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DVD List 2017-2018

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Note: this DVD/video list may alter or be updated during the academic term 2017/18, please check the staff portal for up to date information.
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Please note that DVD’s that are for class use only should not be removed from the college premises without the permission of the library staff. DVD’s MUST be returned on or before their due date. All postal loans MUST be returned via the An Post SDS service. This is necessary for insurance purposes. Failure to comply with these guidelines could affect the provision of DVD loans. Please note that all DVD’s are for use with NCI courses only.

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Section 1: Influence and Negotiation

1. INFLUENCING SENIOR MANAGERS
   Gower Takeaway Training: Aldershot 1999

   This video is for those with a proposal, special project or merely a good idea, who want to influence senior managers to support them. Learn some very specific do's and don'ts. Key learning points include: using information and data to influence; what are the 'buttons' that turn executives on? using 'ego enhancing' and 'risk minimization' strategies; communication techniques to persuade; political maneuverings. The programme features psychologist Peter Quarry, interviewing Adolph Hanich, Principal, Fairhaven Associates, Australia.

   Video Length: 14 minutes. Updated DVD version (2005) now available
   Subjects covered: 1. Influence 2. Negotiating
   Dewey number: 158.5

2. THE ART OF NEGOTIATING: making sure both parties win

   The best outcome of any negotiation is one, which satisfies both parties it takes the viewer step-by-step through the phases of negotiating. Topics covered setting targets, opening gambits, the need for two-way, how to use "if" and "when", making concessions and reading signals from the other party.

   Video Length: 5 and 25 minutes Updated DVD version (2012) now available
   Contents: Two videos, presenter’s guide & photocopy handout originals: blue & red negotiation cards
   Subjects covered: 1. Negotiation skills 2. Win-Win
                  3. Four stages of negotiation 4. Managers & supervisors
                  5. Trade union representatives
   Dewey number: 158.5
3. **PERSUADE, INFLUENCE AND NEGOTIATE**  
CIPD Training DVD, London, 2009

This DVD covers persuading, influencing and negotiating skills comprehensively enough to be used on training courses covering just one of these core skills, or on a more general communication skills course. It will equip any employee with the skills needed to get the best possible result out of any situation, and can be applied inside and outside of the workplace. Scripted by a subject expert and trainer, and with an accompanying Trainer's Guide, this innovative training DVD is comprised of short clips which allow the trainer complete flexibility and control to intervene at any point and jump around to relevant scenes. Scenes demonstrate good practice and bad practice and cover the following areas: Introduction Persuading Influencing Negotiating Meetings Unlike many similar products, this DVD is not based around a drama. Instead, each scene is firmly centered round a set of key learning points which helps to focus the viewer's attention and consolidate their learning. It represents real employees in an environment which is modern yet neutral and can be used by any type of organization.

**DVD length:**
- **Contents:** DVD plus trainers guide
- **Subjects covered:** negotiation skills, influence
- **Dewey No.:** 158.5

4. **NEGOTIATING SKILLS:**

Like communication or listening, negotiating is a skill we use almost every day of our lives. We negotiate to bargain, settle differences, determine or make a contract, agree on a goal, arrive at comfortable terms, or find compromises. Negotiation is a special kind of communication because it uses a number of tactics and methods that are not usually part of normal everyday conversation or discussion. It is also a communication method that can be applied to every aspect of our lives, not just in the world of work.

**Contents:** includes a facilitator's guide, a 12 page participant's workbook, a DVD (15 mins.) presentation material including a 16-17 slide presentation, and a one page action template.  
**Subjects covered:** negotiation skills, listening skills.  
**Dewey No.:** 158.5

5. **THE PROCESS OF NEGOTIATION**  
Aldershot : Gower, 2009

**DVD LENGTH:**
**Subjects covered:** negotiation  
**Dewey No.:** 158.5
Section 2: Personal Skills

1. **LISTENING**
   Gower Takeaway Training: Aldershot, 1997

   What are the main mistakes we all make and what are the skills to listen effectively? This programme explains clearly how not just to listen, but how to really hear and understand what someone is saying.

   **Updated DVD version (2005) now available**
   **Video length:** 15 minutes.
   **Subjects covered:** 1. Communication in organizations
   **Dewey number:** 658.45

2. **15 WAYS TO HANDLE TODAY’S STRESS**
   Aldershot: Gower Takeaway Training, 2005

   Different stress management techniques work for different people. Go through the range offered here and you will be certain to find some that will work for you!

   **DVD length:** 15 minutes
   **Subjects covered:** stress management
   **Dewey Number:** 158.7

3. **ASSERTIVENESS SKILLS: ASSERTIVENESS IS A PHILOSOPHY AND A TECHNIQUE OF COMMUNICATION.**

   It involves acquiring a deeper understanding of just what goes on when we interact with others, particularly when an element of conflict is present. This Rapid Skill-Builder package includes a facilitator's guide, a 12 page participant's workbook.

   **Contents:** DVD(approx.15mins), 16-17 slide presentation, one page action template.
   **Subject Areas:** Communication skills, workplace assertiveness.
   **Dewey Number:** 158.1

4. **BALANCING WORK AND PRIVATE LIFE**
   Gower Takeaway Training, Aldershot 1997 (updated dvd version 2005)

   The pressures on employees are high and getting higher. Make sure you are achieving a balance between your work and private life, to ensure continued life satisfaction and work productivity.

   **DVD length:** 17 minutes.
   **Subjects covered:** 1. Time management
   **Dewey number:** 658.4093
Section 3: Presentation Skills

1. **DIFFICULT PRESENTATIONS MADE EASY**  
   Aldershot: Gower Takeaway Training, 2005

   Lots of people are very fearful of making presentations, but more and more people have to make them, whether in a sales context, training session or to report on a project. What are the big issues that may cause difficulties and how can we handle them?

   **DVD length:** 16 minutes  
   **Subjects covered:** Presentation skills  
   **Dewey number:** 651.7

2. **POWERFUL PRESENTATION SKILLS – A 90-MINUTE WORKOUT**  
   Pat Mitchell  
   Ely, Cambridgeshire: Fenman, 2003

   Use Powerful Presentation Skills: A 90-minute Workout to give your delegates the skills they will need to prepare effectively, to have confidence in themselves, start with a bang, use body language and tone of voice effectively, keep their audience’s attention, cope when things go wrong, end with purpose. This workout is designed for all those who have to make presentations to groups of work colleagues, or external customers. It may be formally: Presenting information to the board or to clients, running a meeting, presenting sensitive information to colleagues, making a speech, conducting training. It may be one on one: Asking for a rise, being interviewed, on the telephone. It may be informal: Team briefings, group decisions, quality circles. Being confident, clear, structured and prepared in all of these occasions is vital if we want to succeed. If we want to get our message across, keep the audience interested, get that WOW factor. Everyone can get better at presenting. Whether you are experienced or a novice, some new skills and some feedback on your current style can make you a powerful presenter.

   **Contents:** DVD, CD-ROM, discussion leader’s guide and delegate’s workbook  
   **Subject areas:** Presentation skills, presentations, Communication skills  
   **Dewey No.:** 651.7

3. **PRESENTATION SKILLS : DVD-BASED TRAINING PROGRAM**  

   This Rapid Skill-Builder® shows you how to apply the following key action steps when presenting:  
   1. Prescribing the goals, objectives and overall intended outcomes of a presentation creates high levels of focus and greater audience appreciation  
   2. Preparing involves gathering relevant material for the talk as well as how it is to be delivered (including sequence or order of content)  
   3. Previewing what a few colleagues or experts think about your presentation and getting input on the way the message is delivered helps to “polish” the final presentation when it is eventually made  
   4. Practicing always makes a presentation “flow” more smoothly, and showing a colleague or reading your script aloud a few times can help greatly  
   5. Presenting is a skill to be built progressively over time but should always be
clear, confident and enthusiastic. Performing is about recognizing a presentation as a role to be played, as an audience will often appreciate being well-engaged and being told a compelling story with a clear conclusion.

Contents: 3 DVDs, facilitator’s guide and delegate’s workbook
Subject areas: Presentation skills, presentations, Communication skills
Dewey No.: 658.452
Section 4: Communication Skills and Conflict resolution

1. COMMUNICATING IN DIFFICULT SITUATIONS  
CIPD, 2009

Communicating in difficult situations breaks from the tradition of drama based learning typical of training films. Instead, actors illustrate learning points that will be relevant for all members of your workforce who need to develop these key skills. The DVD comprises 8 key areas: introduction – the fight or flight response – the impact of non-verbal communication – choosing your language – communicating your views – alternative ways of saying “no” – handling an impasse – building confidence.

Subjects covered: communication skills  
Dewey Number: 651.7

2. COMMUNICATION INTELLIGENCE: BUSINESS ETIQUETTE AND BEING ASSERTIVE  
Ely, Cambridgeshire: Fenman, 2002

This pack looks at the importance of good communication. It gives an explanation and clear examples of four types of communicator. It highlights how being assertive reduces stress, solves problems quickly and increases productivity. It also covers body language, and how your behaviour, body language and conversational skills impact upon others.


Subjects covered: communication, business etiquette  
Dewey Number: 651.7

3. 7 STEPS TO IMPROVING COMMUNICATION  
Aldershot: Gower Takeaway Training, 2005

As leaders, managers, team leaders, team members and individuals we often hear we need to develop and improve our communication skills. Here are seven steps to put into practice straight away.

DVD length: 13 minutes  
Subjects covered: communication in organizations  
Dewey Number: 651.7

4. THE ART OF QUESTIONING  
Aldershot: Gower Takeaway Training, 2005

Discover how to be interesting, engaging and effective when asking questions. Learn various forms of questions and how best to combine them, and how to use questions to motivate.
5.  **6 WAYS TO RESOLVE CONFLICT**  
Aldershot: Gower Takeaway Training, 2005

Resolving conflict is one of the most important, yet elusive people skills needed. Conflict occurs in all types of situations and can have an enormous effect on productivity and morale. Learn 6 practical techniques you can implement immediately to help you achieve effective results.

**DVD length:** 15 minutes  
**Subjects covered:** conflict management  
**Dewey Number:** 658.3145

6. **CONFLICT RESOLUTION: DVD-based TRAINING PROGRAM**  

This Rapid Skill-Builder® shows you how to apply the following key action steps when dealing with conflict resolution in the workplace:

1. Defining the terms of any dispute, establishing overall aims and appreciating the ground rules for dealing with the conflict  
2. Determining the overall boundaries or limits of the conflict helps to establish how much negotiating room you have and what resolution goals you should be setting  
3. Developing ideas, options and possibilities helps to broaden the options available to you to resolve the conflict  
4. Describing a variety of resolution propositions and offers in clear terms helps the other party in the dispute to engage in negotiation  
5. Disclosing your negotiating room and making realistic compromises helps to discuss what is agreed rather than what is in dispute  
6. Deciding common outcomes and points of agreement allows both parties in the dispute to reach a positive conclusion and determine the need for future meetings if there are still issues which need resolving.

Contents: 3 DVDs, facilitator’s guide and delegate’s workbook  
**Subject areas:** Conflict management, conflict resolution, negotiation skills, Mediation  
**Dewey No.:** 303.69

7. **DEALING WITH DIFFICULT PEOPLE**  

This DVD shows how one professional, Phillip Hodson, deals with three different kinds of difficult people: the workaholic, the ‘over communicator’ and the boss who can’t focus on what needs to be done. The DVD offers a four stage approach that can be used in many different situations. It is a resource to help your people explore their own views and techniques relating to this tricky subject. The first section contains interviews between Phillip and each character. The second section contains extracts from the three interviews, with analysis and commentary by Phillip.

Contents: DVD (Approx. 32 mins.) and trainer’s guide.  
**Subject areas:** Problem employees, workplace dynamic, Mediation  
**Dewey No.:** 658.312
8. FEEDBACK TECHNIQUES

This DVD shows how to give effective feedback and how important it is. Learning includes: how to focus on what you see, not what you believe; how to focus on behaviour, not personality; why you should keep feedback neutral and not make judgements; how to use feedback to inform, not to advise; how to make feedback supportive, not threatening; why it's important to keep feedback simple and how to receive feedback, as well as how to give it.

Contents: DVD (Approx 20 mins.), masters file and trainer’s guide.
Subject areas: Problem employees, workplace dynamic, Mediation
Dewey No.: 651.7

9. ASSERTIVENESS SKILLS: ASSERTIVENESS IS A PHILOSOPHY AND A TECHNIQUE OF COMMUNICATION.

It involves acquiring a deeper understanding of just what goes on when we interact with others, particularly when an element of conflict is present. This Rapid Skill-Builder package includes a facilitator's guide, a 12 page participant's workbook.

Contents: DVD (approx. 15mins), 16-17 slide presentation, one page action template.
Subject Areas: Communication skills, workplace assertiveness.
Dewey Number: 158.1
Section 5: Social Issues

1. KEN LOACH AT THE BBC
   London: BBC, 2011

   Set of six DVDs, including The Big Flame, Three Clear Sundays, Days of Hope, The End of Arthur’s Marriage, In Two Minds, Up the Junction, The Price of Coal, Cathy Come Home and The Rank and File. Total running time for all DVDs is approximately 18 hours and 30 minutes. Ken Loach, one of the most admired and respected UK filmmakers of his generation began directing for the BBC in 1964. In his contributions to the BBC series The Wednesday Play from 1965-69, among them Up the Junction and Cathy Come Home, he would establish his reputation for making realistic social issue dramas. After feature film success in the late sixties, Ken Loach returned to television, directing the acclaimed series Days of Hope (1975) and the two-parter The Price of Coal (1977).

   **DVD Length:** 18 hours, 30 minutes
   **Subject covered:** Sociology, political ideologies
   **Dewey Number:** 303.372

2. PENSION SHOCK: THE FUTURE IS NOW
   Dublin: RTE, 2011

   In this documentary, George Lee looks at all aspects of the pension provision in Ireland today. He meets beleaguered OAPs who have almost lost everything and young people who feel they are in no position to even think about a pension.

   **DVD Length:** 45 minutes
   **Subject covered:** Pensions
   **Dewey Number:** 331.252
Section 6: Equality and diversity [incl. Sexual Harassment]

1. **A WORLD OF DIFFERENCE: working successfully across cultures**

   This DVD is to show how to overcome challenges and maximise productivity when managing a multicultural team. 'A world of difference' covers, how conflicting assumptions about communication style, feedback, task and relationship handing (if unmanaged) can lead to poor results. Essential international skills needed to work successfully and managing effective teamwork across cultures. Looks at building trust, teamwork, people management, and remote communication.

   **DVD Length:** 35 minutes and 42 minutes
   **Contents:** Two DVDs
   **Subjects Covered:** Supervisory management, diversity in the workplace
   **Dewey Number:** 658.403

2. **DIVERSITY – MAKING IT WORK**

   this film describes which diversity programs work and which do not. It shows how to link diversity with the core business strategy and how to measure bottom line results. Key learning points include: why diversity will remain a significant organizational challenge; calculating the costs of diversity problems; which diversity strategies achieve results; the four components of managing diversity in any team; sources of resistance to leveraging diversity. The programme features psychologist Peter Quarry, interviewing Dr Edward Hubbard, President & CEO, Hubbard & Hubbard, USA

   **DVD Length:** 14 minutes
   **Subjects Covered:** diversity in the workplace
   **Dewey Number:** 658.30089

3. **CROSS-CULTURAL COMMUNICATION SKILLS**
   Aldershot: Gower Takeaway Training, 2005

   This film describes what cross cultural communication skills are and why they are becoming increasingly important in today’s business environment. Key learning points include: the effects of globalization and diversity; common mistakes caused by ethnocentrism; using ‘cultural coaches’; dealing with conflict across different cultures; managing a culturally diverse team. The programme features psychologist Peter Quarry, interviewing Doug Lipp, an international business consultant, USA

   **DVD length:** 11 minutes (video version also available)
   **Subjects covered:** communication skills, cross-cultural management
   **Dewey Number:** 658.406
4. **OVERCOMING HARASSMENT**  
Aldershot: Gower Takeaway Training, 2005

Sexual, racial and other forms of harassment are on the increase. This practical programme looks at the effects on individuals and the organization of continued harassment and gives simple to follow techniques for dealing with perpetrators.

**DVD length:** 14 minutes  
**Subjects covered:** workplace harassment  
**Dewey No.:** 658.3145

5. **BULLYING PREVENTION: MANAGERS HAVE A LEGAL DUTY TO CONTROL WORKPLACE BULLYING.**

This program will assist your compliance by providing a step by step guide on how to maintain a bully free workplace. In this program Supervisors and Managers will learn: -- Examples of workplace bullying -- Who is involved in bullying? -- How do you know when there are bullies in your workplace? -- What are the effects of bullying in your workplace? -- Management authority and control -- Roles and responsibilities for supervisors and managers -- How to maintain a "Bully Free" workplace.

**DVD length:**  
**Subjects covered:** bullying in the workplace, managerial involvement.  
**Dewey No.:**658.38

6. **THE DIFFERENCE – DIVERSITY AT WORK.**

2 x Dvds: features subtitles for hearing impaired users, which you can switch on or off as needed. The DVD comes with a comprehensive Training Manual on CD-rom, structured to support use by trainers or individual learners.

**DVD 1:** What the Photocopier saw : 48 minutes of powerful and entertaining drama scenes showing the costs and benefits of managing a diverse team badly or well. The action revolves around the office photocopier, a silent witness to countless everyday incidents revealing how the business suffers when team members fail to treat each other with respect. This is a subtle training video and there is little spoonfeeding - because Diversity is a subtle and complex subject. Users who want clear guidance about training points will find it in the accompanying Training Manual. This is also a more versatile training video than most - the scenes could contribute to training in a number of other areas, including communication skills, team working and supervisory skills.

**DVD2:** Real people: different people. Six people talk about the prejudices and stereotypes they encounter at work because of their personal characteristics: age, gender, race, sexuality, disability or parental responsibilities. Each has their own way of dealing with other people’s attitudes towards them. For some, prejudice causes extra pressure to achieve. Some are less able to work effectively because of the attitudes they meet. In this 24 minute programme, we also hear about the positive benefits each of the six brings to work by being ‘different’.

**DVD Length:** 48mins/ 24 mins.  
**Subjects covered:** diversity in the workplace, prejudices.  
**Dewey Number:**658.3008
Section 7: Careers

1. **GOING FOR A JOB INTERVIEW**  
Gower Takeaway Training: Aldershot 1997

   Feeling nervous about going for a job interview? Not sure how to make a strong impression? Want to know how to answer questions so that you stand out from the crowd? These questions and more are covered in this programme.

   **Video length:** 19 minutes  **DVD VERSION (2005) NOW AVAILABLE**  
   **Subjects covered:** 1. interviewing skills  
   **Dewey number:** 650.14

2. **PSYCHOMETRIC TESTS: VOLUME ONE**  

   CD-ROM which provides essential practices for job applicants who have to face selection tests.

   **Dewey Number:** 658.31125

3. **10 EMPLOYABILITY ATTRIBUTES AND SKILLS.**

   Learn about the five key attributes and five core skills that make anyone more employable and more effective in their work. Essential viewing for job seekers and recruiters.

   **Contents:** DVD (14mins)  
   **Subject Areas:** employment, recruitment selection.  
   **Dewey No.:** 658.311
Section 8: Health & Safety

1. **RECIPE FOR HEALTH & SAFETY**  
Hove: Supernova Learning, 2003

This pack looks at health and safety for everyone in the workplace. The programme uses Rick Stein’s seafood restaurant and hotel business as a case study. It demonstrates how health and safety procedures and principles involve people from different parts of the business. The pack covers three main areas - manual handling, fire, and slips, trips, cuts and burns. Resource pack containing: 1. Recipe and Health & Safety DVD - 24 mins. Contains an introduction by Rick Stein and is divided into three modules. 2. CD-ROM containing an interactive programme. As you watch the video you encounter a range of multiple choice questions and training summaries to test understanding and encourage involvement. 3. User guide.

**Subjects covered:** first aid, health and safety in the workplace, staff training, manual handling, fire safety,

**Dewey No.:** 363.11

2. **COMMUNICATING SAFETY IN THE OFFICE**

Communication is an integral part of maintaining a safe workplace. However dangers are often only exposed when somebody injures themselves. That is why it is important that all hazards are identified and communicated, before someone is injured. Communicating the importance of safety requires dedicated interaction with others. Topics covered include: safety and communication; communication methods; communication hazards; evaluating hazards and case studies.

**DVD length:** 14 mins.

**Subjects covered:** health and safety in the workplace; communication in organizations

**Dewey No.:** 363.11
Section 9: Finance/Accounting

1. **ROGUE TRADER – THE STORY OF NICK LEESON**  
   London: Granada Film Ltd., 1999

   The story of the biggest gamble on the financial markets ever, as our hero attempts to hide his unprecedented trading losses from his bosses and his wife, and which results in his spectacular downfall and the ruin of Barings bank. (2 copies)

   **DVD length:**  
   **Subjects covered:** Nick Leeson, Barings Bank, bank failures – Great Britain, white collar crime  
   **Dewey Number:** 332.632

2. **COST REDUCTION STRATEGIES**  
   Aldershot, Hampshire: Gower, 2005

   This film describes how managers and executives can introduce and maintain cost reduction as an organizational process. Discover how employees can become involved so that it is seen in a positive way. Key learning points include: what triggers cost reduction strategies?; involving employees in reducing costs; continuous cost reduction; maximizing added value activities; using customer focus to review budget allocations. The programme features psychologist Peter Quarry, interviewing Andrew Banks, Morgan and Banks, Australia.

   **DVD length:** 13 minutes  
   **Subjects covered:** cost control, budget management  
   **Dewey Number:** 658.154
Section 10:

A: Management/Personnel Management
B: Supervisory Management
C: Interviewing/ Recruitment and Selection
D: Performance Management (includes appraisal, mentoring and coaching)
E: Training and Development
F: Leadership/ Motivation and Teamwork
G: Change Management
Section 10A: Management/ Personnel Management

1. **THE CHANGING ROLE OF MANAGERS**  
   Aldershot, Gower Takeaway Training, 2005

   The role of the manager is changing - and all managers need a 'toolkit' of current techniques to help ensure a happy and productive team.

   **DVD length:** 15 minutes  
   **Subjects covered:** management skills  
   **Dewey Number:** 658.4

2. **SENIOR MANAGEMENT DEVELOPMENT**  
   Aldershot, Gower Takeaway Training, 2005

   This film describes the development needs of senior managers and the most effective ways of meeting them. Find out how to overcome the obstacles executives face in staying up to date. Key learning points include: barriers to senior management development; what skills executives need today; ensuring 'comfort with discontinuity'; using peer mentors and other strategies. The programme features psychologist Peter Quarry, interviewing Professor David Ashton, Henley Management College, UK.

   **DVD length:** 13 minutes  
   **Subjects covered:** management development  
   **Dewey Number:** 658.3124

3. **MANAGEMENT MASTERY CHECKLIST**  
   Aldershot, Gower Takeaway Training, 2005

   What does your team think about you as a manager? Find out how you rate against the eight point checklist for good managers and learn how to improve in areas that are not your strengths.

   **DVD length:** 14 minutes  
   **Subjects covered:** management skills  
   **Dewey Number:** 658.4
4. **DELEGATING AND PRIORITISING**  
Aldershot: Gower Takeaway Training, 2005

Are you experiencing high pressure in your job? Do you feel you never have enough time? Learn why even experienced managers don't always delegate effectively and how to avoid these traps. Use our simple, practical techniques for setting priorities, to give you back a sense of control over your work.

**DVD length:** 18 minutes  
**Subjects covered:** delegation  
**Dewey No.:** 658.402

5. **TOAST KAIZEN – AN INTRODUCTION TO CONTINUOUS IMPROVEMENT AND LEAN PRINCIPLES**  
Massachusetts: GBMP, 2008

This is the TOAST Video you've heard about. The #1 selling Lean training tool in the world is the Perfect introduction to Continuous Improvement. Narrated by and featuring Bruce Hamilton, Shingo Prize Recipient and GBMP President, this 27-minute video highlights the seven deadly wastes found in both administrative offices and in manufacturing processes. In this training tool, the process of making toast is used to represent the before condition and the target condition of a manufacturing or transaction-based process and helps your people to identify with the process of Kaizen (small and continuous improvements). Whether you are already on the Continuous Improvement journey or you are just beginning to realize the power of continuous improvement implementation, this video is an essential learning tool for your entire workforce.

**DVD length:** 27 minutes  
**Subjects covered:** Kaizen, management, quality management  
**Dewey Number:** 658.787

6. **MANAGING MEETINGS.**

Meetings are important to organisations but many people see them as extremely boring, confusing and a waste of time. In fact, most of us can tell stories about frustrating or annoying meetings we have had to endure. The objective of this course is to provide a useful and effective approach to managing meetings, thereby reducing frustration and making them more useful. We will look at whether a meeting is actually necessary in the first place, how to go about preparing for a meeting, how it should be conducted, and how it can be managed to a successful conclusion.

**Contents:** a facilitator's guide, a 12 page participant's workbook, a dvd 15 mins. length, presentation material including a 16-17 slide presentation, and a one page action template.  
**Subjects covered:** management, organisation.  
**Dewey No.:** 658.456
Section 10B: Supervisory Management

1. DISCIPLINE INTERVIEWING
   Hampshire: Gower, 2006

   The DVD deals with the six most important aspects of the discipline interview, it uses three different scenarios to show employers how to treat their staff fairly and stay within the law.

   **DVD Length:** 12 minutes  
   **Contents:** DVD and CD ROM  
   **Subjects Covered:** Disciplinary procedures, Disciplinary Interview, Human Resource Management, Management Skills  
   **Dewey Number:** 658.3125

2. 10 ESSENTIALS FOR SUCCESSFUL INDUCTION
   Aldershot: Gower Takeaway Training, 2005

   Everyone remembers their good or bad experiences when starting a new job or joining a new team. With some simple, but often overlooked steps, managers and supervisors can put in place a successful induction - so that your new people gain the best impression of your group and their job from day one.

   **DVD length:** 15 minutes  
   **Subjects covered:** induction, induction process  
   **Dewey Number:** 658.3124

3. REDUCING ABSENTEEISM
   Aldershot: Gower Takeaway Training, 2005

   Absenteeism is any leave not arranged in advance by the employee. It is a costly issue for organizations, but there are some steps you can take to help minimise it.

   **DVD length:** 14 minutes  
   **Subjects covered:** absenteeism  
   **Dewey Number:** 658.314

4. MANAGING DIFFICULT BEHAVIOURS
   Fifteen Minute Trainer, 2011

   This DVD focuses on difficult and challenging behaviours rather than difficult people as all people are capable of choosing negative behaviours at some level and equally capable of choosing more positive and helpful ones. In this fifteen minute module, Angelena Boden looks at five key behaviours; where they come from, how to spot them and more importantly how to deal with them.

   **Contents:** DVD (Approx 15 minutes, CD-Rom)  
   **Subjects covered:** Conflict resolution, problem employees, difficult people  
   **Dewey No.** : 658.312
Section 10C: Interviewing Recruitment and Selection

1. **SELECTION TECHNIQUES**
   Gower, Aldershot 2005

   In this video, learn from an experienced interviewer the practical ways to ensure the selection interview accurately assesses a person's skills, knowledge and attitudes. Key learning points include common mistakes made when interviewing; analyzing the job and competencies needed; using 'behavioural interviewing' techniques; assessing candidates' integrity; asking probing and follow up questions.

   **DVD length**: 12 minutes  
   **Subjects covered**: Recruitment and selection  
   **Dewey number**: 658.311

2. **SELECTION INTERVIEWING SKILLS**
   London, Terry Gillen, Chartered Institute of Professional Development, 2009

   An introduction to selection interviewing skills Preparing as an interviewer Exploring and verifying information Reviewing and comparing candidates Selling the job to the right candidate and the interviewees' experience. This DVD will equip anyone involved with selection interviewing to prepare for, conduct and assess interviews professionally and incisively, ensuring that the right candidate is selected and avoiding the high costs associated with poor selection. Scripted by a subject expert and trainer, and with an accompanying Trainer's Guide, this innovative training DVD is comprised of short clips which allow the trainer complete flexibility and control to intervene at any point and jump around to relevant scenes. Scenes demonstrate good practice and bad practice and cover the following areas: An introduction to selection interviewing skills Preparing as an interviewer Exploring and verifying information Reviewing and comparing candidates Selling the job to the right candidate The interviewees' experience Unlike many similar products, this DVD is not based around a drama. Instead, each scene is firmly centered round a set of key learning points which helps to focus the viewer's attention and consolidate their learning. It represents real employees in an environment which is modern yet neutral and can be used by any type of organisation.

   **DVD length**:  
   **Contents**: DVD, trainers guide and booklet  
   **Subjects covered**: selection interviews, role playing, recruitment process  
   **Dewey Number**: 658.31124

3. **THE ART OF BEHAVIOURAL INTERVIEWING**
   Aldershot: Gower Takeaway Training, 2005

   Research shows Behavioural Interviewing is five times better at choosing the right candidate for a job than more traditional interviewing techniques. In The Art of Behavioural Interviewing you will discover: The difference between 'traditional' and 'behavioural' interviewing; Basing the interview structure on a job analysis; Benefits of behavioural interviewing; How to ask behavioural questions;
Using follow up or probing questions; How to question for ethics, motivation and other important attributes; How to assess a candidate's credibility in an interview.

**DVD length**: 19 minutes  
**Subjects covered**: behavioural interviewing  
**Dewey Number**: 658.31124

4. **SELECTION INTERVIEWING**  
Aldershot: Gower Takeaway Training, 2005

In this film, learn from an experienced interviewer the practical ways to ensure the selection interview accurately assesses a person’s skills, knowledge, attitudes and the ‘fit for the job’. Key learning points include: common mistakes made when selection interviewing; analysing the job and the competencies needed; using ‘behavioural interviewing’ techniques; assessing whether candidates are telling the truth during the interview; asking probing and follow up questions. The programme features psychologist Peter Quarry, interviewing Glenda May, Glenda May Consulting, Australia.

**DVD length**: 12 minutes  
**Subjects covered**: interviewing, selection  
**Dewey Number**: 658.31124

5. **10 ESSENTIAL INTERVIEWING SKILLS**  
Aldershot, Hampshire: Gower, 2005

This DVD outlines the 10 most essential skills to ensure interviewers meet their needs.

**DVD Length**: 16 minutes  
**Subjects Covered**: Recruitment and Selection, Selection Interviews  
**Dewey Number**: 658.31124

6. **INTERVIEWING**  
Hampshire: Gower, 2006

This DVD uses the TELL method of interviewing: Trust, Energize, Lead to detail, Look for clues.

**DVD Length**: 12 minutes  
**Contents**: CD ROM, DVD  
**Subjects Covered**: Interview, Human Resource Management, Management Skills  
**Dewey Number**: 658.31124
7. **A QUESTION OF EVIDENCE The behavior-based interview**  
By Hugh Murray and Colin Chase  
Fordham : Scott Bradbury, 2006

A Question of Evidence illustrates a behaviour-based approach to interviewing which is effective, objective, transparent and legal. Show your interviewers how to use 'The Power of You' to uncover a candidate's past performance. The pack includes DVD with drama training film; Individual scenes for analysis and discussion; Ready-made activities and model training plan; CD with powerpoint slides and user's guide; A4 user's guide book.

**Contents:** DVD, CD_ROM and user guide  
**Subjects covered:** interviewing skills, selection interviewing  
**Dewey No.:** 658.31124

8. **BEST OF THE BUNCH – RECRUITMENT AND SELECTION**  
Angel Productions, 2009

Best of the Bunch’ is not just about how to interview, and is not just for the HR manager. This DVD provides a step-by-step guide to the whole recruitment and selection process, from start to finish, for everyone involved. Engaging and relevant drama scenes show examples of good and bad practice, and expert commentary explains the key points. A systematic, criterion-based approach ensures good selection decisions and fairness for all candidates.

**Contents:** DVD (Approx 45 mins.)  
**Subjects covered:** Recruitment and selection, HRM, Recruitment processes.  
**Dewey No.:** 658.311

9. **BEHAVIOURAL INTERVIEWING: taking the guesswork out of recruitment**  
London : Video Arts, 2007

Use the concept of ‘behavioural interviewing’ to predict the future performance of candidates. 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.

**Contents:** DVD (25 mins.) and course leaders guide  
**Subjects covered:** Recruitment and selection, HRM, Recruitment processes.  
**Dewey No.:** 658.311
10. INTERVIEWING/SELECTION

This Rapid Skill Builder® shows you how to apply the following key action steps when interviewing and selecting potential staff: 1. Preparing yourself well involves reflecting on personal knowledge or the job in question, as well as on what the key success factors might be for this role. 2. Evaluating the applicant’s resume is a start but specific competencies to perform effectively also need to be assessed or probed if these are absent. 3. Questioning any gaps in an applicant’s experience as well as the relevance of both past qualifications and performance will provide an initial indicator of likely fit or good match between the person and the role. 4. Listening for flow of answers, clarity of thought and consistency between responses should be done continually while the applicant is talking. 5. Observing an applicant’s tone, eye contact and general body language are useful additional indicators of overall suitability. 6. Deciding on an applicant’s overall suitability should be done slowly and carefully based explicitly on job fit.

Contents: 3 DVDs, facilitator’s guide and delegate’s workbook
Subject areas: Recruitment and selection, Interview skills, Recruitment processes.
Dewey No.: 658.31124
Section 10D: Performance Management

1. MANAGING PERFORMANCE
   Gower Takeaway Training, Aldershot 1995

   How to set performance standards and objective when performance is hard to measure.

   **Video Length:** 11 minutes.
   **Subjects covered:** 1. Performance standards
   **Dewey number:** 658.314

   **DVD version (2005) now available:**

   Learn why so many performance appraisal schemes fail and why performance management processes are a better way of ensuring high productivity and high morale. Discover how to set performance objectives and standards, even when performance is hard to measure. Details as above.

2. COACHING
   Gower Takeaway Training, Aldershot 1995

   This video will give clear answers and help you assess when and how to use coaching to improve performance, confidence and motivation.

   **Video Length:** 16 minutes. **DVD VERSION (2005) NOW AVAILABLE**
   **Subjects covered:** 1. Mentoring 2. Employee motivation
   **Dewey number:** 658.3125

3. MENTORING
   Gower Takeaway Training, Aldershot 1997
   **DVD version (2005) now available**

   This video covers the benefits of mentoring, the essential skills required, the pitfalls involved and how to avoid them.

   **Video:** 18 minutes.
   **Subjects covered:** 1. Coaching
   **Dewey number:** 658.3125

4. PERFORMANCE MANAGEMENT – APPRAISALS, OBJECTIVES AND CAREER DEVELOPMENT
   London, Terry Gillen, Chartered Institute of Professional Development, 2008

   Despite being an essential tool of good management, trainers can struggle to get managers enthused about performance management and appraisal. This DVD will enable any trainer to engage managers and show them the real benefits of effective performance management and appraisal. Scripted by a subject expert and trainer, and with an accompanying Trainer's Guide, this innovative
training DVD is comprised of short clips which allow the trainer complete flexibility and control to intervene at any point and jump around to relevant scenes. Scenes demonstrate good practice and bad practice and cover the following areas: The purpose of appraisal Assessing performance Opening a performance review Giving feedback When discussions go wrong Agreeing objectives Personal and career development Unlike many similar products, this DVD is not based around a drama. Instead, each scene is firmly centered round a set of key learning points

**DVD length:**
**Contents:** 1 DVD, 1 trainers guide and booklet
**Subjects covered:** performance management, appraisals, career development
**Dewey Number:** 658.3125

5. **COUNSELLING POOR PERFORMERS**
Aldershot: Gower Takeaway Training, 2005

How do you deal with an employee who is just not performing up to the standard required? How do you tell them and get an improvement while maintaining or even improving your working relationship? Sounds impossible? This film describes a 6 step approach that has been successfully used by thousands of team leaders and managers

**DVD Length:** 16 minutes
**Subjects Covered:** employee counseling, performance management
**Dewey Number:** 658.385

6. **ASSESSING AND DEVELOPING PERFORMANCE**
Aldershot: Gower Takeaway Training, 2005

This film describes the best ways to measure, assess and develop the performance of employees at all levels. Discover what best practice organisations are doing. Key learning points include: a new way of looking at performance which focuses on skills, tasks and outputs; identifying and involving key people in assessing performance; helping high performers do even better; new strategies for rewarding employees and using mentors. The programme features psychologist Peter Quarry, interviewing Professor Mike van Oudshoorn, Organisational Psychologist, Organisation Individuation Practice, UK

**DVD length:** 13 minutes
**Subjects covered:** performance management
**Dewey Number:** 658.314
7. **LEARNING FROM 360 DEGREE FEEDBACK**  
Aldershot: Gower Takeaway Training, 2005

This film explains the common reactions people have to receiving 360° feedback. Get practical advice on how to build on strengths and identify areas for improvement. Key learning points include: why people get surprised when getting 360° feedback; understanding and using the information received; asking questions to follow up; overcoming the natural reaction of defensiveness; creating a ‘feedback rich’ environment. The programme features psychologist Peter Quarry, interviewing Dr Scott Wimer of Wimer Associates, USA.

**DVD length:** 14 minutes  
**Subjects covered:** feedback  
**Dewey Number:** 651.7

8. **360 DEGREE FEEDBACK**  
Aldershot: Gower Takeaway Training, 2005

Why is feedback essential for high morale and high performance? How does 360° feedback work and why are successful companies encouraging all staff to seek it? These questions and more are answered in this practical film.

**DVD length:** 16 minutes  
**Subjects covered:** feedback situations, 360 degree feedback  
**Dewey Number:** 651.7

9. **NINE ESSENTIALS FOR EXIT INTERVIEWS**  
Aldershot: Gower Takeaway Training, 2005

Many people change jobs as a means of getting away from their current employer rather than because they are drawn to the new one. Exit interviews are an important means of keeping your finger on the corporate pulse to identify problems with staff satisfaction or loyalty. In 9 Essentials for Exit Interviews you will discover: Techniques for gathering exit information; How, when and who to involve; How to encourage open dialogue; Approaches to managing feedback; The value of constructive criticism; Managing confidentiality issues.

**DVD length:** 16 minutes  
**Subjects covered:** exit interviews  
**Dewey Number:** 658.31124

10. **USING COMPETENCIES SUCCESSFULLY**  
By Hugh Murray  
Fordham : Scott Bradbury, 2008

Using Competencies Successfully shows what competencies are and how to use them to score highly in appraisals and promotion interviews. Show your people how to make sense of your competencies in relation to their own role and personal development. Use this resource to help everyone in your organisation use your competency framework as a tool for preparing for appraisals, promotion interviews and for self-development. The pack includes DVD with drama training film; individual scenes for analysis and discussion; expert video learning summary (Director's notes); ready-made
activities and model training plan; CD with PowerPoint slides and user's guide; A4 user's guide book.

**Contents:** DVD, CD-ROM and user guide  
**Subjects covered:** competencies, competency framework, staff appraisal, staff development  
**Dewey No.:** 658.3125

### 11. FEEDBACK : FIXING PERFORMANCE PROBLEMS  
*Fordham : Scott Bradbury, 2007*

Giving feedback is one of the most effective ways of fixing performance problems - not least because unless you let people know that they're not doing what you want, they aren't going to change! Long before you get to any disciplinary situations, informal, timely and effective feedback nips problems in the bud. But do your managers know what to say, and how to say it? Feedback: Fixing Performance Problems shows your managers how to begin what is often a difficult conversation. It illustrates how to explain the problem from the manager's perspective and how to ensure that a fair and open dialogue ensues. The whole point of feedback in this context is to improve performance. The programme shows your managers why it's crucial to be absolutely clear about the purpose of their comments and how to prepare for a discussion. Effective communication is vital, yet most managers find it difficult to start a conversation about poor performance. The film illustrates credible scenarios and provides actual examples of what to say. Your managers learn how to:  
• Be specific about performance shortfalls  
• Discuss the problem fairly and openly  
• Agree corrective action  
• Review the results of the feedback.

**Contents:** DVD, CD-ROM and guide  
**Subjects covered:** feedback, performance management, management training  
**Dewey No.:** 658.3125

### 12. WHAM! GETTING THEM TO DO WHAT YOU WANT THEM TO DO  
*Fordham: Scott Bradbury, 2006*

Do your team leaders and supervisors struggle to get the best from their teams? Designed for first line managers, this programme explores how to deal with the everyday problems of managing a team. WHAM stands for What, How, Able and Motivated and forms the basis of a simple, powerful model your managers can use to ensure their team is on track and doing what's required.  
• W stands for 'What': do your people know What they are meant to be doing? Are they clear about their priorities? Do they know their objectives?  
• H stands for 'How': do your people know How they are doing? Are they receiving timely, effective feedback on performance?  
• A stands for 'Able': are your people Able to do what you require of them? Do they have the skills, knowledge and equipment they need?  
• M stands for 'Motivated': are your people Motivated and committed to getting the job done?  
Four words, one simple model to keep teams performing well. WHAM illustrates how two very different managers, from different backgrounds, learn how to focus their teams on achieving the tasks that need doing.

**Contents:** DVD, CD-ROM and guide  
**Subjects covered:** team management, employee motivation, first line management  
**Dewey No.:** 658.314
13. **PERFORMANCE OBJECTIVES THAT WORK**
Fordham : Scott Bradbury, 2008

Performance objectives are only successful if they are achieved. And unless there is true engagement and commitment on the part of the employee, they are likely to fail. Objectives can be specific, measurable and time-bounded and everyone can be in agreement, so why is it they don't happen? This programme goes beyond the 'process' of agreeing objectives that are 'SMART' to explore the human drivers which govern the success or failure of any performance objective. Using realistic scenarios, the DVD drama shows how it's possible to probe people’s real beliefs and motivational drivers. Managers learn why it’s essential to get intellectual and above all, emotional, engagement. Once their people are fully on board and engaged, it’s much more likely that agreed objectives will be achieved. This programme provides valuable new insights into this important performance management topic.

**Contents:** DVD, CD-ROM and guide
**Subjects covered:** performance management, employee motivation, employee engagement
**Dewey No.:** 658.314

14. **SKILFUL APPRAISAL**

Most appraisal training programmes concentrate on the mechanics of appraisals – who sits where, the location, the agenda and so on, but this programme focusses exclusively on the most important aspect of all – the skills a trainer needs. You’ll help participants learn about the effect they are having, using the video scenes to contrast what is being said in an appraisal interview with the private thoughts of an appraisee. So it helps people think about what to say and how to say it. There’s no one ‘right’ way to conduct an appraisal interview, and that’s why it’s so important to practise the necessary skills.

**Contents:** DVD (Approx 26 mins) and Trainer’s guide.
**Subjects covered:** Appraisal, Performance Management, Appraisal Interview.
**Dewey No.:** 658.314

15. **A WORLD OF DIFFERENCE: WORKING SUCCESSFULLY ACROSS CULTURES.**
London, Worldwork International Management Development.

This DVD is to show how to overcome challenges and maximise productivity when managing a multicultural team. 'A world of difference' covers, how conflicting assumptions about communication style, feedback, task and relationship handing (if unmanaged) can lead to poor results. Essential international skills needed to work successfully and managing effective teamwork across cultures. Looks at building trust, teamwork, people management, and remote communication.

**Contents:** 2 Discs (35 mins and 42 mins) and online study book with OHP masters and CD-rom copy masters.
**Subjects Covered:** communications, supervisory management.
**Dewey No.:** 658.403
16. **SITUATIONAL COACHING.**

This video explains a five-step approach to coaching and how to vary it according to the specific needs of employees and the situation. Learn about coaching high, average and weak performers. Key learning points include: contracting for a set of ground rules; observe the employee's job performance; assess how the employee is performing; constructively challenge the employee by giving detailed feedback; handle resistance to improving performance. The programme features psychologist Peter Quarry, interviewing Dr Scott Wimer of Wimer Associates, USA.

**Contents**: DVD (12 mins)
**Subjects Covered**: coaching, Management.
**Dewey No.**: 658.3125.

17. **MANAGING POOR PERFORMANCE**
Worldwide Center for Organizational Development / Fenman, 2007

This Rapid Skill-Builder provides guidance on a positive and constructive method for handling unacceptable performance, including tips on how to provide corrective feedback. The steps involved in the three phases of Preparation, the Performance Interview and Follow Up are included.

**Contents**: 3 x DVD’s and participants workbook
**Subjects covered**: performance management
**Dewey No.**: 658.314

18. **THE APPRAISAL INTERVIEW**
London: Video Arts, 2006

**Contents**: DVD and support files
**Subjects covered**: appraisal interviews, performance management
**Dewey No.**: 658.3125
Section 10E: Training and Development

1. DEVELOPING A TRAINING PLAN
Gower Takeaway Training, Aldershot 1995

Whether you run a small company or a team in a large organization, this programme will show you where to start in developing your training plan. Learn how to analyse training needs, plan appropriate training sessions and evaluate outcomes.

**Video Length:** 15 minutes. **ALSO DVD version available.**

**Subjects covered:** 1. Training 2. Quality control

**Dewey number:** 658.3124

2. PASS IT ON: COACHING SKILLS FOR MANAGERS
London: Melrose, 2007

To give managers the coaching skills they need to guide and encourage their people towards greater performance. Effective coaching helps people to progress and contribute more fully to the business objectives and ensures that individuals get the one-to-one guidance they need to perform to the best of their ability. Coaching is vital, but frequently neglected. Whilst line managers are increasingly expected to take on the responsibility for coaching, very few are actually trained to do it. In addition, pressures of work often force coaching to the bottom of the priority list. Written by Armando Iannucci ('The thick of it' and 'I'm Alan Partridge'), this humorous programme uses clear messaging and practical, believable examples of how to get coaching right (and wrong). It also demonstrates how effective coaching can facilitate individual development and by personally rewarding the coach too. The key outcomes, Equips managers with the necessary skills to coach their people. Employees who are effectively coached will contribute more to the workplace through maximised potential and improved performance

**Contents:** 25p book. 2 DVD's: main Dvd 25 mins. & support Dvd with accompanying booklet, group training workbook, self-study workbook, PowerPoint presentation slides

**Subjects covered:** coaching, executive management

**Dewey Number:** 658.3125

3. CONDUCTING TRAINING ACTIVITIES
Aldershot: Gower Takeaway Training, 2005

Practical activities such as case studies, role plays and business games are great ways to liven up a training session. Learn how to use these techniques to ensure real learning has taken place.

**DVD length:** 14 minutes

**Subjects covered:** training, training formats

**Dewey number:** 658.3124
4. **GETTING THE MOST OUT OF TRAINING**  
Aldershot: Gower Takeaway Training, 2005

To get the most value from the training sessions we attend, it's important to recognize potential blocks - and how to overcome them.

**DVD length:** 13 minutes  
**Subjects covered:** training and development  
**Dewey number:** 658.3124

5. **CAREER COACHING SKILLS**  
Aldershot, Gower Takeaway Training, 2005

In this film, discover why growing, developing and nurturing your people is one of the most important management functions. Learn the five main skills for doing this. Key learning points include: coaching ‘in the moment’; research on the benefits of career coaching; the five skills needed to grow your people; identifying opportunities for coaching in day-to-day work. The programme features psychologist Peter Quarry, interviewing Dr Beverly Kaye, Career Systems International, USA.

**DVD length:** 14 minutes  
**Subjects covered:** career management  
**Dewey Number:** 658.3124

6. **COACHING & MENTORING Trainers’ portfolio**  
Ely: Cambridgeshire, Fenman

A range of tools and resources to help you design and deliver better training. Overview - a concise look at coaching and mentoring, with short summaries and background information which provide a quick overview of the subject. Leading Thinking - this section introduces the key thinkers in the topic, and contains articles on how thinking has evolved and changed. Amongst those discussed include James Flaherty and Mary Beth O’Neill. Models and Strategies - contains the key models that are core to Coaching and Mentoring. The models range from the conceptual and academic to the highly practical. Each describes potential uses and benefits. Examples include the Grow Model and the Johari Window, amongst others. Good Practice - contains a range of case histories about organisations that have embarked on coaching and mentoring programmes. Each describes the background to the approach, the methods used, results achieved and lessons learned. Organisations featured include Scottish Power and KPMG. Toolkits - contains a wide range of materials that can be used flexibly in training and organisational development interventions, such as diagnostics, exercises, role plays, case studies, methodologies and handouts. Workshops - sample workshops on the subject of coaching and mentoring, with overviews, sample programmes, discussion templates, evaluation forms and suggestions for facilitators’ materials. Also included are some sample PowerPoint slides that can be used in a training session, as well as suggestions for further reading and links to useful websites.

**Subjects covered:** coaching, mentoring, training & development  
**Dewey No.:** 658.3125
7. **COACHING SKILLS FOR LINE MANAGERS**  
London: CIPD, 2008

This DVD will help managers at all levels to build successful relationships with their colleagues and optimise their performance at work. Scripted by a subject expert and trainer, and with an accompanying Trainer's Guide, this innovative training DVD is comprised of short clips which allow the trainer complete flexibility and control to intervene at any point and jump around to relevant scenes. Scenes demonstrate good practice and bad practice and cover the following areas: An introduction to coaching Agreeing goals Active listening and non-verbal communication Using powerful coaching questions Dealing with skills gaps Coaching for attitude change Agreeing and reviewing tasks and practice

Unlike many similar products, this DVD is not based around a drama. Instead, each scene is firmly centered round a set of key learning points which helps to focus the viewer's attention and consolidate their learning. It represents real employees in an environment which is modern yet neutral and can be used by any type of organisation.

**Contents:** DVD plus trainer’s guide  
**Subjects covered:** coaching of employees, training of teams in the workplace, employee empowerment  
**Dewey No.:** 658.3124

8. **COACHING : THE POWER OF QUESTIONS**  
Fordham : Scott Bradbury, 2007

Effective coaches don't solve their people's problems for them. They ask Coaching Questions to help them think through a task or problem for themselves. People are more committed to their own ideas so if you can get them to think through the issues, generate a range of options and then evaluate those options, you are helping them to develop their problem-solving and decision-making skills. You can't do other people's learning for them - but you can use Coaching Questions to facilitate the learning process. By using a coaching approach you motivate the individual and help them to get the best from themselves. And you encourage the development of a more effective team member.

Coaching: The Power of Questions illustrates the purpose of different types of questions and how to ask them - simply, powerfully and effectively. The messages are simple and clear. The illustrations in the drama are realistic and thought-provoking. Use this programme to inject new ideas into your coaching workshops and to gain valuable insights into the subject of coaching.

**Contents:** DVD, CD-ROM and guide  
**Subjects covered:** coaching, employee motivation, facilitation  
**Dewey No.:** 658.3125

9. **AGREEING DEVELOPMENT OBJECTIVES – Getting personal development plans to work**  
Fordham : Scott Bradbury, 2006

Managers often see personal development reviews as a bureaucratic exercise. What's more, they don't know how to sit down with a member of their team to discuss their personal aspirations and what they want from their job. This leads to meaningless objectives written on Personal Development Plans. Agreeing Development Objectives illustrates how to help someone think through their plans and aspirations. It demonstrates how to discuss an individual's motivations, so that they become engaged in a meaningful discussion. Using a range of scenarios, the programme shows that not everyone wants the same thing from their working life. And by helping someone to
think properly about what they want to achieve, your managers can help their people to develop personal development plans that address both the individual's goals and the interests of your organisation. Managers learn to 'A.I.M.' for effective development:  • Aspirations: find out what the learner wants from their job  • Interests: ensure that the objective is aligned to needs of your organisation  • Measurable: evaluate the outcome.

Contents: DVD, CD-ROM and guide
Subjects covered: personal development, employee development, employee motivation
Dewey No.: 658.3124
1. THE LEADERSHIP ALLIANCE

   The Dvd highlights the techniques and strategies of leaders who are successful. The Motivation
   needed to inspire leadership, and looks at how leadership should be defined as an alliance between
   managers and workers.

   **DVD Length:** 64 Minutes
   **Subjects Covered:** Leadership Skills, Motivation
   **Dewey Number:** 658.314

2. GODS OF MANAGEMENT
   Charles Handy
   London; Melrose/Video Arts, 2000

   This video is an introduction to a way of thinking about organizations and how they work. It
   accompanies Handy's book 'Gods of Management'. The course/workshop leader should read chapters
   1 to 3 of the book after watching the video and before running the event. On a one-day workshop,
   each participant should have a copy of the book.

   **Video Length:** 34 minutes.
   **Subjects covered:** Executive management
   **Dewey number:** 658.4

3. LEADER MADNESS
   Los Angeles, Video Visions, 2006

   This Dvd examines six signs of bad leadership and how workers can be motivated or alienated by the
   actions of the leader. The Dvd is designed to encourage people to reevaluate their own leadership
   style

   **DVD Length:** 21 minutes
   **Subjects Covered:** Leadership Skills, Motivation
   **Dewey Number:** 658.314

4. THE LEADERSHIP PICKLES
   Washington, Bob Farrell, Media Partners, 2005

   This film combines Bob's passion for leadership with memorable leadership stories. It's aim is to
   deliver a powerful leadership message to all kinds of leaders.

   **DVD length:** 16 minutes
   **Contents:** Dvd, leader’s guide on Cd-rom with participant worksheets, exercises and handouts, and 9
   leadership training cards
   **Subjects covered:** leadership skills
   **Dewey Number:** 658.314
5. **LEADERSHIP**  
Aldershot: Gower Takeaway Training, 2005

What are the characteristics of effective leaders? What does the research say about what followers expect in their leaders? What are the essential leadership behaviours required in today's workplace? This film answers all these questions and more.

**DVD length:** 17 minutes  
**Subjects covered:** leadership  
**Dewey Number:** 658.4

6. **DEVELOPING LEADERSHIP SKILLS**

Any team leader or manager needs to be a decision-maker, communicator, mentor, motivator and coach. This course equips new and established managers alike with the skills they need to lead and inspire their team successfully. This comprehensive course features over 30 minutes of drama scenarios, techniques and strategies to enhance their management skills. The course content and structure will ensure that your key staff are better equipped to lead and inspire their team. Topics covered include: becoming a team leader, motivating the team, an introduction to leadership, the importance of effective listening skills, coaching and coaching skills, assertive leadership, dealing with difficult situations.

**Subjects covered:** listening skills, assertiveness, coaching.  
**Dewey No.:** 658.4

7. **INCREASING MOTIVATION AT WORK**  
Aldershot: Gower Takeaway Training, 2005

Good managers and leaders know the importance of motivation - and the many simple and realistic techniques they can use to assist in specific situations.

**DVD length:** 13 minutes  
**Subjects covered:** motivation, motivation at work  
**Dewey Number:** 658.314

8. **CONFLICT WITHIN TEAMS**  
Aldershot: Gower Takeaway Training, 2005

Just calling a group of people a team is not enough. They need critical team skills including how to identify and resolve conflict between team members. Learn how to deal with personality clashes and even how to mediate if the conflict is between two other people.

**DVD length:** 17 minutes  
**Subjects covered:** teams  
**Dewey Number:** 658.402
9. **MAKING TEAMS WORK BRILLIANTLY**  
Aldershot: Gower Takeaway Training, 2005

Why do some teams work together so well? What should team leader focus on to help bring their team to brilliance?

**DVD length:** 13 minutes  
**Subjects covered:** team building, team leadership  
**Dewey Number:** 658.4012

10. **MAINTAINING CONTINUOUS MOTIVATION**  
Aldershot: Gower Takeaway Training, 2005

In this film, discover why continuous motivation is essential for business success. Learn how to maintain it both in yourself and in the people you work with. Key learning points include: why continuous motivation is important; characteristics of motivated people; creating ‘upward spirals’ of motivation; the four elements of continuous motivation (challenge, excitement, learning, rewards). The programme features psychologist Peter Quarry, interviewing Eve Ash, Managing Director, Seven Dimensions, Australia

**DVD length:** 12 minutes  
**Subjects covered:** motivation  
**Dewey Number:** 658.314

11. **MANAGING VIRTUAL TEAMS**  
Aldershot: Gower Takeaway Training, 2005

This film identifies the characteristics of virtual teams, and some of the particular challenges facing their team leaders and managers. Key learning points include: focusing on managing outputs of work; how empowerment works in virtual teams; why knowledge workers tend not to make good managers; the art of ‘distance coaching’; managing cultural differences in virtual teams. The programme features psychologist Peter Quarry, interviewing Ron Young, Chief Executive, Knowledge Associates, UK.

**DVD length:** 16 minutes  
**Subjects covered:** virtual teams  
**Dewey Number:** 658.402

12. **THE UNMOTIVATED EMPLOYEE**  
Aldershot: Gower Takeaway training, 2005

A new style of film, management controversies, sees Eve Ash and Peter Quarry discussing and role playing techniques for managing the unmotivated employee. There are no right or wrong answers in a subject this complex and this film is as much about the problem associated with different interventions and how inappropriate techniques can worsen the problem as it is about identifying good practice. A real discussion starter for any training or coaching session on motivation.

**DVD length:** 15 minutes  
**Subjects covered:** employee motivation  
**Dewey Number:** 658.314
13. **UNDERSTANDING GROUP DYNAMICS**  
Aldershot: Gower Takeaway training, 2005

Most people have little or no understanding of group dynamics. Yet groups such as project or virtual teams are increasingly being used at work. If we want to manage or influence these groups, we need to understand group dynamics.

**DVD length:** 15 minutes  
**Subjects covered:** group dynamics  
**Dewey Number:** 658.4

14. **CREATING POWERFUL VISIONS**  
Aldershot: Gower Takeaway training, 2005

This film describes how visions are dreams that create tension between current and desired states. Learn about the role of leaders to create and communicate a vision to give their people a shared sense of purpose. Key learning points include: the difference between visions, missions and goals; changing and adapting the vision as circumstances change; why the best visions transcend personalities, egos and organisations; writing a meaningful vision statement; how to communicate visions. The programme features psychologist Peter Quarry, interviewing Adolph Hanich, Principal, Fairhaven Associates, Australia.

**DVD length:** 17 minutes  
**Subjects covered:** business vision, strategic leadership  
**Dewey Number:** 658.4012

15. **DEVELOPING LEADERSHIP SKILLS**  
London: BDP Media, 2006

"Developing Leadership Skills" takes a number of common issues that managers face and explores the different styles and approaches they can adopt to best suit the situation. It identifies the transition between being 'the expert', the 'senior', or the 'most experienced' to the role of being in charge. It looks at how to balance the needs of individuals, the team and the task in hand. It focuses on the importance of motivating and developing the team using simple coaching and feedback techniques. It also explores aspects of managing the boss.

**Contents:** DVD, workbook and trainer’s notes  
**Subjects covered:** leadership skills, team development, management  
**Dewey No.:** 658.4
16. SELECTING THE PERFECT TEAM
London: Video Arts, 2004

Based upon Dr Meredith Belbin's credible team-role theory, this programme, part of a three-part series, provides support for managers involved in selection. Belbin's research indicates that fewer recruitment disasters arise when managers search for people within their own organisation, since these people are likely to fit more readily into existing teams. As this humorous drama unfolds, it highlights that eligibility of candidates does not necessarily mean they are suitable to fit into the team. Impressive qualifications, sparkling track records, glowing references and dynamic interview techniques may be red herrings. Managers will learn to identify the team role required to balance the team. This means looking at internal, as well as external candidates, even though they may not at first appear eligible. By following this simple-to-follow and memorable technique, managers will avoid costly recruitment decisions, and select better, more suitable candidates. The programme complements recruitment and management skills training. Includes a dvd and support files.

Contents: 1 x DVD 26 mins. Length: plus support files DVD
Subjects covered: team selection, team building, team development, management of teams in the workplace.
Dewey No.: 658.402

17. FIRE, TOAST AND TEAMWORK
Cambridge: Belbin, 2008

Fire, Toast and Teamwork, illustrates Belbin Team Roles. It begins with an animated sequence, using the skills of Triffic films (responsible for 2DTV, Have I Got News For You...). After this imaginative introduction, the DVD moves on to a more traditional ‘case study’ where we see a team in action. Not your average management team, the challenge is set to ‘expand the cultural influence of their cave’. Fluent in Team Role Theory, we see how this knowledge enables the team to come up with…fire! The DVD extras take an in-depth look at each of the team roles in turn. Advice is provided on how best to play each role and how to manage and work with people who have that role. The set contains a DVD and facilitator's guide.

Contents: DVD and facilitators guide.
Subjects covered: teambuilding, teamwork, management of teams in the workplace
Dewey No.: 658.402

18. ENHANCING MORALE: TRAINING POINT LEADERSHIP, SERIES 2
Victoria, Australia: Training Point, 2009

This program investigates the link between workplace culture and morale, and the role that leaders play in creating and maintaining morale. Featuring dramatised scenarios and panel discussion, this program will assist in identifying current and potential issues and offers practical steps to develop a positive workplace culture that engenders good morale. Key Training Points: * Explores the links between morale and workplace culture * Discusses strategies for building and enhancing morale * Includes a comprehensive Leader’s Guide and Participant Workbook. Support material on separate disc.

DVD Length: 12 minutes
Subjects covered: Morale, employee morale, organisational culture.
Dewey Number: 658.314
This DVD will enable you to deliver practical and impressive leadership training, giving managers at all levels a clear understanding of leadership and how to apply that understanding on a day to day basis. Scripted by a subject expert and trainer, and with an accompanying Trainer's Guide, this innovative training DVD is comprised of short clips which allow the trainer complete flexibility and control to intervene at any point and jump around to relevant scenes. Scenes demonstrate good practice and bad practice and cover the following areas: management and leadership - leadership qualities/actions - leadership vision - from motivation to inspiration - defining moments.

Subjects covered: Leadership skills, leadership.
Dewey Number: 658.4092
Section 10G: Change Management

1. **ADULT LEARNING PRINCIPLES**  
   Aldershot: Gower Takeaway Training, 2005

   Are you involved in designing or delivering training and education to adults? If so, then make sure you discover how adults learn best and avoid the common mistakes that are often made.

   **DVD length:** 18 minutes  
   **Subjects covered:** adult learning  
   **Dewey Number:** 374

2. **ROLLERCOASTER OF CHANGE**  
   Aldershot: Gower Takeaway Training, 2005

   This film explains why people resist change and provides a range of change management strategies to maximize productivity and employee morale. Key learning points include: the effects of continuous, ongoing change; understating why ‘change involves exchange’; ways of coping with continuous change; the importance of communication strategies and human transition plans; managing productivity in times of change. The programme features psychologist Peter Quarry, interviewing Dr Edward Hubbard, President & CEO of Hubbard & Hubbard, Inc., USA.

   **DVD length:** 14 minutes  
   **Subjects covered:** management of change  
   **Dewey Number:** 658.406

3. **LEADERSHIP IN A TIME OF CHANGE**  
   Aldershot: Gower Takeaway Training, 2005

   This film examines what leaders should be doing in times of rapid, ongoing change. Find out how this is different from the old models of leadership. Key learning points: how leadership changes in turbulent times; letting go of the need to control everything; being an advocate for the group; how to influence without authority; getting feedback to develop leadership effectiveness. The programme features psychologist Peter Quarry interviewing Professor Dennis Jaffe, Saybrook Graduate School, USA.

   **DVD length:** 16 minutes  
   **Subjects covered:** management of change, leadership  
   **Dewey Number:** 658.406

4. **MANAGE CHANGE SUCCESSFULLY**  
   Aldershot: Gower Takeaway Training, 2005

   Learn the four personal qualities to successfully manage change and the planning and implementation skills required. Find out how to gain commitment and overcome resistance.

   **DVD length:** 16 minutes  
   **Subjects covered:** management of change  
   **Dewey Number:** 658.406
5. **SCENARIO PLANNING**  
Aldershot: Gower Takeaway Training, 2005

In this film hear from a leading expert on scenario planning about how to use this technique to think about the future, test strategic options and plan the way ahead. Key learning points include: what are scenarios and how do you build them?; using multiple scenarios to test strategic options and assess risks; developing scenarios to identify new opportunities; why keeping up to date is so crucial; asking the right questions when thinking about the future. The programme features psychologist Peter Quarry, interviewing Dr Peter Schwartz, Chairman, Global Business Network, USA.

**DVD length:** 14 minutes  
**Subjects covered:** scenario planning, strategic planning  
**Dewey Number:** 658.4012

6. **STRATEGIC PLANNING FOR THE LONGER TERM**  
Aldershot, Gower Takeaway Training, 2005

In this film, discover why most corporate strategic planning fails. Develop ‘robust strategies’ for protection against an uncertain future and to open up opportunities. Key learning points include: looking beyond short term profits; taking the fear and complexity out of long term planning; identifying ‘business drivers’ over the next 10 to 25 years; looking for long term threats and opportunities; integrating short and long term strategic plans. The programme features psychologist Peter Quarry, interviewing David Mercer, Director of The Futures Observatory, The Open University, UK.

**DVD length:** 14 minutes  
**Subjects covered:** strategic planning  
**Dewey Number:** 658.4012

7. **MAKING CHANGE HAPPEN**  
By Hugh Murray  
Fordham: Scott Bradbury, 2009

Making changes happen addresses the issues people face when driving through any change agenda. Six key principles are presented simply and illustrated clearly. Practical steps get your managers engaged and committed. Use this resource to get your managers on board with leading change. The pack includes: DVD with drama training film; Individual scenes for analysis and discussion; Expert Video Learning summary (Director's notes); Ready-made activities and model training plan; CD with powerpoint slides and user's guide; A4 user's guide book.

**Contents:** DVD, CD-ROM and user guide  
**Subjects covered:** change management, change process, leadership skills  
**Dewey No.:** 658.406
8. CHANGE MANAGEMENT:

This course has been designed to: help individuals to understand change and how they might approach it more effectively; promote understanding of the dynamics associated with managing innovation and change; provide an introduction to a few tools and techniques that contribute to the successful handling of change (personally and when helping others through the change process). Change management is a large and complex topic. To help us to navigate our way through this subject, we will use a six-step approach to change management: identify, involve, inform, initiate, implement and inspect. This system can be followed as a personal or an organisation process.

**Contents:** a facilitator’s guide, 12 page participant workbook, DVD (15mins length) presentation material including a 16-17 slide presentation, and a one page action template.

**Subjects Covered:** change management, innovation.

**Dewey No.:** 658.406.

9. COPING WITH CHANGE:

What are the common psychological reactions to change and how can we deal with them? This film will really help people affected by change to move beyond feeling angry, upset or fearful. Some of the latest research into the characteristics of people who successfully cope with change points the way.

**Contents:** DVD (15 mins)

**Subjects Covered:** managing change, reaction to change.

**Dewey No.:** 658.406
Section 11: Marketing and Sales

1. **GLENGARRY GLEN ROSS**
   New York: Rank, 1992

   Glengarry Glen Ross is the title of a 1992 movie, based on the 1984 Pulitzer Prize and Tony-winning play of the same name by David Mamet, who adapted it into a screenplay for the film. The film shows parts of two days in the lives of four desperate real estate agents (Pacino, Lemmon, Harris and Arkin) who are prepared to engage in any number of unethical and/or illegal acts (from lies and flattery to bribery, threats and intimidation to burglary) in order to sell undesirable real estate to unwilling prospective buyers ("leads") while the put upon office manager (Spacey) awaits for them to make their sale after the hardnosed corporate boss (Baldwin) gives marching orders to do their jobs. The title refers to Glengarry Highlands and Glen Ross Farms, two properties mentioned in the movie.

   **DVD Length:** 96 minutes DVD  
   **Subjects Covered:** Marketing, Management  
   **Dewey Number:** 658.8

2. **METLIFE ONLINE**
   Bedfordshire: Ivey, 1999

   This video is to accompany the case. In 1998, Metropolitan Life's first vice president of Interactive Commerce faced a plethora of opportunities, challenges, and decisions in charting MetLife's strategy for e-commerce. He wanted to move quickly into transacting Web-based commerce, but he had to consider executive support, infrastructure requirements, possibly disenfranchising the sales force, fast-moving competitors, and the frenzied rate of technology change. The case covers almost all e-commerce start-up issues, but from the perspective of a large, established 'bricks and mortar' business.

   **DVD Length:** 33 minutes  
   **Subjects covered:** Corporate strategy, information systems, marketing strategy, e-commerce: business aspects.  
   **Dewey Number:** 658.42

3. **BUILDING BRAND COMMUNITY ON THE HARLEY-DAVIDSON POSSE RIDE**

   Contains an ethnographic account of the 10-day, 2,300 mile Border to Border Posse Ride. Allows the viewer to experience the Posse Ride through the eyes of six informants chosen to reflect a socio demographic cross section of participants on the ride. Interviews and footage of the trip provide the depth of experience and understanding necessary to realize the role of this rally in the Harley Owner's Group product mix and to formulate the executional strategies and tactics that can maximize ride design toward the company's close-to-the-customer goals.

   **DVD Length:** 60 minutes  
   **Subjects covered:** Brand management, brands, customer service  
   **Dewey Number:** 658.8
4. **REDEFINING THE AXA BRAND**  
Lausanne: IMD, 2010

The video shows an interview (November 2009) with Claude Brunet, AXA Chief Operating Officer. It provides additional insight on why and how AXA new brand signature was prepared and launched. It also sums up what has happened since the end of the case (June 2008). The video also includes the original brand corporate film presented at AXA corporate meeting (May 2008) as well as one of the main 'red line' ad on which the brand campaign was based thereafter. This is a valuable visual complement to the material described in the case.

**DVD Length:** 20 minutes  
**Subjects covered:** Brand management, marketing, brands, customer service  
**Dewey Number:** 658.8
Section 12: Customer Care

1. **HANDLING COMPLAINTS**
   Aldershot: Gower Takeaway Training, 2005

   One of the greatest challenges facing service staff is handling difficult, often angry, complaining customers. This film gives a proven formula to diffuse anger, resolve problems and turn the situation around. Practical examples covered include external and internal service relationships.

   **DVD length:** 16 minutes  
   **Subject Covered:** Customer Service  
   **Dewey Number:** 658.812

2. **CUSTOMER SERVICE SKILLS IN YOUR ORGANISATION**
   CIPD, London: 2008

   This DVD breaks from the tradition of drama-based learning typical of training films. Instead, actors illustrate learning points that will be relevant for all members of your workforce that have a customer facing role; rather than dramatizing a performance discussion. The film comprises 7 key areas:
   - An introduction to excellent service, building rapport with customers, using positive language, the internal customer; effective service recovery and leading in a service environment.

   **Format:** DVD and trainers guide  
   **Subjects covered:** customer service skills  
   **Dewey No.:** 658.812

3. **LOOKING AFTER THE INTERNATIONAL CUSTOMER - MINIMUM TIME, MAXIMUM IMPACT!**
   Fifteen Minute Trainer, 2011.

   It’s estimated that over 90% of the world’s population don’t speak English as a first language yet with world wide access to information and business opportunities, the desire to be able to communicate in English has never been greater. This doesn’t mean that we should not make an effort with our international customers. In fact, being able to exchange a few words in their language and demonstrate and understanding and knowledge of their culture and background is good business practice as well as showing courtesy. It makes a really good impression on our international customers which in turn boosts our reputation.

   **Format:** DVD (approx. 15 Minutes), CD-Rom and trainers guide  
   **Subjects covered:** customer service skills  
   **Dewey No.:** 658.812
Section 13: Business (National/International) & Corporations

1. **RYANAIR – THE LOW FARES AIRLINE**  
   Cranfield, Bedfordshire, UK, ECCH, 1999
   
   In this video, Michael O'Leary, Chief Executive of Ryanair addresses postgraduate business students and engages in a question-and-answer session with them. He discusses the strategy of Ryanair, its competitors in the European airline industry, and his own management style and philosophy. The launch of Ryanair's website for e-business is described along with the strategic and commercial implications of this development.

   **DVD Length:** 19 mins  
   **Subject Covered:** 1. Aviation industry 2. Ryanair  
   **Dewey Number:** 387.7

2. **THE BIG ONE: Protecting the earth from the scum of corporate America by Michael Moore**  
   Los Angeles, California, Miramax, 2004
   
   Comedic documentary filmmaker Michael Moore takes his film crew throughout the U.S. for The Big One, a behind-the-scenes video diary of the promotional tour for his book Downsize This! He appears at several chain bookstores throughout the nation, signing autographs and delivering wicked political commentary to audiences. Along the way, he stops at various small-town parking lots and malls, gathering brief interviews with assorted Americans. Some of his interview subjects include an ex-convict who was hired as cheap labour for TWA airlines while in prison and a group of Borders employees who organize a union. Brief celebrity appearances include Garrison Keillor, Studs Terkel, and cheap trick’s Rick Nielsen, in his typical ambushing fashion; Moore makes several cleverly unexpected visits to people in powerful positions. One attempt finds Moore bringing laid-off working mothers to visit a local government official with the intent of cleaning his office to show that they want a job. In Centralia, IL, Moore visits the Leaf candy company, who plans to move their factories to Mexico, resulting in massive layoffs. The camera crew heads into their administrative offices and attempts to meet with the CEO in witty trademark fashion. Other corporate targets include Johnson Controls, Pillsbury, and, finally, Nike, where CEO Phil Knight grants Moore some dialogue.

   **DVD Length:** 86 mins  
   **Subject Covered:** 1. Corporations  
   **Dewey Number:** 338.74

3. **THE CORPORATION A film by Mark Achbar, Jennifer Abbot and Joel Bakan**  
   Ontario, Canada, Big Picture Media Corporation et al, 2005
   
   Exploring the momentous impact corporations have had on our environment, our children, our health, our media, our democracy and even our very own genes, each of us is implored to examine what we can do in response. The Corporation invites each and every one of us whose lives are touched by this pervasive entity..... (From blurb on DVD cover)

   Disc 1: Deleted scenes; Majority Report interview with Joel Bakan; Katherine Dodds on Grassroots marketing; directors commentary with Mark Achbar & Jennifer Abbott; writers commentary with Joel Bakan; The corporation trailer; manufacturing consent trailer
Disc 2: Explore 165 unseen interview clips and updates sorted 'by person' or 'by topic'; related film sources-trailers and shorts; enhanced DVD-ROM features; web links or follow up research & action

**DVD Length:** 144 mins  
**Subject Covered:** 1. Corporations – Effects of  
**Dewey Number:** 338.74

4. **ENRON: THE SMARTEST GUYS IN THE ROOM**  
2005

Based on the best-selling book of the same name by Fortune reporters Bethany McLean and Peter Elkin, Alex Gibney incredibly reveals how top executives of America's seventh-largest company walked away with over one billion dollars leaving investors and employees with absolutely nothing.

**DVD Length:** 105 minutes  
**Subjects covered:** Corporate crime, corporate culture, investment banking  
**Dewey Number:** 338.74

5. **GE’S TALEN MACHINE: THE MAKING OF A CEO.**  

CEO Jeff Immelt, ex CEO Jack Welch, and HR Chief Bill Conaty discuss how GE has made talent development a source of sustainable competitive advantage. Immelt describes GE’s deeply embedded philosophy around its people and how it has allowed the company to add value managing as a conglomerate. He elaborates on how the HR process works and describes how he manages it.

**DVD length:**  
**Subjects Covered:** General Electric, business policy, competitive advantage, corporate strategy, strategy implementation, ECCH.  
**Dewey Number:** 658.42

6. **BARBARIANS AT THE GATE**  
Columbia, 2004

Self-made multimillionaire F. Ross Johnson decides to take the tobacco and food conglomerate RJR Nabisco private in 1988 after receiving advance news of the likely market failure of the company’s smokeless cigarette called Premier, the development of which had been intended to finally boost the company's stock price. The free-spending Johnson's bid for the company is opposed by two of the pioneers of the leveraged buyout, Henry Kravis and his cousin. Kravis feels betrayed when, after Johnson initially discusses doing the LBO with Kravis, he takes the potentially enormous deal to another firm, the Shearson Lehman Hutton of American Express.

**DVD length:** 107 minutes  
**Subjects Covered:**  
**Dewey Number:** 332.632
7. **KASKAZI**  
Bedfordshire : The Case Centre, 2008

In the (A) case, students are introduced to a young African entrepreneur, Mr Ng’ang’a Wanjohi. Since graduating in 1998, Wanjohi has been involved in four start-ups - none of which has been successful. However, he has learned a lot along the way and is not deterred. He sees an enormous opportunity in the fragmented Kenyan micro retail market, consisting of 100,000 kiosks, primarily in low income areas.

**DVD length:** 20 mins.  
**Subjects covered:** entrepreneurship  
**Dewey No.** 658.421

8. **NO SWEAT: Two American companies trying to take the sweat out of the shop**

Amy Williams and Rob Young  
IndiePix Films, 2010

No Sweat is an interesting documentary about two fledgling T-shirt companies making similar efforts to recreate the dismal and cruel practice of sweatshop labour. Director Amie Williams takes us inside these experimental endeavours where we get a look at the lives of undocumented workers in Los Angeles, California, who hope for a better life in the employ of people who promise them something greater than the inhumane toil of the sweatshops they've come to.

**DVD length:** 54 mins.  
**Subjects covered:** working conditions, employment conditions, labour in 20th century America  
**Dewey No.:** 331.2
Section 14: Business Ethics

1. **WAL MART (Dvd): THE HIGH COST OF LOW PRICE**
   New York: Disinformation Co, 2005

   The movie gets a how the corporation squeezes out every last dime: demanding unpaid overtime from its workers; keeping the stores deliberately understaffed; refusing to put security guards in their parking lots, which results in robberies, rapes and murders of their customers; and dispatching the rapid-response team from Benton, Arkansas on the corporate jet at the first mention in any of their stores of the world “union”.

   **DVD length:** 97 minutes  
   **Dewey number:** 338.790973

2. **COMPLIANCE IS JUST THE BEGINNING**
   Ely, Cambridgeshire: Fenman, 2005

   These DVDs examine the understanding of the business case for ethical decision making. They also look at what is necessary to create a culture of ethical decision making in your organisation, and the wider implications of any such decisions.

   **Contents:** 2 DVDs and a facilitator's guide (with pdf Cd-rom containing alternative) DVD: 1 Compliance is Just the Beginning 3 Steps to Ethical Decisions 24mins. DVD 2 Compliance is Just the Beginning Ethical situations to consider  
   **DVD length:** 24 mins  
   **Subjects covered:** ethics, business ethics, decision making  
   **Dewey Number:** 174.4

3. **ETHICS 4 EVERYONE: THE HANDBOOK FOR INTEGRITY-BASED BUSINESS PRACTICES**
   Carlsbad, CA: CRM Learning, 2002

   Offers several tools and strategies for helping people consistently do what's right. The video begins with the issue of knowledge. We know what's right, it suggests, when we remain aware of laws, organizational rules/procedures, shared values and what our own conscience is telling us. Footage covers how to hold yourself accountable for ethical behaviour, how to regularly communicate organizational values and ethical standards to staff so they are certain about what is/isn't acceptable and why it's important to recognize those who act ethically. The bonus leadership segment outlines 10 ethics guidelines specifically for those in a leadership role. Additional copies of the participant workbook and 'Ethics 4 Everyone: The Handbook for Integrity-based Business Practices' book are also available.

   **DVD length:** 15 minutes  
   **Subject covered:** ethics, business ethics  
   **Dewey Number:** 174.4
Section 15: General Interest:

1. WONDER BOYS
   An English Professor tries to deal with his wife leaving him, the arrival of his editor who has been waiting for his book for seven years, and the various problems that his friends and associates involve him in.
   Dewey No.: 791.43
   DVD length: 1hr, 40 mins.

2. 12 ANGRY MEN
   A dissenting juror in a murder trial slowly manages to convince the others that the case is not as obviously clear as it seemed in court.
   Dewey No.: 791.43
   DVD length: 92 mins.

3. THE FAMILY MAN
   A fast-lane investment broker, offered the opportunity to see how the other half lives, wakes up to find that his sports car and girlfriend have become a mini-van and wife.
   Dewey No.: 791.43
   DVD length: 66 mins.

4. PEACEFUL WARRIOR
   A chance encounter with a stranger changes the life of a college gymnast.
   Dewey No.: 791.43
   DVD length: 121 mins.

5. THE COLOUR PURPLE
   Based on Alice Walker’s novel. The Colour Purple tells the story of Cecile, an uneducated woman living in the rural American South.
   Dewey No.: 791.43
   DVD length: 148 mins.

6. STAND AND DELIVER
   The story of Jaime Escalante, a high school teacher who successfully inspired his dropout prone students to learn calculus.
   Dewey No.: 791.43
   DVD length: 103 mins.

7. RUSHMORE
   The extracurricular king of Rushmore preparatory school is put on academic probation.
   Dewey No.: 791.43
   DVD length: 93 mins.
8. THE PURSUIT OF HAPPINESS
A struggling salesman takes custody of his son as he's poised to begin a life-changing professional endeavor.
Dewey No.: 791.43
DVD length: 117 mins.

9. EDUCATING RITA
A young wife decides to complete her education and take her exams. She meets a professor who teaches her to value her own insights while still being able to beat the exams. The change in her status causes friction between her and her husband.
Dewey No.: 791.43
DVD length: 110 mins.

10. MEMENTO
A man creates a strange system to help him remember things; so he can hunt for the murderer of his wife without his short-term memory loss being an obstacle.
Dewey No. 791.43
DVD length: 113 mins.

11. GOOD WILL HUNTING
Will Hunting, a janitor at M.I.T., has a gift for mathematics, but needs help from a psychologist to find direction in his life.
Dewey Number: 791.43
DVD length: 126 mins.

12. FREEDOM WRITERS
A young teacher inspires her class of at-risk students to learn tolerance, apply themselves, and pursue education beyond high school.
Dewey No.: 791.43
DVD length: 123 mins.

13. DEAD POETS SOCIETY
English teacher John Keating inspires his students to discover their love for poetry and seize the day.
Dewey No.: 791.43
DVD Length: 128 mins.

14. CLICK
A workaholic architect finds a universal remote that allows him to fast-forward and rewind to different parts of his life. Complications arise when the remote starts to overrule his choices.
Dewey No.: 791.43
DVD Length: 107 mins.

15. BLACKBOARD JUNGLE
A new English teacher at a violent, unruly inner-city school is determined to do his job, despite resistance from both students and faculty.
Dewey No.: 791.43
DVD length: 101 mins.
16. THE OFFICIAL DRIVER THEORY TEST
RSA, 2009 4th ed

CD-ROM containing every official question you may be asked. Practice on the actual screens you
will use when taking your theory test. Check your knowledge against randomly generated 40
question theory tests. All questions and answers have narration at the click of your mouse.

Dewey No. 363.125
Section 16: ELI

1. MAGIC WITH MUSIC building children’s communication through songs & rhymes
   Ontario : The Hanen Centre, 2006

   Parents and caregivers have so much to offer their children when it comes to early learning. Use the 3A approach to connect with your child and encourage learning. Allow your child to lead the way. Adapt to share the moment. Add information to build words and understanding. Enjoy 18 interactives songs and rhymes together with your child.

   Dewey no. 372.87

2. A POSITIVE GUIDE TO PARENTING YOUNG CHILDREN AGED 1-6
   Dublin : Early Years Programme Parents Plus, 2003

   Part one : Building a positive relationship and promoting development
   Part two : Building cooperation and responding to misbehaviour

   Dewey no. 372.21

3. THE LEUVEN INVOLVEMENT SCALE FOR YOUNG CHILDREN LIS-YC
   Leuven : Dr. Ferre Laevers (red.), Centre for Experiential Education, 2006

   Dewey no. 372.21