exercises which will maximise the effectiveness and add specificity to the program.

DURATION: 19:30

Program Title

PERFORMANCE MANAGEMENT AND COACHING

For anyone whose job involves being responsible for other people, performance management comes with the territory, and having coaching skills is essential.

Whether you're dealing with a motivational issue, helping someone in a time of personal crisis, resolving conflict, or building someone's confidence, understanding the key steps involved in coaching is vital to enhancing performance in your organisation.

Effective performance management and coaching can not only improve the performance of individuals, but can also improve the performance of your organisation by making everyone more productive, more confident, and more committed.

This program looks at *six key steps* for effective performance management and coaching, including:

- Preparing and planning
- Confidentiality
- Defining the issue
- Setting performance goals
- Creating an action plan
- Giving feedback

The program also looks at **mentoring**, how it differs from coaching, and what's involved in a successful mentoring relationship.

A Facilitator's Guide is also available containing key discussion points and practice exercises which can be used to broaden the application of the material covered in the program and allow trainers to focus on specific areas of interest.

DURATION: 22 minutes

Program Title
MANAGING CONFLICT POSITIVELY

Every day as part of our jobs we encounter situations that involve conflict. Whether it's with customers, colleagues, or people outside our organisations conflict is an inevitable part of our working day. Failure to manage conflict effectively can result in the breakdown of these important relationships and can negatively affect morale and performance.

Rather than approaching conflict in a negative way, the key to effective conflict management is to approach it positively. When conflict is managed positively it can actually benefit individuals and organisations by improving cooperation, increasing people's confidence and making people more creative in their problem solving.

This program presents a **5 step process** that can help you to manage **any** conflict positively, not matter how big or small.

The program looks at:

- **Confronting problems**
- **Depersonalising conflict**
- **Identifying the issues**
- **Seeking practical resolutions**
- **Compromising**
- **Achieving win-win outcomes**

Effective conflict management skills are essential for anyone whose job brings them into contact with other people. Being able to apply the **5 step process** can help to ensure that any workplace conflict can be managed positively, regardless of **who** is involved or **what** the issue is.

DURATION: 16 minutes

Program Title**CREATING A POSITIVE WORK ENVIRONMENT**

The environment we work in has a huge affect on the way we feel about our jobs, our colleagues, our customers and ourselves. Unfortunately, the environment of many workplaces is often a negative one due to tensions created by job stress, individual personalities, and the pressures and demands of work and life. A negative work environment can have a detrimental affect on the performance of individuals and organisations. Creating a positive work environment, one characterised by high morale, healthy relationships, and job satisfaction is vital for the success of every organisation.

This program looks at simple ways you can go about creating a positive environment in your workplace by establishing:

- **Clear expectations**
- **Open communication**
- **Challenges**
- **Respect**

The program examines how these four elements can lead to the creation of a more positive work environment with higher morale, enhanced performances, greater productivity, job satisfaction and a stronger, healthier and more positive organisation.

DURATION: 13 minutes

Program Title
THE 6 KEYS TO SELF EMPOWERMENT

Every day we encounter situations that have the potential to make us feel powerless. Problems and pressures from work and life can leave us with a debilitating negative attitude and a belief that we aren't in control.

Over time, this can affect performance; we can lose sight of our goals, our motivation and our direction, and develop a negative view of ourselves as being powerless.

Self-empowerment is about gaining a sense of control over your life and its direction. It involves taking responsibility for yourself and your situation, and recognising that your attitude towards things affects their outcome.

This program looks at how to become Self Empowered by looking at the 6 Keys to Self Empowerment:

- **Know what you want**
- **Prioritise**
- **Be Proactive**
- **Exclude negatives**
- **Use your strengths, and**
- **Do things that keep you positive**

The program examines how taking steps towards self-empowerment can help you experience greater control over your life and its direction, and make you more productive, more resourceful, and more positive in every situation you're faced with.

DURATION: 13 minutes

Program Title
ATTENTION TO DETAIL

Attention to detail is a crucial part of every well-run organisation. It simply means making sure that every aspect of a project or task, no matter how minor, is done properly and done well.

It's easy to overlook details in the course of your job, but it's often the small details that make the difference, that can give individuals and organisations the competitive edge, or, if neglected, see them fall behind.

No matter what the business, whether dealing with internal colleagues or external customers, attention to detail is an absolute necessity in every job.

'Attention to Detail' looks at the following points:

- **Remembering individuals' needs**
- **The importance of listening**
- **Being specific**
- **The importance of attention to detail in customer service**
- **Focussing on the important elements on any given task**
- **Staying relevant**
- **Keeping people informed**
- **Following through**
- **The importance of knowing your organisation, and your customers**

It doesn't matter what sort of business you're in, or what area of an organisation you work in – in everything you do, attention to detail will be a vital ingredient in your success.

DURATION: 16 minutes