



ISSUE 7, 2011



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to help develop your business



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## New from Training Point

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### Workplace Leadership

Why are some people great leaders? Are leaders born or made? These great questions are explored and answered. Individuals in all sorts of situations and positions within society can provide real leadership, provided they have the opportunity and the desire to do so. It takes a willingness to try and some good social skills, but individuals can lead others to action. It requires effort and determination but, in the right circumstances, great things are possible.

Key training points:

- Understanding leadership
- The difference between leadership and management
- Putting leadership into practice

13 mins • Training Point • 2011

Digital Licence\* or DVD (\$695+gst)



## **Manager and Friend: The Right Balance**

Workplaces can be very social places. How do you maintain effective working relationships with friends, especially if one person manages another? It can be difficult, but it has to be done to ensure harmonious relations contribute to productivity. A cold, sterile environment is not good. Nor is friction between staff members. Overall performance improves where effective relationships exist. Managers have to exercise care with their relationships, as there is a fine balance between too much and too little.

Key training points:

- The complexities of being a manager and a friend
- Managing friendships after a promotion
- Striking the right balance

**15 mins • Training Point • 2011  
Digital Licence\* or DVD (\$695+gst)**

## 2010 Best Sellers

*Australian Produced by Training Point*

### Enhancing Teamwork

Challenging times have brought about a critical emphasis on building successful teams. This program breaks down the four different stages that developing teams go through, and the critical ever-changing roles of the team members. By putting a business team under the microscope in a team-building exercise with Guy Moxley from Team Building Australia, this program exposes the bare-boned mechanics of how teams form, function and how they can reach new heights of performance.

Key training points:

- The making of the team
- The developing team
- The conflicted and inhibited team
- The team reflecting and celebrating

**17 mins • Training Point • 2010**

**Digital Licence\* or DVD (\$695+gst)**





## Managing Generation Y

Three generations are now in the workplace, and the youngest – Generation Y – are making their mark. They view the workplace very differently from Baby Boomers or Generation X. Having grown up with technology, they are digital natives – information and communication has always been instant. They want to go a long way in a short time; they often don't settle for just being told – they want to know why; and being constantly connected with a social network is, more often than not, critical to survival. Featuring comment from author and director of Essence Communications Penny Burke, James Masini from Hippo Jobs and Susan Lin, the Young Australian Businessperson of the Year, this program explores a range of issues and strategies associated with attracting, retaining, effectively managing, and capitalising on the many strengths of Generation Y workers.

**18 mins • Training Point • 2008**  
**Digital Licence\* or DVD (\$695+gst)**

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## A Greener Workplace

### Planning and Managing Sustainability

The 'green' approach to life started as a grass-roots, community-based movement. It has now permeated the mainstream to the point where businesses across the globe realise that adopting an environmentally sound philosophy is essential – not only to maintain credibility and protect the bottom line, but also to attract the best employees. People expect business to be at the fore with regard to sustainability – to lead changes in thinking and behaviour. This program discusses the benefits of 'green' workplaces. The lead must come from the top – managers and business owners find themselves needing to be increasingly in tune with sustainable and ecological thinking. We hear from leading business people and sustainability experts about environmental corporate culture and practices and gain an insight into how to effectively implement a policy and strategy. Featured in the program are Geoff Gourley, a leading business environmentalist and consultant, and representatives from Fujitsu.

**18 mins • Training Point • 2010**  
**Digital Licence\* or DVD (\$695+gst)**

# Management & Leadership

## *Australian Produced by Training Point*

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### **The Ageing Workforce**

#### **Training Point Issues in Management #3**

Fewer young people coming into the workforce has serious implications for employers, business owners and management. Coupled with this, there is a hidden and under-utilised pool of workers aged over 45. This program provides insight into the changing age demographic in the workforce and considers the benefits that older workers bring to organisations. The DVD and workbook enables users to explore the characteristics of an ageing workforce, dispel some of the myths that exist, and to identify a range of strategies that might be implemented to harness the power of the current and future workforce. This will in turn assist organisations to become more sustainable and service industries to remain viable.

Key training points:

- The demographics of the modern workforce
- The advantages brought to workplaces by older workers (aged 45 and over)
- Successful management strategies for an ageing workforce

**9 mins • Training Point • 2009**

**Digital Licence\* or DVD (\$395+gst)**

### **Generational Diversity**

#### **Training Point Issues in Management #4**

Different ages working together is not new, but the phenomenon of three 'generations'— Baby Boomers, Gen X and Gen Y, all working together is both complex and fascinating. This program highlights the key features of different workforce age groups and the resulting issues for managers and those involved in recruiting, developing and retaining staff. The leader's guide, workbook and DVD combine to create a complete package of 'generation basics' which can be used to build a higher level of awareness and develop strategies to improve workplace relationships, tap into expertise, and retain talent. This program will be beneficial across many levels of an organisation, from business owners to trainers to team members working in cross-generational groups.

Key training points:

- Understanding the different generations
- Benefits for the employer
- Effective management strategies in an age diverse workplace

**9 mins • Training Point • 2009**

**Digital Licence\* or DVD (\$395+gst)**

## Leadership in Action

### Training Point Leadership Series 1

Leaders in the workplace are often managers and supervisors, but they can be found at all levels within an organisation. This program investigates leadership traits and explores strategies for enhancing leadership potential. Participants are encouraged to reflect on their own behaviour and to consider personal development pathways. This program will benefit decision-makers, managers and team leaders and those aspiring to leadership roles.

Key training points:

- Examines the differences between management and leadership
- Explores the qualities of effective leaders and strategies for enhancing leadership potential
- Includes a comprehensive leader's guide and participant workbook

**13 mins • Training Point • 2009**

**Digital Licence\* or DVD (\$395+gst)**

## Enhancing Morale

### Training Point Leadership Series 2

Morale is embedded into every workplace and has an all-pervasive effect on how employees communicate and perform, but it is not always obvious or easy to explain. 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

**12 mins • Training Point • 2009**

**Digital Licence\* or DVD (\$395+gst)**

## Q&A Series

*Australian Produced by Training Point*

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### **Q&A: Manager and Psychologist**

You don't need to be involved in intensive counselling, but for the established or aspiring manager or leader, an understanding of why people do what they do is invaluable. Eve Ash and Peter Quarry help Q&A viewers to more clearly understand and manage workplace behaviour.

**12 mins • Training Point • 2009**  
**Digital Licence\* or DVD (\$295+gst)**

### **Q&A: Delegating and Empowering**

For workplaces to function at their optimum, delegating and empowering are essential. In a very clear and concise way, Eve Ash and Peter Quarry distinguish between delegation and empowerment, and explain workplace applications, as they answer a range of probing questions.

**13 mins • Training Point • 2009**  
**Digital Licence\* or DVD (\$295+gst)**

### **Q&A: Essentials for New Managers**

This program addresses the issue that very few newly promoted managers receive formal training in how to do the job. How do managers learn? What are the key principles all new managers must learn? These pressing questions are examined by the Q&A team in this insightful short program.

**12 mins • Training Point • 2009**  
**Digital Licence\* or DVD (\$295+gst)**

### **Q&A: Inspiring Your Team With a Vision**

What is 'vision' in the context of leading teams in the workplace? How does a leader form a vision? Then, most importantly, how does a leader communicate that vision? Answering the questions of various leaders, the nature and importance of vision is made clear in this program.

**12 mins • Training Point • 2009**  
**Digital Licence\* or DVD (\$295+gst)**





## Q&A: Difficult Appraisal Situations

Appraisals can be difficult, awkward or even totally ineffective. In this episode of Q&A, Eve Ash and Peter Quarry provide key definitions of appraisal processes, strategies and techniques. Then, by addressing a number of questions from a variety of workplaces, they offer practical solutions for even the most difficult of appraisal situations.

**13 mins • Training Point • 2009**  
**Digital Licence\* or DVD (\$295+gst)**

## Q&A: Discrimination in the Workplace

The need to understand what constitutes as workplace discrimination is becoming increasingly important. How can we distinguish between discrimination and other forms of common, albeit undesirable behaviour? Eve Ash and Peter Quarry address these questions whilst providing sound advice for employers and employees about managing discrimination at work.

**13 mins • Training Point • 2009**  
**Digital Licence\* or DVD (\$295+gst)**

## Q&A: Ethical Behaviour

What is ethical behaviour and does it really matter in today's workplace? Can unethical behaviour actually affect the performance of a business? In answering some common questions about ethics, Eve Ash and Peter Quarry tackle this sometimes sensitive subject with clarity and precision.

**12 mins • Training Point • 2009**  
**Digital Licence\* or DVD (\$295+gst)**

## Q&A: Understanding Personality Differences

It is complex. Sometimes, it simply cannot be understood. Yet personality impacts in a major way at work. Two people with the same goal may struggle to achieve it because a difference in personalities makes them incompatible working together. In addressing common questions on the subject, Eve Ash and Peter Quarry define personality and offer practical methods for managing personality differences.

**13 mins • Training Point • 2009**  
**Digital Licence\* or DVD (\$295+gst)**

# Sales and Service Masterclass

*Australian Produced by Training Point*

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## Sales and Service Masterclass Series

A practical eight-part video series to develop sales and service skills. Peter Quarry, psychologist, hosts a panel of experts – Andrew Stuart, co-founder of Hocking Stuart real estate agency, Michael Schiffner, Managing Director of Collective Intelligence sales training consultancy and Gayathri Buur-Jensen a retail sales manager who workshop a myriad of sales and service issues in this series. Each program is packed with examples and techniques and is accompanied by a workbook with activities and handouts – ideal for group training and self development.

- 1. What Customers Love and Hate**
- 2. Selling Yourself First**
- 3. Presenting With Impact**
- 4. Overcoming Objections**
- 5. Closing the Sale**
- 6. The Phone as a Friend**
- 7. Managing Difficult Customers and Complaints**
- 8. Working Constructively in a Sales Team**

107 mins • Training Point • 2009  
Digital Licence\* or DVD (Series: \$1600 • Each: \$295)

### **What Customers Love and Hate**

Learn to engage customers by focussing on what they love and avoiding what they hate. Viewers are challenged to assess their current methods and style and apply the principles uncovered by the latest behavioural studies that show why people buy, and why they don't.

Key training points:

- How to avoid turning a customer off
- How to engage the customer's interest
- How to influence customer behaviour
- Avoid over-promising and under-delivering

12 mins • Training Point • 2009  
Digital Licence\* or DVD (\$295+gst)



## *Sales and Service Masterclass Series continued*

### **Selling Yourself First**

Discover excellent strategies to create a great impression and build positive relationships. Michael Schiffner offers specific tools to overcome the de-motivation that affects sales people from time to time.

Key training points:

- The importance of personal presentation
- Physical and mental fitness
- Positive body language and warm tone
- How to keep the sales person motivated
- The importance of a good attitude

**12 mins • Training Point • 2009**

**Digital Licence\* or DVD (\$295+gst)**

### **Presenting With Impact**

Examines how sales people can present their products and services with greater impact. The panel share their thoughts on presentational style and examine the importance of product knowledge, organisation and order of information.

Key training points:

- The difference between responsive and aggressive behaviour
- Formulating the right questions
- Effective presentation by phone
- Importance of relating benefits to needs
- Active listening skills

**16 mins • Training Point • 2009**

**Digital Licence\* or DVD (\$295+gst)**

### **Overcoming Objections**

Examines tried and true techniques to help sales and service people overcome customer objections. Examples are provided through role plays – excellent models for analysis and discussion.

Key training points:

- The difference between meeting customer resistance and working with it
- Techniques to overcome the four most common types of objections
- Uncovering the 'real' objection
- Normalising the customer's feelings
- Specific language techniques that help defuse volatile confrontations

**16 mins • Training Point • 2009**

**Digital Licence\* or DVD (\$295+gst)**

# Sales and Service Masterclass

*Australian Produced by Training Point*



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## *Sales and Service Masterclass Series continued*

### **Closing the Sale**

In this program, the panel discusses conventional notions of 'closing the sale' and challenge popular thinking about this most crucial of steps. The merits of the 'formula' approach versus a more instinctive, organic process are debated.

Key training points:

- Examines terminology and misconceptions of 'closing' the sale
- Gaining the customer's commitment at various stages in the sales process
- Asking for the sale as opposed to the pressure-sell
- Up-selling techniques

**12 mins • Training Point • 2009**  
**Digital Licence\* or DVD (\$295+gst)**

### **The Phone as a Friend**

Valuable commentary from Michael Schiffner, and retail sales manager Gayathri Buur-Jensen take us through some useful recommendations about how to maximise sales through effective and efficient use of the telephone.

Key training points:

- When to call
- How to log each contact
- Leaving clear, simple messages
- Using telephone and SMS technologies to obtain catalogue orders and advertise promotions
- Setting a personable voicemail greeting

**13 mins • Training Point • 2009**  
**Digital Licence\* or DVD (\$295+gst)**



### *Sales and Service Masterclass Series continued*

#### **Managing Difficult Customers and Complaints**

The program examines how to effectively resolve conflict, whilst preserving and reinforcing a positive relationship with the customer. Excellent practical advice is offered that will assist sales people, helping them to work through solutions in logical stages.

Key training points

- Acknowledging and empathising with the customer
- Effective management of conflict
- Do's and don'ts for salespeople when dealing with difficult customers
- Appropriate language to diffuse customer hostility

**13 mins • Training Point • 2009**

**Digital Licence\* or DVD (\$295+gst)**

#### **Working Constructively in a Sales Team**

This program takes a detailed look at the dynamics of teamwork and offers fresh insights that challenge widespread misconceptions about how to get the most out of a sales team.

Key training points:

- Characteristics of a great sales team
- Promoting diversity and communication
- Promoting a positive environment and culture
- Encouraging and motivating poor performance on an individual basis

**13 mins • Training Point • 2009**

**Digital Licence\* or DVD (Series: \$1600 • Each: \$295)**

# Learning a la Carte

*Australian Produced by Training Point*

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## **LALC: Board Roles and Responsibilities**

Recently the activities and functions of boards have come under increasing scrutiny. This has resulted in far higher levels of accountability for boards and their members. Board members must ensure they are acting in the best interests of the company or organisation. Damien Smith, lawyer and governance expert, cuts to the heart of board function with practical essentials that every board needs to consider.

**13 mins • Training Point • 2010**  
**Digital Licence\* or DVD (\$295+gst)**

## **LALC: Building Strategic Alliances**

Strategic alliances are a hot topic as businesses clamber for market share. But what exactly are strategic alliances and how are they formed? What are the benefits and pitfalls? Managing Director of Peregrine Adventures, Glenyce Johnson, offers a wealth of experience in starting and maintaining strategic alliances, and provides some practical insights into how they could work for your organisation.

**9 mins • Training Point • 2010**  
**Digital Licence\* or DVD (\$295+gst)**

## **LALC: Making Committees More Effective**

Is the bad reputation earned by many committees actually deserved? In this program, Damien Smith, lawyer and specialist in governance and performance, provides expert insight into forming new committees, revitalising existing committees and continuous improvement programs for successful committees.

**13 mins • Training Point • 2010**  
**Digital Licence\* or DVD (\$295+gst)**



**What does it mean?**

**TAT = Take Away Training**

**LALC = Learning a la Carte**



## **LALC: Understanding Financial Information**

Financial information is at the very core of business operations. But many business owners, managers and executives are in the dark when it comes to the terms and phrases of financial information and how they relate to business management and performance. Glenyce Johnson, Managing Director of Peregrine Adventures, offers plain English explanations of some critical elements of financial information.

**13 mins • Training Point • 2010**  
**Digital Licence\* or DVD (\$295+gst)**

## **LALC: Privacy Issues**

Technological development has brought about unprecedented means of gathering and disseminating information. But have these advancements made the protection of personal and organisational privacy virtually impossible? Damien Smith, lawyer and governance expert, illustrates why privacy systems fail and offers strategies for mitigating the risks posed by the “privacy invasion”.

**13 mins • Training Point • 2010**  
**Digital Licence\* or DVD (\$295+gst)**

## **LALC: Improving Governance**

Strong governance has long been linked to business performance. Damien Smith, lawyer and governance expert, covers a range of principles that will equip those charged with the responsibilities of governance to meet the dual imperatives of compliance and stakeholder needs.

**12 mins • Training Point • 2010**  
**Digital Licence\* or DVD (\$295+gst)**

# Administration

## Office Administration Series

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### General Office Skills

Working in an office can require some very specific skills, but how do we get on generally in any office situation? In this excellent program we demonstrate skills such as multi-tasking, using common sense and initiative, the importance of good personal presentation, listening skills and teamwork, to name but a few. Become an office star by learning these essential skills for life.

### Occupational Health and Safety in the Office

In today's society, Occupational Health and Safety is everywhere, and the office environment is no different. There are always health and safety issues to be aware of. In this program we take a good look at the legislative standards, office layout and design, ergonomics, manual handling and the responsibilities of employers and employees. This program gives a comprehensive overview which includes some surprising hidden safety issues.

### Office Technologies

There are plenty of tools to help you in the office – but they only help if you know how to use them! In this program we show how important technology is in the office, and we also run through the basics of word processing, spreadsheets, typical software packages and hardware. It also looks at emails, databases, electronic storage, copying, scanning and faxing. This program is a comprehensive preparation for the modern skilled office worker.

### Telephone and Reception

The telephone and reception area in an office is the frontline of the business. Ensuring you are equipped with the correct skills is vital. In this program we demonstrate clearly and concisely why first impressions count, how to use the telephone effectively, the equipment and organisation of the reception desk and dealing with difficult customers. Say 'hello' to a brilliant educational program for office workers everywhere.

**99 mins • VEA • 2007**

**Digital Licence\* or DVD (Series: \$1200 • Each: \$495)**



## How to Use Microsoft 2007 Series

### How to Use Microsoft Excel 2007

Viewers have the opportunity to see how the basic data manipulation capabilities are used right through to the more advanced tools in Excel such as pivot tables and functions.

### How to Use Microsoft Outlook 2007

Viewers are taken through the basics of initial setup and contact management, to more advanced features such as sending attachments, requesting receipts, email signatures, rules and filters, and using the calendar.

### How to Use Microsoft Access 2007

Microsoft Access 2007 is a powerful database with list, search, queries and reporting functions. This program will appeal to the beginner as it introduces these functions and explains how to customize these options to suit specific needs.

### How to Use Microsoft PowerPoint 2007

This program instructs viewers on how to use the basic presentation capabilities right through to more advanced tools such as animations and transitions. An invaluable resource for the beginner and those with more experience.

### How to Use Microsoft Word 2007

Presented in seven sections, each covering distinct groups of functions available in Word, viewers see how the basic formatting commands are used right through to the advanced tools, such as macros and speech recognition.

*Please note: Microsoft Corporation has not endorsed this series or the accompanying program support notes.*

206 mins • VEA • 2008/2009

Digital Licence\* or DVD (Series: \$800+GST • Each: \$295+GST)

# Administration

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## TAT: 10 Essential Reception Skills

### Silver Series

Every day visitors make judgements about your organisation by the quality of the reception they receive. Learn the ten essential skills every receptionist needs to deliver a winning welcome.

**14 mins • Ash Quarry • 2001**

**Digital Licence\* or DVD (\$295+gst)**

## Report Writing

Phil is an expert in his field. Unfortunately, his expertise is engineering, not report writing. Phil's difficulty is the way he expresses ideas on paper; this means that these ideas are never fully understood or valued. In this training program Phil learns how to communicate his ideas in a clear, well-structured report, thanks to the help of his boss Denise (Dawn French).

**23 mins • Video Arts • 1993**

**Digital Licence\* or DVD (\$2000+gst)**

## TAT: Setting Agendas and Taking Minutes

Avoid the unproductive meeting by setting clear agendas, informing attendees about logistical details and following up with appropriate minutes.

**14 mins • Training Point • 2009**

**Digital Licence\* or DVD (\$295+gst)**



# Change Management

## Change Management in Large Organisations

Large organisations only survive in today's highly competitive environment if they have the ability to effectively deal with change. In this dynamic program, we examine change, the internal and external forces behind it, the restraining forces that prevent it, change implementation and evaluation. With examples and interviews specifically about the changes to smoking laws from the Australian Institute of Management, Club Med, Lindeman Island and the Hotel Motel and Accommodation Association of Victoria, this is a practical and information-packed program that will change the way your staff think about change.

**30 mins • VEA • 2008**

**Digital Licence\* or DVD (\$495+gst)**

## Journey: Reflections on Change

The legendary Indian-Pacific train joins the Indian and Pacific Oceans as it traverses the vast continent of Australia. It courses along the longest section of straight track on the planet. A camera locked onto the front of the train presents stunning images of changing light, weather and landscapes. These present the perfect metaphor for the journey of change that we must travel. This new session starter is for every session where change and an open mind are needed. Your three-minute journey offers a meaningful and insightful look at this most vexing of all topics. Evocative music and beautiful scenery are gently interrupted by quotes from some of the world's leading thinkers. Each quote talks about change. It deals with the imperative to change and the need to adapt to the circumstance we face. This program will beautifully open or close any meeting where change will be the essence of discussion.

**3 mins • Training Point.net/Mainyak • 2002**

**Digital Licence\* or DVD (\$595+gst)**

# Change Management

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## **TAT: Manage Change Successfully**

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

**16 mins • Ash Quarry • 2007**  
**Digital Licence\* or DVD (\$295+gst)**

## **Business of Paradigms**

### **Classic and 21st Century**

Joel Barker's *The New Business of Paradigms* retains the same powerful stories and examples from the original program, but repackages them with a current look and feel. When you purchase Joel Barker's *The New Business of Paradigms*, you will receive *The Classic Edition*, plus a second program, *The 21st Century Edition*, absolutely free!

**44 mins • Star Thrower • 2001**  
**Digital Licence\* or DVD (\$1800+gst)**

## **LALC: Leadership in a Time of Change**

This program examines what leaders should be doing in times of rapid, ongoing change. Find out how this is different from the old models of leadership.

**16 mins • Ash Quarry • 1998**  
**Digital Licence\* or DVD (\$295+gst)**

## **LALC: Managing Change in Tough Times**

Peter Quarry talks with Glenyce Johnson, Managing Director of Peregrine Adventures, about her management strategies and business experiences during tough times.

**12 mins • Training Point • 2009**  
**Digital Licence\* or DVD (\$295+gst)**



### **What does it mean?**

**TAT = Take Away Training**

**LALC = Learning a la Carte**

# Communication Skills



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## On the Receiving End

Call centre staff must learn to cope with the stress of working in a high pressure environment – where the enquiries are endless. To make things worse, they must endure the stress of dealing with different types of enquiry and the boredom of repeat questions. *On The Receiving End* amusingly demonstrates the special skills required for successful call centre work.

**30 mins • Video Arts • 1998**  
**Digital Licence\* or DVD (\$2000+gst)**

## It's a Deal! (BBC)

This program shows you need complete confidence, good planning and thorough preparation to negotiate well. Fortunately, these are skills you can acquire and improve. *It's a Deal!* provides a framework that you can apply to every negotiation. You can also use it to train your staff to take negotiations from the initial planning stages through to a successful win-win outcome.

**56 mins • Video Arts • 1998**  
**Digital Licence\* or DVD (\$2000+gst)**

## Telephone Behaviour

Barbara Smith the Assistant Manager of a marketing department, prepares to give the local business community a short seminar about professional telephone skills. Unfortunately, her own skills in this department leave a great deal to be desired and she makes almost all the mistakes possible. Fortunately, John Cleese is on hand to guide her and help her overcome her shortcomings.

**35 mins • Video Arts • 1997**  
**Digital Licence\* or DVD (\$2000+gst)**

# Communication Skills

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## Communication in the Workplace Series

### The Nature of Workplace Communication

This informative program is about communicating in the workplace and follows a week in the life of fictional cleaning company Clean as Krystal. This 'mockumentary' style of program will assist team members to apply the communication theory in the workplace.

### Writing in the Workplace

This engaging program provides an overview of the advantages and disadvantages of writing compared with speaking. By focusing on a melodramatic case study of fictional restaurant manager Jason and his staff at Larder Restaurant, the program works through the steps to achieve success in workplace writing.

### Conflict Management

This program provides a dramatic perspective on the place of conflict in workplace communications and explores strategies for dealing with everyday conflict situations. The program deals with the more ordinary communications that go wrong, the personal and workplace costs of these and the possibilities of avoiding such situations and/or dealing constructively with them when they occur.

### Negotiation in the Workplace

In everyday life, negotiation is an important communication skill. This program explores the fundamentals and intricacies of the negotiation process through a fictional scenario of a high school teacher attempting to organise a training camp for her basketball team with her travel agent. The program explores the five stages of the negotiation process, including preparation, negotiating, bargaining and confirmation.

### Customer Service

This program focuses on both internal and external customers and clients using fictional current affairs show *On this Day* and its presenter Naomi Henderson as a case study. Insufficient attention to the needs of external customers can result in a loss of sales and profit for an organisation.

**125 mins • VEA • 2007**

**Digital Licence\* or DVD (Series: \$1500+GST • Each: \$495+GST)**



## Presentation is Everything

We've all sat through presentations that have left us shell-shocked, bored or baffled. A poorly delivered presentation can leave us feeling confused, and the presenter feeling dejected. A well thought through presentation can fill the presenter with confidence that they've got the message across in an interesting and engaging way. Alan (Matthew Horne) is an old hand at presentations. He's given more than he cares to mention: and more than his audiences care to remember! Cue Christine (Sally Philips) to help him reflect on his less glorious efforts and help him think through his preparation, structure and style to ensure that everyone leaves his presentations understanding what he was trying to tell them. This humorous programme looks at the fundamentals of good presentation skills: structure, slides and delivery.

**17 mins • Video Arts • 2010**

**Digital Licence\* or DVD (\$1500+gst)**

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## I Wasn't Prepared for That

The skills of preparing and delivering a successful presentation are explored and explained in *I Wasn't Prepared For That*. It shows that the main reasons most people either don't do presentations, or do them badly, is fear. Fortunately, by following the three simple lessons in the program anyone can control their fears and with the right preparation, give a professional presentation. Starring Dawn French.

**30 mins • Video Arts • 1996**

**Digital Licence\* or DVD (\$2000+gst)**

## Can You Hear Me?

### How to Give Memorable Presentations

Whoever you are and whoever you're speaking to, a few simple techniques can help you keep the attention of your audience, get your message across and turn presenting into a pleasure instead of an ordeal. In this DVD, presentation coach Greg de Polnay describes the essential skills and delivers self-help tips anyone can benefit from.

**24 mins • Angel • 2009**

**Digital Licence\* or DVD (\$1000+gst)**

# Communication Skills

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## Effective Communication in Business

Businesses rely heavily on communication – particularly in the information age of the 21st-century. Without clear communication, false information could be provided to suppliers, employees or customers, with the end result – confusion, and little hope of success. In this program we define what effective communication is, what stops it, why it's so important, the communication methods that modern businesses employ, and the importance of ethics in communication.

**20 mins • VEA • 2010**

**Digital Licence\* or DVD (\$495+gst)**

## Inside Information

### A Silo-buster's Guide to Internal Customer Service

Most organisations recognise that exceptional service is vital to winning and retaining customers – but very few treat their internal customers with the same level of respect and support as they do their external customers. Those that do are stronger, more effective and more productive. The performance of every individual within the organisation depends upon the performance of others and unfortunately a 'silo' mentality is all too common.

**20 mins • Video Arts • 2008**

**Digital Licence\* or DVD (\$2000+gst)**

## Awesome!

Generation Y will soon constitute 38% of the working population. So what makes Generation Y different? What experiences have influenced their attitudes, values and work styles? What do they need to be successful at work? How can organisations engage and inspire them to maximise their impact and productivity?

**20 mins • Quality Media Resources • 2008**

**Digital Licence\* or DVD (\$750+gst)**

## TAT: 10 Powerful Networking Skills

Using this program learn how to become more successful with your networking by implementing ten powerful skills. Discover whether you are a passive, active or proactive networker.

**18 mins • Ash Quarry • 2007**

**Digital Licence\* or DVD (\$295+gst)**



## Assert Yourself

Assertive behaviour means saying what we want, need, feel, think or believe in ways which are direct, honest and appropriate, but also respects the rights of those we are addressing – treating ourselves and those we work with as professional adults. It's the balance between passive and aggressive behaviour. By behaving more assertively your staff can be more positive, more creative and better equipped to get their job done effectively. *Assert Yourself* gives us humorous right and wrong scenarios, presented by Chris Marshall.

**38 mins • Video Arts • 2007**  
**Digital Licence\* or DVD (\$2000+gst)**

## TAT: Be Careful With E-mail

Growth in the use of e-mail has been enormous, for both work and private purposes. E-mail is quick and easy to use, but it has many potential pitfalls, including legal dangers. Be aware of the main e-mail 'sins' and how we can be more professional in our use of e-mail.

**16 mins • Ash Quarry • 2001**  
**Digital Licence\* or DVD (\$295+gst)**

## TAT: Negotiating With Suppliers

Negotiation doesn't always come down to price. This program will help you determine other factors that are important to your business success through establishing strong relationships with suppliers.

**15 mins • Training Point • 2009**  
**Digital Licence\* or DVD (\$295+gst)**

## TAT: Dealing With Manipulative People

This program offers four strategies to achieve more open and positive communication when dealing with manipulative people in the workplace.

**15 mins • Training Point • 2009**  
**Digital Licence\* or DVD (\$295+gst)**

# Communication Skills

## Dialogue: Now You're Talking Series

### Communicating in a Diverse World

How should we communicate in a world where differences in perspective, experience, job function, culture, gender, age, and a myriad of other factors often lead to distrust, misunderstanding and reduced productivity? We can all benefit from learning the tools of dialogue – how to communicate across differences in a way that is both respectful and effective. Dialogue is how you communicate when you're having trouble communicating.

### Dialogue for Cultural Understanding

We apply the skills of dialogue outlined in program one to challenges faced in culturally diverse work environments. We see a dramatisation that demonstrates how dialogue can be used to open communication, uncover hidden assumptions, break down stereotypes and facilitate more productive relationships.

### Dialogue Between Genders

A dramatised dialogue shows us how the skills we learned in program one can be used to overcome misunderstandings, break down gender stereotypes and improve communications between men and women at work.

### Dialogue Among Generations

We demonstrate how the skills of dialogue can be used to bridge the personal and professional style differences that exist between employees of different ages. We uncover how divergent personal and world views common to people of different generations can lead to misunderstandings and distrust and how dialogue can help overcome age barriers and build more productive workplace relationships.

**94 mins • Quality Media Resources • 2007**

**Digital Licence\* or DVD (Series: \$3000 • Each: \$750)**



# Conflict Management

## Bullying in the Workplace

### Defining Bullying in the Workplace

Workplace bullying not only has devastating effects on individuals who are targeted by a bully, but it can also be costly to a business in terms of diminished production, poor performance and an increase in staff turnover. Worse still, if bullying is not appropriately managed, a culture of fear and bullying can quickly become endemic in an organisation. Using dramatised scenes and interviews with a variety of industry experts, this program demonstrates some of the many forms of workplace bullying and offers a sound framework to help understand the nature, causes and effects of workplace bullying.

### Addressing Bullying in the Workplace

Fortunately, a bullying culture can be turned around with education of all staff, the laying down of clear procedures for reporting bullying and the presence of emphatic managers who act quickly to resolve a problem. This program looks at strategies that can be implemented to prevent and manage bullying in the workplace and investigates some of the important aspects of the development of a policy and procedures to deal with bullying.

**52 mins • VEA • 2006**

**Digital Licence\* or DVD (Series: \$795 • Each: \$495)**

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**What does it mean?**

**TAT = Take Away Training**

**LALC = Learning a la Carte**

# Conflict Management

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## **TAT: 6 Ways to Resolve Conflict**

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. Using this program, learn six practical techniques you can implement immediately to help you achieve effective results.

**15 mins • Ash Quarry • 2001**

**Digital Licence\* or DVD (\$295+gst)**

## **TAT: Managing Boundaries**

This program helps us to understand personal and professional boundaries, and provides techniques for handling the situation when boundaries are crossed.

**14 mins • Training Point • 2009**

**Digital Licence\* or DVD (\$295+gst)**

## **Straight Talking**

This program shows the techniques of assertive behaviour in a series of settings. It demonstrates that assertiveness is simply a way of making sure people and their views get noticed. John Cleese shows that while submissive behaviour can mean that person's point of view will be ignored, aggressive people appear to get their way but do not win the cooperation of others.

**26 mins • Video Arts • 1991**

**Digital Licence\* or DVD (\$2000+gst)**

## **Coping With People Who Make Your Life Hell**

Lois Grant's best selling book, *People Who Make Your Life Hell: Controlling the People Who Try to Control You* comes to life on DVD. This easy-to-use program begins with an animated review that demonstrates how the difficult personalities we encounter today actually appear in the nursery rhymes we learned as children. From *Mary, Mary, Quite Contrary* to *The Grand Old Duke of York*, Lois relates today's people challenges to the archetypes of classic literature. She offers practical tips on how we can handle difficult bosses, annoying colleagues and frustrating employees.

**30 mins • Training Point.Net/Mainyak • 2003**

**Digital Licence\* or DVD (\$495+gst)**

# Customer Service

## Dealing With Difficult Customers

Included are feature interviews with service and training professionals from Safeway/Woolworths, The Windsor Hotel Melbourne, Jennifer Allcorn – difficult customer specialist from Gordon TAFE, and the 2004 Best in Australia Industry Award winner, Melbourne restaurant Jacques Reymond. The program offers sound advice for dealing with difficult customers in an easy to understand and practical way.

**25 mins • VEA • 2004**

**Digital Licence\* or DVD (\$495+gst)**

## Working in a Socially Diverse Environment

This program explores the cultural awareness required by those working in Tourism and Hospitality. Industry professionals discuss the meaning of culture and cultural awareness, and their experiences dealing with, and meeting the needs of an enormous diversity of customers. The human resources manager at the Radisson Hotel talks about employment practices and working with colleagues from a diversity of backgrounds.

**25 mins • VEA • 2002**

**Digital Licence\* or DVD (\$495+gst)**

## Boomerang

*Boomerang* explains the Reciprocity Urge – the basic drive, in all of us, that compels us to return favours, to repay kindness, to reciprocate when someone gives us something.

**10 mins • Ash Quarry • 2002**

**Digital Licence\* or DVD (\$695+gst)**

**Platinum Award**  
Houston International  
Film Festival, 2003

**Gold Camera Award**  
US International Film and Video  
Festival, 2003

**Silver Award**  
Questar Awards, 2003

**Finalist – Best Vocational/Training  
Instructional Production**  
ATOM Awards, 2003



# Customer Service

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## Working Front of House

This program interviews people who work in the hospitality industry today, from some of Melbourne's best hotels. Each section illustrates and describes the necessary skills for each job and the tasks commonly expected to be carried out. A practical look at this dynamic career and industry.

**22 mins • VEA • 2008**

**Digital Licence\* or DVD (\$495+gst)**

## It's Personal – For You and the Customer

As consumers ourselves, we all know how important customer service is. Despite this we can find it hard to provide consistently good service in our own jobs. We've teamed up with Rick Stein and his team to demonstrate the skills and attitudes that underpin their reputation for great customer service – face-to-face, in the restaurants, hotels, shops, and on the phone.

**36 mins • Supernova • 2007**

**Digital Licence\* or DVD (\$990+gst)**

## How to Lose Customers Without Really Trying

It's easy to put customers off; just be aggressive – or defensive. Thankfully, it's equally easy to keep customers satisfied. From sales to services, at a retail check-out or a reception desk, the same guidelines apply – as this program clearly demonstrates.

**33 mins • Video Arts • 1989**

**Digital Licence\* or DVD (\$2000+gst)**





'Certificate of  
Honourable  
Mention'  
Colombus  
International Film &  
Video Festival, 2003

## Kangaroo

This fully animated program will surprise viewers with the latest scientific research about happiness, that one of the best ways to achieve it is through caring for others and wanting to help them. This is a superb session starter or training aid for customer service, teamwork or leadership development.

7 mins • Ash Quarry • 2003

Digital Licence\* or DVD (\$395+gst)

## Second to None Series And Complaints Are Gifts

Ian Brooks is Canada's best kept secret! His best-selling book, *Second To None*, focuses on creating customer value. Training Point has taken the essence of Ian's messages and put them to DVD in an easy-to-use five part series.

60 mins • Training Point.Net • 2000

Digital Licence\* or DVD (\$395+gst)

## Who Sold You This Then?

The opening sequence introduces Charlie Jenkins, the unsalesperson of the year: the service engineer who, in a few words spoken to a customer, can undo all the effort and money the company pours into advertising and selling its products and itself. The DVD is aimed primarily at service engineers but contains lessons which can be used by any member of the staff who has to deal with customers and their complaints.

19 mins • Video Arts • 1991

Digital Licence\* or DVD (\$2000+gst)

## Demanding Customers

Front-line staff deal with people who nit-pick, those who talk too much, those who demand immediate and unconditional attention, no matter who might be inconvenienced as a result. It can be irritating and frustrating. Yet we need to be able to deal with them efficiently and politely because, in the end, they are all customers whose loyalty we need and value.

25 mins • Video Arts • 1998

Digital Licence\* or DVD (\$2000+gst)

# Diversity and Ethics

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## Q&A: Ethical Behaviour

What is ethical behaviour and does it really matter in today's workplace? Can unethical behaviour actually affect the performance of a business? In answering some common questions about ethics, Eve Ash and Peter Quarry tackle this sometimes sensitive subject with clarity and precision.

**12 mins • Training Point • 2009**  
**Digital Licence\* or DVD (\$295+gst)**

## Q&A: Understanding Personality Differences

Two people with the same goal may struggle to achieve it because a difference in personalities makes them incompatible working together. In addressing common questions on the subject, Eve Ash and Peter Quarry define personality and offer practical methods for managing personality differences.

**13 mins • Training Point • 2009**  
**Digital Licence\* or DVD (\$295+gst)**

## Dialogue: Now You're Talking Series

We can all benefit from learning the tools of dialogue – how to communicate across differences in a way that is both respectful and effective. Dialogue is how you communicate when you're having trouble communicating. Through a series of short dramatisations this unique series explores the rules and techniques that distinguish a Dialogue from other forms of communication, such as debate or negotiation. In so doing we build mutual trust and respect.

**94 mins • Quality Media Resources • 2007**  
**Digital Licence\* or DVD (\$3000+gst)**

## As Old As You Feel

Does age matter where you work? Is everyone treated fairly? Is the best person recruited for the job? Is the whole team encouraged to develop their skills? Learn how best to manage age diversity in your workplace.

- How age discrimination affects people of all ages
- The Employment Equality (Age) Regulations
- The benefits of a positive approach
- The implications for the manager's job

**10 mins • Supernova • 2008**  
**Digital Licence\* or DVD (\$850+gst)**



## Village of 100

This training favourite asks the simple question: If we shrunk the earth's population to a village of precisely 100 people, with all existing ratios remaining the same, what would it look like? In three minutes, this program statistically approximates what that village would be like. These dramatic figures make the need for both tolerance and understanding glaringly apparent.

Key Learning Points:

- The importance of diversity
- Understanding the diverse workplace
- The value of accepting others' differences
- How we ourselves are part of the diversity of the world
- The need for tolerance and understanding

**3 mins • ATS Media • 2006**

**Digital Licence\* or DVD (\$495+gst)**

## Patterns Series

### Preventing Sexual Harassment

*Preventing Sexual Harassment* looks at four common patterns of inappropriate behaviour – the habitual harasser, the smitten harasser, the bully and the jilted harasser. This program arms employees with information and insights to help them determine the best way to get the behaviour to stop. A series of dramatisations bring each pattern to life.

### Responding to Sexual Harassment

*Responding to Sexual Harassment* is an extension of the first program, Preventing Sexual Harassment, in both style and content, and we recommend that managers view both parts of the series. This program examines the legal liability issues and questions of personal responsibility that managers and supervisors must face.

### Rights and Responsibilities

*Rights and Responsibilities* is a brief introduction to the issue of sexual harassment prevention intended for new employees. This orientation program describes what sexual harassment is, how it is damaging to the person being harassed, the harasser, the workgroup and the organisation, and what an employees rights and responsibilities are in this area.

**62 mins • Quality Media Resources • 2003**

**Digital Licence\* or DVD (Series: \$1950 • Each: \$750)**

# Diversity and Ethics

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## **LALC: Privacy Issues**

Technological development has brought about unprecedented means of gathering and disseminating information. But have these advancements made the protection of personal and organisational privacy virtually impossible? Damien Smith, lawyer and governance expert, illustrates why privacy systems fail and offers strategies for mitigating the risks posed by the "privacy invasion".

**13 mins • Training Point • 2010**  
**Digital Licence\* or DVD (\$295+gst)**

## **LALC: Corporate Social Responsibility**

In this timely program, Ann Sherry, recipient of the Australian Centenary Medal for work in providing banking services to disadvantaged communities, discusses the wider benefits of corporate social responsibility and how to incorporate social responsibility in your organisation.

**15 mins • Training Point • 2009**  
**Digital Licence\* or DVD (\$295+gst)**

## **Ethics and Social Responsibility in Business**

Increasingly, consumers expect businesses to operate in an ethical and socially responsible manner. Many businesses abide by a code of conduct, either company-specific, or an industry standard. This program differentiates between ethical behaviour and social responsibility, showing two business case studies: Bendigo Bank and the Body Shop.

**26 mins • VEA • 2003**  
**Digital Licence\* or DVD (\$495+gst)**

## **TAT: Overcoming Personal Barriers to Diversity**

Psychologist Peter Quarry provides a number of practical strategies that will help the individual change their negative thinking and reactions to people from different backgrounds. This program is a great discussion starter.

**19 mins • Training Point • 2008**  
**Digital Licence\* or DVD (\$295+gst)**



## The Ageing Workforce

### Training Point Issues in Management #3

This program provides insights into the changing age demographic in the workforce and considers the benefits that older workers bring to organisations.

## Generational Diversity

### Training Point Issues in Management #4

This program highlights the key features of different workforce age groups and the resulting issues for managers and those involved in recruiting, developing and retaining staff.

18 mins • Training Point • 2009

Digital Licence\* or DVD (Series: \$695+gst • Each: \$395+gst)

## Managing Generation Y

Three generations are now in the workplace, and the youngest – Generation Y – are making their mark. They view the workplace very differently from Baby Boomers or Generation X. Having grown up with technology, they are digital natives – information and communication has always been instant. They want to go a long way in a short time; they often don't settle for just being told – they want to know why; and being constantly connected with a social network is, more often than not, critical to survival. Featuring comment from author and director of Essence Communications Penny Burke, James Masini from Hippo Jobs and Susan Lin, the Young Australian Businessperson of the Year, this program explores a range of issues and strategies associated with attracting, retaining, effectively managing, and capitalising on the many strengths of Generation Y workers.

18 mins • Training Point • 2008

Digital Licence\* or DVD (\$695+gst)

# Financial Understanding

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## LALC: Understanding Financial Information

Financial information is at the very core of business operations. But many business owners, managers and executives are in the dark when it comes to the terms and phrases of financial information and how they relate to business management and performance. Glenyce Johnson, Managing Director of Peregrine Adventures, offers plain English explanations of some critical elements of financial information.

**13 mins • Training Point • 2010**  
**Digital Licence\* or DVD (\$295+gst)**

## LALC: Managing Change in Tough Times

Peter Quarry talks with Glenyce Johnson, Managing Director of Peregrine Adventures, about her management strategies and business experiences during tough times.

**12 mins • Training Point • 2010**  
**Digital Licence\* or DVD (\$295+gst)**

## LALC: How to Cope in Harsh Times

Recession, global financial crisis, credit crunch – however you describe it there's no doubt that things have been tougher in the past year or so. In this program Psychologist Eve Ash provides practical strategies for coping during difficult times.

**9 mins • Training Point • 2010**  
**Digital Licence\* or DVD (\$295+gst)**

## LALC: Managing Personal Finances

In this program, Investment Advisor Freda Miriklis, shares her top three tips to help manage personal finances. We can all take more control of our finances – even if we don't earn a lot of money.

**12 mins • Training Point • 2009**  
**Digital Licence\* or DVD (\$295+gst)**



## Keys to Success in Business

This program examines ten keys for business success. It focuses on small enterprises which highlight business principles clearly. The keys examined are:

- Be innovative
- Develop a business plan and get advice
- Manage capital and cash flow
- Manage resources and records
- Establish image and reputation
- Build rapport with suppliers and clients
- Build strengths and eliminate weaknesses
- Exercise caution in decisions
- Update skills and knowledge
- Work hard and be positive

We meet the young owners of two small businesses and look at how these business concepts are applied in real world situations.

**29 mins • VEA • 2004**

**Digital Licence\* or DVD (\$495+gst)**

## Budgeting

This program is designed to convince managers that the budget isn't just a vague 'game-plan'. It is a vital business tool for the avoidance of financial disaster. Carruthers (John Cleese) has a predicament: sales are up 50% on last year, but as Scroggs (John Bird) points out, the increase and the expenditure it incurred were not allowed for in the original budget. Indeed, Carruthers appears to have ignored the budget altogether. With the use of graphics, Scroggs shows him where he went wrong – illustrating what a budget is, why it works and how it is put together. Managers will learn from this program that they can not separate their working goals from financial realities – and that accountants exist for a very good reason.

**30 mins • Video Arts • 2000**

**Digital Licence\* or DVD (\$2000+gst)**



### What does it mean?

**TAT = Take Away Training**

**LALC = Learning a la Carte**

# Financial Understanding

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## LALC: Controlling Credit Card Debt

Investment Advisor Freda Miriklis introduces some simple rules to help consumers better manage their credit cards.

Key training points:

- Winners and losers
- Resolving credit card debt
- Debit cards
- Simple rules to better manage your money

**13 mins • Training Point • 2009**

**Digital Licence\* or DVD (\$295+gst)**

## The Balance Sheet Barrier

Ask most managers to explain a profit and loss account or a balance sheet and their reactions will range from incomprehension to abject horror. Yet if most managers had a basic understanding of how finance works they would be in a better position to make the important decisions that affect the profitability of their organisation. *Balance Sheet Barrier* tackles the problem of educating otherwise competent and confident managers in the mysteries of business finance. Featuring John Cleese as Julian Carruthers, and Dawn French as Rita Scroggs, this comic duo makes finance into something it has never been before – FUN. Rita demonstrates how a profit and loss account is really just a historical view of the business; that the balance sheet is a snapshot of the business at any one time; and that the cash flow forecast looks at the future cash position of the company in terms of income and expenditure.

**32 mins • Video Arts • 1993**

**Digital Licence\* or DVD (\$2000+gst)**



# Health and Safety

## **Bullying in the Workplace**

*Program One – Addressing Bullying in the Workplace* (26 minutes)

*Program Two – Defining Bullying in the Workplace* (26 minutes)

*See page 27 for full program details.*

52 mins • VEA • 2006

Digital Licence\* or DVD (Series: \$795+gst • Each: \$495+gst)

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## **TAT: 10 Healthy Work Habits**

Provides 10 steps for individuals and teams to become healthier at work, and tips on how to achieve these goals.

17 mins • Training Point • 2009

Digital Licence\* or DVD (\$295+gst)

## **Occupational Health and Safety in the Office**

In this program we take a good look at the legislative standards, office layout and design, ergonomics, manual handling and the responsibilities of employers and employees. This program gives a comprehensive overview which includes some surprising hidden safety issues.

*See page 16 for full program details.*

25 mins • VEA • 2007

Digital Licence\* or DVD (\$495+gst)

## **Safe Manual Handling**

In the past safe manual handling training was all about how to lift things correctly. However, current practice is to minimise the risk of manual handling injury through a three step process. With the aid of an ergonomist and a physiotherapist, this program demonstrates how to make a workplace safer using some basic principles and procedures.

21 mins • VEA • 2000

Digital Licence\* or DVD (\$495+gst)

# Health and Safety

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## Safety in the Commercial Kitchen

This program outlines the basic workplace health and safety guidelines for the typical commercial kitchen, including personal safety, working with heat, electricity and gas, the basics of safely using dangerous equipment, and how to maintain good food hygiene.

**26 mins • VEA • 2008**

**Digital Licence\* or DVD (\$495+gst)**

## Recipe for Health and Safety

We can take health and safety for granted until something happens to us. Staff at Rick Stein's Seafood Restaurant and Hotel demonstrate how health and safety affects everyone across a business. It covers manual handling, fire, cuts and burns and slips and trips.

Key training points:

- Take responsibility
- Be aware, assess risks
- Communicate concerns
- Look after yourself, your colleagues and your customers
- Know the procedures

**24 mins • Supernova • 2004**

**Digital Licence\* or DVD (\$890+gst)**

## All for One: The Meerkat Way

Everybody loves meerkats. But not many of us know just how remarkable these 'Kats' really are – and how much they can teach us about safety. As a species, meerkats should never have survived at all. They're tiny, vulnerable creatures that live in an incredibly hostile environment full of savage predators. The fact that they do thrive is down to a single extraordinary talent: their ability to co-operate. And that's the heart of this program.

**17 mins • FutureMedia • 2006**

**Digital Licence\* or DVD (\$540+gst)**





## **Risk Maker Risk Taker A Manager's Guide to Risk**

This Australian production is an ideal tool for training in the risk management process consistent with the new standard ISO 31000:2009. *Risk Maker Risk Taker* is a highly regarded program, used by major organisations and universities worldwide to communicate and educate the essential risk management concepts. This program outlines the main concepts of risk management. It covers the steps which should be followed to effectively manage risk. It also links the risk management process with the role of leadership and management systems. The program outlines the following seven stages in risk management: communication and consultation, establishing the context, identifying risks, risk analysis, evaluation, monitoring and reviews.

Key training points:

- Illustrates specific steps essential to risk management
- Provides managers with a common understanding of risk
- Provokes managers into thinking and talking about risk

**27 mins • Nicholas & Smith • 2008**  
**Digital Licence\* or DVD (\$995+gst)**

## **TAT: 6 Ways to Manage Overload**

Using this program help people manage overload in the workplace using six easy steps.

**19 mins • Ash Quarry • 2007**  
**Digital Licence\* or DVD (\$295+gst)**

## **TAT: Dealing With Trauma and Distress**

A program to help people who are dealing with traumatic stress explore the best ways to manage it.

Steps in managing traumatic stress:

- Recognise and understand signs and symptoms
- Going out of your way to avoid trigger situations
- Develop positive coping strategies

**15 mins • Ash Quarry • 2007**  
**Digital Licence\* or DVD (\$295+gst)**

# Managing and Leading

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## Q&A: Delegating and Empowering

For workplaces to function at their optimum, delegating and empowering are essential. In a very clear and concise way, Eve Ash and Peter Quarry distinguish between delegation and empowerment, and explain workplace applications, as they answer a range of probing questions.

**13 mins • Training Point • 2009**  
**Digital Licence\* or DVD (\$295+gst)**

## Q&A: Manager and Psychologist

You don't need to be involved in intensive counselling but, for the established or aspiring manager or leader, an understanding of why people do what they do is invaluable. Eve Ash and Peter Quarry help Q&A viewers to more clearly understand and manage workplace behaviour.

**12 mins • Training Point • 2009**  
**Digital Licence\* or DVD (\$295+gst)**

## Q&A: Essentials for New Managers

This program addresses the issue that very few newly promoted managers receive formal training in how to do the job. How do managers learn? What are the key principles all new managers must learn? These pressing questions are examined by the Q&A team in this insightful short program.

**12 mins • Training Point • 2009**  
**Digital Licence\* or DVD (\$295+gst)**

## Q&A: Inspiring Your Team With a Vision

What is 'vision' in the context of leading teams in the workplace? How does a leader form a vision? Then, most importantly, how does a leader communicate that vision? Answering the questions of various leaders, the nature and importance of vision is made clear in this program.

**12 mins • Training Point • 2009**  
**Digital Licence\* or DVD (\$295+gst)**



## Managing Generation Y

Three generations are now in the workplace, and the youngest – Generation Y – are making their mark. They view the workplace very differently from Baby Boomers or Generation X. Having grown up with technology, they are digital natives – information and communication has always been instant. They want to go a long way in a short time; they often don't settle for just being told – they want to know why; and being constantly connected with a social network is, more often than not, critical to survival. Featuring comment from author and director of *Essence Communications* Penny Burke, James Masini from *Hippo Jobs* and Susan Lin, the Young Australian Businessperson of the Year, this program explores a range of issues and strategies associated with attracting, retaining, effectively managing, and capitalising on the many strengths of Generation Y workers.

18 mins • Training Point • 2008  
Digital Licence\* or DVD (\$695+gst)

## The Dreaded Appraisal

This program proves that appraisal interviews can be positive experiences for employer and employee, but only if both parties stick to the fundamentals – evaluating the past, consolidating the present and planning for the future.

25 mins • Video Arts • 1990  
Digital Licence\* or DVD (\$2000+gst)

# Managing and Leading

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## Pass it on

Written by Armando Lannucci (*The thick of it* and *I'm Alan Partridge*) *Pass it on* uses clear messaging, humour and practical, believable examples of how to get coaching right (and wrong). It also demonstrates the way in which effective coaching can facilitate development through any organisation, and how personally rewarding it is for the coach too.

**36 mins • Video Arts • 2007**

**Digital Licence\* or DVD (\$2000+gst)**

## Management Styles: Paternalistic and Collaborative

### Training Point Issues in Management #1

In this program, we examine two types – paternalistic and collaborative. Observed through the eyes of a waiter, as two groups of employees and their managers arrive for their regular Friday business lunch, the characteristics, benefits and disadvantages of each style are examined.

**8 mins • Training Point • 2008**

**Digital Licence\* or DVD (\$295+gst)**

## Management Styles: Authoritarian and Delegative

### Training Point Issues in Management #2

As two recruitment companies meet for their annual 10-pin bowling showdown, the characteristics of each management style are examined.

**8 mins • Training Point • 2008**

**Digital Licence\* or DVD (\$295+gst)**





## **From Faking it to Making it**

This program is designed to provide managers with the skills to guide and encourage individuals towards greater performance. Based on the successful Channel 4 TV series, Faking It, this new program demonstrates how Sian Evans, a reserved professional cellist, was trained to become a London club DJ over the course of one month by a team of coaches.

**25 mins • Video Arts • 2006**  
**Digital Licence\* or DVD (\$2000+gst)**

## **Absence Minded: Managing Absenteeism**

This engaging and humorous program shows a manager who doesn't realise he has an absenteeism problem until it is pointed out to him. He is then persuaded to keep a video diary, so that his team can air their thoughts on the department. This helps the manager to realise that when he takes a positive approach, he can actually reduce the levels of absenteeism quite dramatically.

**23 mins • Video Arts • 2002**  
**Digital Licence\* or DVD (\$2000+gst)**

## **Improving Attendance What Managers and their Teams Can Do**

Developed by Hugh Murray, the W.A.R.M. mnemonic provides you and your managers with a four-step process for conducting return-to-work interviews with all types of employees. It's simple, easy to remember and allows the interview to progress naturally through the W.A.R.M. approach to dealing with absenteeism

**19 mins • Fenman • 2002**  
**DVD (\$1500+gst)**

# Managing and Leading

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## Don't Panic!

### A Recipe for Success in Times of Stress

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

**24 mins • Quality Media Resources • 2009**  
**Digital Licence\* or DVD (\$750+GST)**

## Leadership in Action

### Training Point Leadership Series 1

Leaders in the workplace are often managers and supervisors, but they can be found at all levels within an organisation. This program investigates leadership traits and explores strategies for enhancing leadership potential.

*See page 7 for full program details.*

**13 mins • Training Point • 2009**  
**Digital Licence\* or DVD (\$395+GST)**

## Enhancing Morale

### Training Point Leadership Series 2

Morale is embedded into every workplace and has an all-pervasive effect on how employees communicate and perform, but it is not always obvious or easy to explain. This program investigates the link between workplace culture and morale, and the role that leaders play in creating and maintaining morale.

*See page 7 for full program details.*

**12 mins • Training Point • 2009**  
**Digital Licence\* or DVD (\$395+GST)**



## **Environmental Sustainability in Business A Case Study**

Businesses have always had to respond to different external influences. It was technology in the 80s and security in the 90s, but now a new challenge has emerged – climate change. Business owners are fast realising that reducing their environmental footprint is not just a PR exercise, it's vital to their future. This program features a case study of businesses that have developed unique approaches to sustainability. Their visionary leaders reveal how becoming 'green' has helped make their businesses stronger and more financially viable. Through interviews we discover the problems they faced, the benefits of change and their organisation's future directions.

**27 mins • VEA • 2010**

**Digital Licence\* or DVD (\$495+gst)**

## **The Leadership/Management Mix**

What makes a good manager? What makes a good leader? Is leadership just a fashionable name for management or are the skills of leadership distinctly different? If leadership is different, what's the best mix of management and leadership for your job?

**18 mins • Supernova • 2008**

**Digital Licence\* or DVD (\$2000+gst)**

## **A Greener Workplace**

### **Planning and Managing Sustainability**

This program discusses the benefits of 'green' workplaces. The lead must come from the top – managers and business owners find themselves needing to be increasingly in tune with sustainable and ecological thinking. We hear from leading business people and sustainability experts about environmental corporate culture and practices and gain an insight into how to effectively implement a policy and strategy. Featured in the program are Geoff Gourley a leading business environmentalist and consultant and representatives from Fujitsu.

**18 mins • Training Point • 2010**

**Digital Licence\* or DVD (\$695+gst)**

# Managing and Leading

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## Giving Feedback

### Emotional Intelligence in Action

We give feedback day-in day-out, with our team and with our peers. This program shows a simple model for formal and informal feedback, and a demonstration of an emotionally intelligent approach. Made with the Hay Group and based upon its Emotional Competence Inventory.

**35 mins • Supernova • 2008**

**Digital Licence\* or DVD (\$990+gst)**

## Handling the Baggage

Everyone is impacted by a complex range of personal circumstances that go on outside of work – things shaped by personalities, relationships, finances and physical and social environments. This film, hosted by one of Australia's leading television and arts industry personalities, Michael Veitch, considers issues around identifying and dealing with emotional distress at work.

**18 mins • Training Point • 2008**

**Digital Licence\* or DVD (\$695+gst)**

## LALC: Managing Change in Tough Times

Many external influences can impact on the success of a business – natural disasters, financial crises, epidemics, even terrorism. In this program Peter Quarry talks with Glenyce Johnson, Managing Director of Peregrine Adventures, about her management strategies and business experiences during tough times.

**12 mins • Training Point • 2009**

**Digital Licence\* or DVD (\$295+gst)**

## LALC: How to Cope in Harsh Times

Recession, global financial crisis, credit crunch – however you describe it there's no doubt that things have been tougher in the past year or so. In this program Psychologist Eve Ash provides practical strategies for coping during difficult times. Discussion includes understanding the effect of positive and negative thoughts, strategies for regaining a sense of control and planning for a positive future.

**9 mins • Training Point • 2009**

**Digital Licence\* or DVD (\$295+gst)**



## Has That Buck Stopped Yet?

This animated program features Tom, an experienced employee who is responsible for inducting Buck, a new recruit, into his organisation. When Tom tries to pass the buck on Buck, we see the consequences for all involved.

**7 mins • Training Point • 2008**  
**Digital Licence\* or DVD (\$495+gst)**

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## Manager and Friend: The Right Balance

Workplaces can be very social places. How do you maintain effective working relationships with friends, especially if one person manages another? It can be difficult, but it has to be done to ensure harmonious relations contribute to productivity. A cold, sterile environment is not good. Nor is friction between staff members. Overall performance improves where effective relationships exist. Managers have to exercise care with their relationships, as there is a fine balance between too much and too little.

**16 mins • Training Point • 2011**  
**Digital Licence\* or DVD (\$695+gst)**

## Workplace Leadership

Why are some people great leaders? Are leaders born or made? These great questions are explored and answered. Individuals in all sorts of situations and positions within society can provide real leadership, provided they have the opportunity and the desire to do so. It takes a willingness to try and some good social skills, but individuals can lead others to action. It requires effort and determination but, in the right circumstances, great things are possible.

**16 mins • Training Point • 2011**  
**Digital Licence\* or DVD (\$695+gst)**

## TAT: How to Develop Your People

One of the challenges facing managers is how to develop staff to become the supervisors, managers and leaders of the future. This program provides clear guidelines on setting, implementing and evaluating development plans.

**12 mins • Training Point • 2009**  
**Digital Licence\* or DVD (\$295+gst)**

# Managing and Leading

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## It's All About Culture

The culture of any workplace is shaped by its people. It is unique to each workplace because the people are unique. If the personnel changes, so does the culture – often in small, but significant ways. This program covers important aspects of identifying, building and changing a workplace culture. We hear from three different businesses – multimedia games designer and developer Firemint, surf and ski wear giant Oakley; and Australia's Bendigo Bank, about the culture within their work environments. This program is an ideal resource for prompting thought, discussion and action on this important topic.

**22 mins • Training Point • 2008**  
**Digital Licence\* or DVD (\$695+gst)**

## LALC: Outstanding Leadership

Ann Sherry has broad leadership experience in both private and public sectors. In this program she debunks some common myths about leadership and leadership styles. She discusses the qualities of good leaders and strategies for developing these qualities in staff. Her reflections reveal that textbook concepts can be misleading and the pathway to success often lies in knowing your organisation and staying true to your passion.

**19 mins • Training Point • 2009**  
**Digital Licence\* or DVD (\$295+gst)**

## LALC: Managing Multiple Sites

A major challenge for any growing organisation with multiple outlets is maintaining standards across all sites. In this program Psychologist Eve Ash talks with Suzanne Dvorak, Australian Businesswoman of the Year, about some of her successful strategies for managing multiple sites.

**12 mins • Training Point • 2009**  
**Digital Licence\* or DVD (\$295+gst)**

## TAT: How to Mentor

In this fascinating program, peak business psychologists Eve Ash and Peter Quarry discuss strategies for successful mentoring. Presenting two role-plays, the program clearly demonstrates how to establish the mentor process in the first meeting, and how to identify and confront challenging behavioural trends in a later meeting.

**18 mins • Training Point • 2009**  
**Digital Licence\* or DVD (\$295+gst)**

# Meetings



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## **TAT: Setting Agendas and Taking Minutes**

Avoid the unproductive meeting by setting clear agendas, informing attendees about logistical details and following up with appropriate minutes.

**14 mins • Training Point • 2009**  
**Digital Licence\* or DVD (\$295+gst)**

## **TAT: Controlling Meetings**

Ever thought how much time and energy is wasted because meetings do not efficiently achieve their goals? At last, a no-nonsense approach to managing meetings which looks at how to control the agenda, time, participation, difficult people, decision making, and also how to push for specific outcomes.

**16 mins • Ash Quarry • 1997**  
**Digital Licence\* or DVD (\$295+gst)**

## **TAT: Leading Group Discussions**

How do you get a 'dead' group going? What about dealing with over talkative individuals? How do you steer a discussion? And what do you do when no-one asks questions? This program has the answers to these and other questions.

**17 mins • Ash Quarry • 1994**  
**Digital Licence\* or DVD (\$295+gst)**

# Meetings

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## Meetings Bloody Meetings

Many meetings lead to boredom, frustration and confusion, yet the ability to chair meetings is a crucial test of a manager's ability. This worldwide best-selling program shows how to make meetings more effective and productive. In a nightmarish court presided over by Judge Robert Hardy, Tim (John Cleese) faces criminal charges for his negligent chairing of meetings. Guilty as charged. The judge demonstrates how the techniques, disciplines and logic of running a meeting parallel those of conducting a court case, and shows what would happen if he ran his court the way Tim runs his meetings. Tim wakes from his nightmare having learnt the five disciplines that will make his future meetings more effective and more motivating for those that attend.

**35 mins • Video Arts • 1993**  
**Digital Licence\* or DVD (\$2000+gst)**

## More Bloody Meetings

This new version of *More Bloody Meetings* shows that chairing a meeting is not just about getting the procedures right; it is also about getting the people to work together. Tim (John Cleese) dreams he is back in the same nightmarish court, ruled over by Judge Robert Hardy, in which he appeared in *Meetings Bloody Meetings*. This time, Tim is charged with three offences all relating to his neglect of the human side of meetings.

**28 mins • Video Arts • 1996**  
**Digital Licence\* or DVD (\$2000+gst)**



# Motivation



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## **TAT: 5 Steps to High Self Esteem**

Many people do not feel sufficiently competent at dealing with some of the challenges they face in life, either at work or away from it. Don't be caught in a self-fulfilling prophecy. This program shows five practical steps that everyone can take to help improve their self-esteem.

**14 mins • Ash Quarry • 2001**  
**Digital Licence\* or DVD (\$295+gst)**

## **Bounce Back**

Two-and-a-half minutes of sports smashes and crashes with high impact music. Viewers will laugh, they'll say 'ouch', and they'll be well and truly shaken up. By the end they'll learn, as the closing message points out, that after each of those smashes and crashes, these sports people got back up, dusted themselves off and started again. It's a story of perseverance for use in any training session or conference.

**3 mins • Training Point.Net • 2005**  
**Digital Licence\* or DVD (\$295+gst)**

## **Celebrate What's Right With the World**

Dewitt Jones is one of America's top professional photographers. In his twenty-year career with National Geographic, Dewitt lived the vision of celebrating what's right with the world. He found that the creative tools he employed as a photographer had an even deeper application when applied directly to his personal and professional life.

**24 mins • Star Thrower • 2001**  
**Digital Licence\* or DVD (\$1500+gst)**

# Motivation

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## Seeing Red Cars

*Seeing Red Cars* encourages audiences to focus on what they DO want instead of focusing on what they don't! By having a positive attitude and taking action, viewers will be motivated to move in the right direction for themselves and for their organisation. Hosted by Laura Goodrich, trainer and consultant, this unique and engaging program helps audiences make better decisions, combat negativity, and create a positive environment.

**10 mins • Star Thrower • 2008**  
**Digital Licence\* or DVD (\$995+gst)**

## Walk on the Wildside

### Lessons from the Wild

John Varty, wildlife photographer, tells us in this unusual story how, from humble beginnings he became one of the world's most successful, most respected, producers of documentaries. He describes what it took to be the first human ever to film leopards mating in the wild. This is a story about passion, perseverance, options, opportunity and success...something we all want for ourselves!

**15 mins • Learning Resources • 2007**  
**Digital Licence\* or DVD (\$595+gst)**

## Juice

Join best-selling author Dewitt Jones in *Juice*, his new, short film that tells the story of his chance encounter with a five-year old boy and the life-long lesson gained from that experience. This beautiful and sincere program encourages viewers to find their passion, their joy – their juice – in all that they do.

**3 mins • Star Thrower • 2009**  
**Digital Licence\* or DVD (\$395+gst)**



## What does it mean?

TAT = Take Away Training

LALC = Learning a la Carte

# Performance Management

## Challenging Absenteeism

Most managers feel powerless when it comes to dealing with absenteeism. This video is designed to help managers gain confidence in dealing with absence. It consists of SEVEN different kinds of absence problem: The doctor's certificate; the menstrual cycle; it is none of your business; it is your fault I'm stressed; it is stress! (the external cause); take it as holiday; and the union rep. 'Challenging Absenteeism' has been designed to help managers gain confidence in dealing with absenteeism, especially where the employee is not very communicative or the manager feels the situation is particularly sensitive or difficult.

**35 mins • Fenman • 2003**

**DVD (\$1500+gst)**

## Performance Review

Appraisal should be a positive, challenging experience that helps individuals to improve their performance, managers to manage better and makes organisations more attractive and productive places in which to work. Unfortunately not all appraisal discussions achieve this result and some don't even come close. This pack contains two programs. The first illustrates how appraisals should handle every manager's nightmare, the appraiser's who are defensive, silent, weepy, bolshie, bored or skilled at avoiding a discussion that sticks to their own performance. The second demonstrates what the appraisee can do when they find themselves being appraised by a boss who isn't any good at it.

**50 mins • Video Arts • 2004**

**Digital Licence\* or DVD (\$2000+gst)**

## The Dreaded Appraisal

This program proves that appraisal interviews can be positive experiences for employer and employee, but only if both parties stick to the fundamentals – evaluating the past, consolidating the present and planning for the future. *The Dreaded Appraisal* deals with three typical problems anyone running appraisals is likely to face.

**25 mins • Video Arts • 1990**

**Digital Licence\* or DVD (\$2000+gst)**

# Performance Management

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## **TAT: How to Develop Your People**

This program provides clear guidelines on setting, implementing and evaluating development plans.

**12 mins • Training Point • 2009**  
**Digital Licence\* or DVD (\$295+gst)**

## **TAT: 10 Steps to Flawless Appraisal Interviews**

Psychologist Peter Quarry gives ten practical tips on how to conduct an appraisal interview to achieve positive and useful outcomes that will benefit the employee and whole organisation.

**16 mins • Training Point • 2008**  
**Digital Licence\* or DVD (\$295+gst)**

## **TAT: Conducting Successful Discipline Interviews**

In this *Take Away Training*, Psychologist Peter Quarry, explains the purpose of a discipline interview, when to conduct one and the practicalities involved.

**16 mins • Training Point • 2008**  
**Digital Licence\* or DVD (\$295+gst)**

## **TAT: 360 Degree Feedback**

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 program.

**17 mins • Ash Quarry • 1997**  
**Digital Licence\* or DVD (\$295+gst)**

## **Q&A: Difficult Appraisal Situations**

Appraisals can be difficult, awkward or even totally ineffective. In this episode of Q&A, Eve Ash and Peter Quarry provide key definitions of appraisal processes, strategies and techniques. Then, by addressing a number of questions from a variety of workplaces, they offer practical solutions for even the most difficult of appraisal situations.

**13 mins • Training Point • 2009**  
**Digital Licence\* or DVD (\$295+gst)**

# Personal Development

## **TAT: Regaining Control of Your Day**

Psychologist Eve Ash provides a step-by-step process to help busy people regain control and ease the stress that comes with feeling overstretched.

**13 mins • Training Point • 2009**  
**Digital Licence\* or DVD (\$295+gst)**

## **TAT: Overcoming Personal Barriers to Diversity**

Many enlightened organisations now see diversity and inclusion programs as more than mere compliance issues – they are ways to increase market share, employee retention and innovation. Psychologist Peter Quarry provides a number of practical strategies that will help the individual change their negative thinking and reactions to people from different backgrounds. This program is a great discussion starter.

**19 mins • Training Point • 2008**  
**Digital Licence\* or DVD (\$295+gst)**

## **TAT: Managing Boundaries**

This program helps us to understand personal and professional boundaries and provides techniques for handling the situation when boundaries are crossed.

**14 mins • Training Point • 2009**  
**Digital Licence\* or DVD (\$295+gst)**

## **TAT: 10 Employability Attributes and Skills**

With this program you will learn about the five key attributes and five core skills that make anyone more employable and more effective in their work. This program is essential viewing for job seekers and recruiters.

**14 mins • Ash Quarry • 2007**  
**Digital Licence\* or DVD (\$295+gst)**

# Personal Development

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## **TAT: 6 Ways to Prevent Sloppy Work**

Just one substandard worker can have a big impact on your workplace. A sloppy worker can present a poor role model for new employees. Team members can become resentful as they take on extra work. Delays and poor quality can lead to service complaints, which can impact on business success. In this informative program, leading business psychologists Eve Ash and Peter Quarry discuss why some staff deliver substandard work and offer six practical guidelines to support managers to understand employee work habits and improve work performance.

**15 mins • Training Point • 2008**  
**Digital Licence\* or DVD (\$295+gst)**

## **TAT: 15 Ways to Handle Today's Stress**

This program will help you handle today's stress by using 15 simple steps:

1. Control only what you can control
2. Talk with others
3. Reduce caffeine and stimulants
4. Learn relaxation techniques
5. Do something calming and quiet
6. Keep things in perspective
7. Don't dwell on things
8. Regular exercise
9. Use lists
10. Set priorities
11. Forgive others
12. Manage your finances
13. Develop communication skills
14. Use visualisation
15. Laugh!

**15 mins • Ash Quarry • 2007**  
**Digital Licence\* or DVD (\$295+gst)**

## **TAT: 10 Healthy Work Habits**

Provides 10 steps for individuals and teams to become healthier at work, and tips on how to achieve these goals.

**17 mins • Training Point • 2009**  
**Digital Licence\* or DVD (\$295+gst)**



## **Gifts from the Mountain** **Simple Truths for Life's Complexities**

Gifts from the Mountain is a full-length Star Thrower program that helps viewers better handle everyday challenges in life and at work. Author Eileen McDargh discusses how her backpacking trips around the world forced her to slow down, consider her surroundings, and get away from the demands of an otherwise hectic life. The lessons she learned helped her become more productive, positive, and purposeful at home and in the workplace. This beautiful and insightful film discusses some fundamental truths to help us deal with life's complexities by enjoying the journey. Use this film with your team to generate richer discussions about what matters most, because engagement comes from conversation. Gifts is based off of the book Gifts from the Mountain, winner of the Benjamin Franklin Gold Award. Concepts from the film include: look for viewing points; every ounce counts; don't cross the creek until you come to it; watch for wild onions; the easy trail can be the most dangerous; and celebrate how far you've come.

**14 mins • Starthrower • 2010**  
**Digital Licence\* or DVD (\$790+gst)**

## **LALC: Controlling Credit Card Debt**

Investment Advisor Freda Miriklis introduces some simple rules to help consumers better manage their credit cards.

**13 mins • Training Point • 2009**  
**Digital Licence\* or DVD (\$295+gst)**

## **LALC: Managing Personal Finances**

In this program, Investment Advisor Freda Miriklis, shares her top three tips to help manage personal finances. We can all take more control of our finances – even if we don't earn a lot of money.

Key training points:

- Budgets
- Savings
- Good debt vs bad debt

**12 mins • Training Point • 2009**  
**Digital Licence\* or DVD (\$295+gst)**

# Personal Development

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## Assert Yourself

Assertive behaviour means saying what we want, need, feel, think or believe in ways which are direct, honest and appropriate, but also respects the rights of those we are addressing – treating ourselves and those we work with as professional adults. It's the balance between passive and aggressive behaviour. By behaving more assertively your staff can be more positive, more creative and better equipped to get their job done effectively. *Assert Yourself* gives us humorous right and wrong scenarios, presented by Chris Marshall.

**38 mins • Video Arts • 2007**

**Digital Licence\* or DVD (\$2000+gst)**



## Walk on the Wildside

### Lessons from the Wild

John Varty, wildlife photographer, tells us in this unusual story how, from humble beginnings he became one of the world's most successful, most respected, producers of documentaries. He describes what it took to be the first human ever to film leopards mating in the wild. This is a story about passion; perseverance; options; opportunity and success.

**15 mins • Learning Resources • 2007**

**Digital Licence\* or DVD (\$595+gst)**

## Live and Learn

Learning is the key to individual and organisational success, to keeping ahead, to staying competitive and employable. You can make effective learning happen for you and your team.

**16 mins • Supernova • 1999**

**Digital Licence\* or DVD (\$890+gst)**

## Handling the Baggage

This film, hosted by one of Australia's leading television and arts industry personalities, Michael Veitch, considers issues around identifying and dealing with emotional distress at work. *Handling the Baggage* contains valuable information and strategies for managers and employees alike.

**18 mins • Training Point • 2008**

**Digital Licence\* or DVD (\$695+gst)**

# Problem Solving

## Ideas into Action

How do you stimulate constant creativity and innovation in your organisation? How do you come up with viable ideas for products and services, processes and procedures that your customers (both external and internal) really want? This program looks at the barriers to fresh, creative thinking and suggests some simple but powerful ways to overcome them. Stimulate profit-related innovation and creativity in your organisation by showing it to everyone.

**10 mins • Video Arts • 1993**  
**Digital Licence\* or DVD (\$1200+gst)**

## Sticky Wisdom

This new program is based on the best-selling book by Dave Allan, Matt Kingdom, Kris Murrin and Daz Rudkin. It explains the six basic behaviours of highly creative people and how we can master them. Using interesting live case studies, it shows how each of the behaviours can deliver a more creative organisation.

**31 mins • Video Arts • 2002**  
**Digital Licence\* or DVD (\$2000+gst)**

## LALC: Creative Brainstorming for Innovation

Organisations are becoming more interested in innovation and creativity, but how do we foster these practices? Psychologist Peter Quarry interviews Yvonne Adele, and investigates practical ways to help your staff access their creative thinking.

**16 mins • Training Point • 2009**  
**Digital Licence\* or DVD (\$295+gst)**

## Shingalana: Working With New Ideas Lessons from the Wild

This documentary about a hand reared lioness and her reintroduction to the wild is used as a metaphor to explore the concept of innovation. Following the unfolding drama as she is introduced to a pride of lions, the program demonstrates the metaphor of resistance to change; of how new ideas and new ways of doing things are often rejected simply because they are new.

**16 mins • Learning Resources • 2004**  
**Digital Licence\* or DVD (\$595+gst)**

# Recruitment and Interviewing

62

## **Best of the Bunch** Recruitment and Selection

A step by step guide to fair recruitment & selection, for everyone involved in the process *Best of the Bunch* is not just about how to interview, and is not just for the HR manager. It provides a step-by-step guide to the whole recruitment and selection process, from start to finish, for everyone involved. Engaging drama scenes show 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.

**45 mins • Angel • 2009**  
**Digital Licence\* or DVD (\$1000+gst)**

## **Behavioural Interviewing: Taking the Guesswork Out of Recruitment**

*Behavioural interviewing: Taking the Guesswork Out of Recruitment* shows how to conduct an effective interview. It shows that past behaviour is the key to predicting future performance. Rather than using intuition (I'll know them when I see them), an interviewer can use the questioning techniques demonstrated to retrieve relevant information based on their past experiences.

**25 mins • Video Arts • 2006**  
**Digital Licence\* or DVD (\$2000+gst)**

## **TAT: Selection Techniques**

Research shows that selection interviews are not very effective ways of making crucial staff selection decisions. Find how why and discover two new ways to collect more useful information about a job applicant and so reach a sound decision.

**17 mins • Ash Quarry • 1997**  
**Digital Licence\* or DVD (\$295+gst)**

## **LALC: Selection Interviewing**

In this program, learn from an experienced interviewer the practical ways to ensure the selection interview accurately assesses a person's skills, knowledge, attitudes and if they are 'fit for the job'.

**12 mins • Ash Quarry • 1998**  
**Digital Licence\* or DVD (\$295+gst)**



## **Generation F**

### **Women in the Workforce**

Generation F make up around half of the Australian workforce. Whether they are school leavers, graduates, working mothers, migrants or entrepreneurs, Generation F are female employees who offer a diverse range of skills and attributes. In this program, we look at the growing need to engage women fully in the workforce, and outline strategies that can help employees reach their full career potential. We meet five experts who offer insights, drawn from their personal and professional experiences, to examine a profile of Generation F, highlight the importance of women's needs in the workplace, factors affecting work satisfaction, and the future of women in the workforce.

**27 mins • VEA • 2010**

**Digital Licence\* or DVD (\$495+gst)**

### **TAT: Conducting Successful Discipline Interviews**

Many managers confuse a discipline interview with a counselling or coaching session. In this Take Away Training, Psychologist Peter Quarry, explains the purpose of a discipline interview, when to conduct one and the practicalities involved.

**16 mins • Training Point • 2008**

**Digital Licence\* or DVD (\$295+gst)**

### **TAT: The Art of Behavioural Interviewing**

Research shows behavioural interviewing is five times more successful in choosing the right candidate for a job over more traditional interviewing techniques. Psychologist Peter Quarry explains behavioural interviewing and gives many examples of how to do it in a real situation.

**19 mins • Training Point • 2008**

**Digital Licence\* or DVD (\$295+gst)**

### **TAT: 9 Essentials for Exit Interviews**

Exit interviews provide an excellent opportunity to uncover staff satisfaction problems and implement positive changes for remaining and future employees. Psychologist Eve Ash presents strategies and techniques to ensure your next exit interview is of the highest quality.

**16 mins • Training Point • 2008**

**Digital Licence\* or DVD (\$295+gst)**

# Sales Skills

64

## Sales and Service Masterclass Series

A practical eight-part video series to develop sales and service skills. Peter Quarry, psychologist, hosts a panel of experts – Andrew Stuart, co-founder of Hocking Stuart real estate agency, Michael Schiffner, Managing Director of Collective Intelligence sales training consultancy and Gayathri Buur-Jensen a retail sales manager who workshop a myriad of sales and service issues in this series. Each program is packed with examples and techniques and is accompanied by a workbook with activities and handouts – ideal for group training and self development.

### What Customers Love and Hate

Learn to engage customers by focussing on what they love and avoiding what they hate. Viewers are challenged to assess their current methods and style and apply the principles uncovered by the latest behavioural studies that show why people buy, and why they don't.

### Selling Yourself First

Discover excellent strategies to create a great impression and build positive relationships. Michael Schiffner offers specific tools to overcome the de-motivation that affects sales people from time to time.

### Presenting with Impact

Examines how sales people can present their products and services with greater impact. The panel share their thoughts on presentational style and examine the importance of product knowledge, organisation and order of information.

### Overcoming Objections

Examines tried and true techniques to help sales and service people overcome customer objections. Examples are provided through role plays – excellent models for analysis and discussion.

### Closing the Sale

In this program, the panel discusses conventional notions of 'closing the sale' and challenge popular thinking about this most crucial of steps. The merits of the 'formula' approach versus a more instinctive, organic process are debated.

### **The Phone as a Friend**

Valuable commentary from Michael Schiffner, and retail sales manager Gayathri Buur-Jensen take us through some useful recommendations about how to maximise sales through effective and efficient use of the telephone.

### **Managing Difficult Customers and Complaints**

The program examines how to effectively resolve conflict, whilst preserving and reinforcing a positive relationship with the customer. Excellent practical advice is offered that will assist sales people, helping them to work through solutions in logical stages.

### **Working Constructively in a Sales Team**

This program takes a detailed look at the dynamics of teamwork and offers fresh insights that challenge widespread misconceptions about how to get the most out of a sales team.

*See page 10-13 for full program details.*

**107 mins • Training Point • 2009**

**Digital Licence\* or DVD (Series: \$1600+gst • Each: \$295+gst)**



# Sales Skills

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## The Unorganised Salesperson

### Part 1

Tony Quick (Harry Enfield) shows off his expertise at every opportunity. He's all action-rushing from call to call, trying to satisfy customer's whims and inevitably missing appointments. In contrast Maggie Loyd (Miranda Richardson) researches customers and their potential for profit and growth, then develops those that offer the greatest opportunity. Her approach means fewer calls, even fewer individual sales, but more long-term profit for her organisation.

**24 mins • Video Arts • 1990**  
**Digital Licence\* or DVD (\$2000+gst)**

## The Unorganised Salesperson

### Part 2

'Flash Harry' learns that by valuing himself and his time he will in turn be valued by customers as someone who can offer them specialist knowledge. The truth eventually dawns that being trustworthy is more important and valuable than making a one-off sale.

**21 mins • Video Arts • 2002**  
**Digital Licence\* or DVD (\$2000+gst)**

## The ART of Selling

The best thing about dealing with a good salesperson is you don't feel like you're being sold to. As far as you're concerned you're just receiving good service. *The Art of Selling* is designed to equip your staff with all the skills and techniques they need to approach sales opportunities with confidence.

**20 mins • Video Arts • 2007**  
**Digital Licence\* or DVD (\$2000+gst)**

## Persuade Your Customers to Pay More

Training Point.Net has taken the essence of Ian Brooks best selling book, *Persuade Your Customer To Pay More*, and put it into an easy-to-use five part series. If you're tired of being pressured to offer discounts, lower your prices or fight price wars this program is for you.

**73 mins • Training Point.Net • 2005**  
**Digital Licence\* or DVD (\$495+gst)**



## So You Want to Be a Success at Selling?

### Preparation

Cleese learns that before people are able to sell effectively, it is imperative that they get to know all about the customer, researching their position in the organisation, the products on offer and both the past and present relationship the customer has with the sales persons' organisation.

### Presentation

Stressing, selling benefits, handling objections and reading/responding to buying signals, John Cleese takes the sales representatives through the skills and strategies for face to face selling.

### Difficult Customers

John Cleese learns to blow away smoke screens, sidestep fake objections, identify real ones and then reinstate them in his favour. He discovers that the customer's anxiety, laziness, aggressiveness or vanity can't be fought – but can actually be used to his advantage.

### Closing the Sale

This program deals with every sales persons' ultimate goal. At this critical point, many sales people fear rejection and so delay closing. This program aims to overcome that fear, by showing Cleese in varied closing situations. He learns three main lessons; the most important is to think positive and think big.

105 mins • Video Arts • 1981 – 1984

Digital Licence\* or DVD (Series \$7200+GST • Each: \$2000+GST)

# Sales Skills

## TAT: 7 Key Sales Skills

This is a basic program to help anyone in sales gain knowledge on how to get the sale.

**19 mins • Ash Quarry • 2007**

**Digital Licence\* or DVD (\$295+gst)**

## TAT: Advanced Sales Techniques

This program shows how to overcome six typical challenges faced by experienced sales people. It is a great way to encourage positive sales skills and behaviours.

**16 mins • Ash Quarry • 2007**

**Digital Licence\* or DVD (\$295+gst)**

## TAT: How to Manage and Motivate a Sales Team

Sales managers all need to implement the seven essential skills covered in this program to ensure the success of their sales team. Find out how to encourage best performance.

1. Select the right people
2. Clarify expectations
3. Provide resources
4. Monitor performance
5. Develop skills
6. Reward and motivate
7. Provide support

**19 mins • Ash Quarry • 2007**

**Digital Licence\* or DVD (\$295+gst)**

## LALC: 10 Mistakes in Marketing

It's no surprise that a great product or service will be overlooked without effective marketing. Yet many businesses don't make the most of their marketing spend. In this program, Carolyn Stafford discusses ten common marketing mistakes. The tips and traps outlined here will save your business time and money by avoiding poor or ineffective marketing activities.

**17 mins • Training Point • 2009**

**Digital Licence\* or DVD (\$295+gst)**



### What does it mean?

TAT = Take Away Training

LALC = Learning a la Carte

# Session Starters



International  
Best-Seller

69

'...teaches five key lessons  
about being a team player...'



## Lessons from Geese

This moving and stimulating program will give your conference or training session a whole new impetus. In just over two minutes it teaches five key lessons for every team in a moving and musical way. Against the musical background of *Groovin with Mr Bloe*, it shares dramatic footage of geese flying in formation to provide insights into the five lessons from geese. Use this program as a motivational starter or closer at any corporate gathering. Use its principles as the foundation in a team building session. Use it over and over with every group in your organisation. It will lift the mood and help you develop commitment to peak performance, both within individuals and teams.

**2 mins • SAATCHI • 2000**

**Digital Licence\* or DVD (\$595+gst)**

# Session Starters

70

## Spirit of the Dolphin

The dolphin is an animal of grace and joy. Its core behaviours represent its spirit. It's a spirit we can encourage and emulate in our lives, both at work and home. Against the backdrop of beautiful dolphin footage from some of the world's leading cinematographers, beautiful graphics and a superb soundtrack from composer Bruce Lynch, share *The Spirit of the Dolphin* with your team.

Key training points:

- Encourage and support team programs within your enterprise
- Motivate a sales audience to work together for better results
- Show any team how active learning and mentoring can grow them all and their ability to succeed
- Encourage a respect for an ability to work with people "not like us"
- Enable managers to see that the future needs to be the focus and that blame in the present is not a constructive route forward
- Show anybody that fun and joy are critical elements in all aspects of what we do, how we live and that the dolphins build these elements of life into their daily routine

**2 mins • Training Point.Net • 2002**  
**Digital Licence\* or DVD (\$595+gst)**

## Journey: Reflections on Change

The legendary Indian-Pacific train joins the Indian and Pacific Oceans as it traverses the vast continent of Australia. It courses along the longest section of straight track on the planet. A camera locked onto the front of the train presents stunning images of changing light, weather and landscapes. These present the perfect metaphor for the journey of change that we must travel.

**3 mins • Training Point.net/Mainyak • 2002**  
**Digital Licence\* or DVD (\$595+gst)**





## Has That Buck Stopped Yet?

Responsibility – every individual in every workplace has it, but sadly, there are some who don't take it. This animated program features Tom, an experienced employee who is responsible for inducting Buck, a new recruit, into his organisation. When Tom tries to pass the buck on Buck, we see the consequences for all involved. It provides excellent discussion-starting material on responsibility in the workplace, and the subsequent benefits to individuals, work teams and for the entire organisation.

Key training points:

- Job specific responsibilities
- Collective responsibilities
- Awareness and communication
- Comprehensive leader's guide and workbook

**7 mins • Training Point • 2008**

**Digital Licence\* or DVD (\$495+gst)**

## People

*People* is a visually engaging four-minute launching point to any session you're conducting in communication. It's a program that won't interfere with the skills you teach; it only reinforces what you've already developed. This program beautifully illustrates the potential of these universal human traits of kindness, generosity, and respect in our workplaces. It is not a meeting opener. It is a session anchor, an essential tool for every program you conduct.

**4 mins • Workplace Publishing • 2004**

**Digital Licence\* or DVD (\$595+gst)**

## The Complete Hell Series

### Meeting Icebreakers

This collection of small humorous ice breakers focus on key business issues or skills and the mishaps and mayhem that can occur when things go wrong. Titles in this series: *Bosses from hell!*; *Colleagues from hell!*; *Communicators from hell!*; *Customer services from hell!*; *Customers from hell!*; *Employees from hell!*; *Interviewers from hell!*; *Salespeople from hell!*; *Teams from hell!*

**Video Arts • 1997**

**Digital Licence\* or DVD (\$2000+gst)**

# Strategic Planning

72

## LALC: Board Roles and Responsibilities

Recently the activities and functions of boards have come under increasing scrutiny. This has resulted in far higher levels of accountability for boards and their members. Damien Smith, lawyer and governance expert, cuts to the heart of board function with practical essentials that every board needs to consider.

**14 mins • Training Point • 2010**  
**Digital Licence\* or DVD (\$295+gst)**

## LALC: Improving Governance

Strong governance has long been linked to business performance. Damien Smith, lawyer and governance expert, covers a range of principles that will equip those charged with the responsibilities of governance to meet the dual imperatives of compliance and stakeholder needs.

**12 mins • Training Point • 2010**  
**Digital Licence\* or DVD (\$295+gst)**

## LALC: Preparing Your Business Case

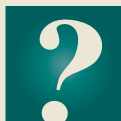
Many managers and employees often need to prepare and present a business case to senior personnel for approval. In this program, Eve Ash talks with Suzanne Dvorak about preparing a successful business case.

**14 mins • Training Point • 2009**  
**Digital Licence\* or DVD (\$295+gst)**

## LALC: Succession Planning

In this program Ann Sherry discusses the purpose and process of succession planning. This program highlights some of the pitfalls with succession planning and discusses ways to implement a robust process that ensures the development and movement of staff in the right direction.

**13 mins • Training Point • 2009**  
**Digital Licence\* or DVD (\$295+gst)**



### What does it mean?

TAT = Take Away Training

LALC = Learning a la Carte



## LALC: Building Strategic Alliances

Strategic alliances are a hot topic as businesses clamber for market share. But what exactly are strategic alliances and how are they formed? What are the benefits and pitfalls? Managing Director of Peregrine Adventures, Glenyce Johnson, offers a wealth of experience in starting and maintaining strategic alliances, and provides some practical insights into how they could work for your organisation.

**9 mins • Training Point • 2010**

**Digital Licence\* or DVD (\$295+gst)**

## LALC: Making Committees More Effective

Is the bad reputation earned by many committees actually deserved? In this program, Damien Smith, lawyer and specialist in governance and performance, provides expert insight into forming new committees, revitalising existing committees and continuous improvement programs for successful committees.

**13 mins • Training Point • 2010**

**Digital Licence\* or DVD (\$295+gst)**

## LALC: Managing Multiple Sites

A major challenge for any growing organisation with multiple outlets is maintaining standards across all sites. In this program Psychologist Eve Ash talks with Suzanne Dvorak, Australian Businesswoman of the Year, about some of her successful strategies for managing multiple sites.

**12 mins • Training Point • 2009**

**Digital Licence\* or DVD (\$295+gst)**

## LALC: Talking Up Your Business

Peter Quarry and Carolyn Stafford, author of *Small Business, Big Brand*, discuss verbal branding, an undervalued aspect of marketing. This program investigates the way we talk about our jobs and workplaces; and the numerous opportunities that arise in casual interactions to 'talk-up' our company and generate business.

**16 mins • Training Point • 2009**

**Digital Licence\* or DVD (\$295+gst)**

# Team Building

74

## Bad Fur Day

### Lessons from the Wild

This is an introductory program on teamwork using the wild dog as the metaphor. Suitable for any program dealing with teamwork, team roles, team building, team contributions, and team success.

**4 mins • Learning Resources**  
**Digital Licence\* or DVD (\$395+gst)**

## Kangaroo

Efficient and effective teams share many common characteristics. Learn how successful teams share the leadership, learn from mistakes, communicate openly, review directions and roles and put the needs of the team first.

**7 mins • Ash Quarry • 2003**  
**Digital Licence\* or DVD (\$395+gst)**

## Q&A: Understanding Personality Differences

It is complex. Sometimes, it simply cannot be understood. Yet personality impacts in a major way at work. Two people with the same goal may struggle to achieve it because a difference in personalities makes them incompatible working together. In addressing common questions on the subject, Eve Ash and Peter Quarry define personality and offer practical methods for managing personality differences.

**13 mins • Training Point • 2009**  
**Digital Licence\* or DVD (\$295+gst)**

## Working Constructively in a Sales Team

### Sales and Service Masterclass

This program takes a detailed look at the dynamics of teamwork and offers fresh insights that challenge widespread misconceptions about how to get the most out of a sales team.

*See page 10 for full program details.*

**13 mins • Training Point • 2009**  
**Digital Licence\* or DVD (\$295+gst)**



## Jamie's Kitchen: Fifteen Lessons on Teamwork

Jamie Oliver's passion and vision transformed a bunch of unemployed kids into an efficient, organised team, capable of running a first-class London restaurant, Fifteen.

Fifteen Lessons on Teamwork identifies the key stages of team development: forming, storming, norming and performing. It follows Jamie's young trainee chefs as they move through these stages to come together as an effective unit.

**27 mins • Video Arts • 2004**

**Digital Licence\* or DVD (\$2000+gst)**

## Enhancing Teamwork

Challenging times have brought about a critical emphasis on building successful teams. This program breaks down the four different stages that developing teams go through, and the critical ever-changing roles of the team members.

*See page 4 for full program details.*

**17 mins • Training Point • 2009**

**Digital Licence\* or DVD (\$695+gst)**

## Lessons from Geese Experience

This training package adds value to your use of the best selling *Lessons From Geese* program inside any enterprise. At the heart of *The Geese Experience* is the Leader's Guide. This program helps with the understanding of teamwork with any group. Focuses on the process behind teams known as: Forming; Storming; Norming; Performing.

**2 mins • Training Point.Net • 2001**

**Digital Licence\* or DVD & CD (\$795+gst)**

# Time Management

## 30 Ways to Make More Time

*30 Ways To Make More Time* demonstrates that time management training can be applied to anyone within an organisation. It uses memorable and engaging characters in many different situations to highlight the issues of time management, showing both the right and the wrong way of doing things.

Key training points:

- Start the day correctly in order to be more productive
- Prioritise tasks by deciding which ones are important or urgent
- Handle meetings
- Use the phone or email more effectively
- Identify 'time robbers' and build the right defences against them

**27 mins • Video Arts • 2008**

**Digital Licence\* or DVD (\$2000+gst)**

## Managing Only Just!

This realistic business drama covers performance management, change management and work/life balance issues. It helps people understand the impact of pressure on themselves and their team. It looks at flexibility and maintaining direction and building positive working relationships even when pressured.

**20 mins • Supernova • 2004**

**Digital Licence\* or DVD (\$990+gst)**

## TAT: Regaining Control of Your Day

Psychologist Eve Ash provides a step-by-step process to help busy people regain control and ease the stress that comes with feeling overstretched.

**13 mins • Training Point • 2009**

**Digital Licence\* or DVD (\$295+gst)**

## TAT: How to Survive Email Overload

Psychologist Eve Ash knows people are stressed, overloaded and drowning by the number of emails they receive. The time accessing emails should be controlled to overcome the addiction of receiving email on-tap, anywhere, anytime. In this program, Eve Ash introduces CADDY, a system of email management that enables staff to control their emails, rather than the other way round.

**14 mins • Training Point • 2008**

**Digital Licence\* or DVD (\$295+gst)**

# Training, Coaching and Mentoring

## TAT: How to Mentor

In this fascinating program, peak business psychologists Eve Ash and Peter Quarry discuss strategies for successful mentoring. Presenting two role-plays, the program clearly demonstrates how to establish the mentor process in the first meeting, and how to identify and confront challenging behavioural trends in a later meeting. This program gives a practical and informative look at the essential skills for successful mentoring.

**37 mins • Ash Quarry • 2003**  
**Digital Licence\* or DVD (\$295+gst)**

## Insights to Better Mentoring

Mentoring comes in a variety of styles, shapes and colours. Some organisations have structured programs that pair mentors and mentees and set out an agenda for them. Others have less formal approaches, facilitating and supporting mentoring relationships but not defining them. Regardless of the way mentoring is structured; there are certain fundamentals that will make these relationships more effective. That is what we seek to explore in *Insights to Better Mentoring*.

**26 mins • Quality Media Resources • 2007**  
**Digital Licence\* or DVD (\$750+gst)**

## The Helping Hand

Understanding the importance of coaching and then learning how to coach is not easy. Managers need to decide which tasks a team member could take responsibility for and coach him or her accordingly. How to accomplish this is clearly illustrated and explained by John Cleese, who plays the presenter of a training video on coaching.

**38 mins • Video Arts • 1990**  
**Digital Licence or DVD (\$2000+gst)**



# Training, Coaching and Mentoring

78

## Coaching for Results

*Coaching for Results* is a comprehensive training resource that will help turn managers in to effective coaches. Combining drama, documentary interviews and a real-life coaching session, the package demonstrates how to coach successfully by developing a set of simple listening and questioning skills and applying them.

**95 mins • Video Arts • 1993**

**Digital Licence\* or DVD (\$2000+gst)**

## TAT: How to Develop Your People

One of the challenges facing managers is how to develop staff to become the supervisors, managers and leaders of the future. This program provides clear guidelines on setting, implementing and evaluating development plans.

**12 mins • Training Point • 2009**

**Digital Licence\* or DVD (\$295+gst)**

## TAT: Adult Learning Principles

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 often made.

**18 mins • Ash Quarry • 2007**

**Digital Licence\* or DVD (\$295+gst)**

## The Value of Mentoring

Produced in Melbourne, this DVD from Training Point demonstrates the value of effective workplace mentoring. Amidst issues with bumbling employees, fluctuating staff commitment, anger management and a surreal encounter with a tow truck owner, John Andrews, co-founder and MD of marketing firm Andrews and Andrews, implements a mentoring program at the company. Andrews teams two young and relatively inexperienced employees – Tess and David – with two longer-serving staff members – Bernadette and Ben. The results vary dramatically!

**25 mins • Training Point • 2008**

**Digital Licence\* or DVD (\$395+gst)**



## You'll Soon Get The Hang of It

An organisation is only as good as the people who work for it – and that all depends on how well they've been trained. The updated version of *You'll Soon Get the Hang of It* is the definitive programme on the techniques of one-to-one training. Written by and starring Hugh Laurie, it looks at both the theory and practice of training in a typically humorous and memorable fashion.

**28 mins • Video Arts • 1992**  
**Digital Licence\* or DVD (\$2000+gst)**

## TAT: 6 Ways to Prevent Sloppy Work

Just one substandard worker can have a big impact on your workplace. A sloppy worker can present a poor role model for new employees. Team members can become resentful as they take on extra work. Delays and poor quality can lead to service complaints, which can impact on business success. In this informative program, leading business psychologists Eve Ash and Peter Quarry discuss why some staff deliver substandard work and offer six practical guidelines to support managers to understand employee work habits and improve work performance.

**15 mins • Training Point • 2008**  
**Digital Licence\* or DVD (\$295+gst)**

## Dimensions of Coaching

Effective coaching is one of the fastest ways to improve employee performance, but few managers and employees know the fine art of mentoring. *Dimensions of Coaching* gives knowledgeable and interested employees at your company the skills they need to help their peers perform at their peak.

**29 mins • Workplace Publishing • 2004**  
**Digital Licence\* or DVD (\$995+gst)**

# Telephone Skills

80

## **Hotlines Series**

### 12 Part Series

*Hotline* is an entertaining training package for call centre staff developed by psychologist Eve Ash. It is filmed on location in Australia in an international bank, a major telecommunications company and an airline call centre. *Hotline* is designed to improve motivation, professionalism, call skills and customer service.

**156 mins • Ash Quarry • 2000**  
Digital Licence\* or DVD (\$3900+gst)

## **Meet the Dial Tones**

### Hotline Series Program 1

**11 mins • Ash Quarry • 2000**  
Digital Licence\* or DVD (\$395+gst)

## **Conveying a Professional Image**

### Hotlines Series Program 2

**12 mins • Ash Quarry • 2000**  
Digital Licence\* or DVD (\$395+gst)

## **Building Relationships**

### Hotlines Series Program 3

**12 mins • Ash Quarry • 2000**  
Digital Licence\* or DVD (\$395+gst)

## **Communicating Clearly**

### Hotlines Series Program 4

**14 mins • Ash Quarry • 2000**  
Digital Licence\* or DVD (\$395+gst)

## **Appreciating Human Differences**

### Hotlines Series Program 5

**12 mins • Ash Quarry • 2000**  
Digital Licence\* or DVD (\$395+gst)

## **Satisfying Customers**

### Hotlines Series Program 6

**14 mins • Ash Quarry • 2000**  
Digital Licence\* or DVD (\$395+gst)

## **Solving Problems**

### Hotlines Series Program 7

**12 mins • Ash Quarry • 2000**  
Digital Licence\* or DVD (\$395+gst)



## **📞 Handling Upset Customers**

Hotlines Series Program 8

12 mins • Ash Quarry • 2000

Digital Licence\* or DVD (\$395+gst)

## **📞 Managing Anger and Abuse**

Hotlines Series Program 9

16 mins • Ash Quarry • 2000

Digital Licence\* or DVD (\$395+gst)

## **📞 Controlling Call Time**

Hotlines Series Program 10

15 mins • Ash Quarry • 2000

Digital Licence\* or DVD (\$395+gst)

## **📞 Focusing on Results**

Hotlines Series Program 11

13 mins • Ash Quarry • 2000

Digital Licence\* or DVD (\$395+gst)

## **📞 Staying Positive**

Hotlines Series Program 12

13 mins • Ash Quarry • 2000

Digital Licence\* or DVD (\$395+gst)

## **The Phone as a Friend**

### **Sales and Service Masterclass**

Valuable commentary from Michael Schiffner, and retail sales manager Gayathri Buur-Jensen take us through some useful recommendations about how to maximise sales through effective and efficient use of the telephone.

Key training points:

- When to call
- How to log each contact
- Leaving clear, simple messages
- Using telephone and SMS technologies to obtain catalogue orders and advertise promotions
- Setting a personable voicemail greeting

13 mins • Training Point • 2009

Digital Licence\* or DVD (\$295+gst)

# Telephone Skills

82

## Telephone and Reception Office Administration Series

The telephone and reception area in an office is the frontline of the business. Ensuring you are equipped with the correct skills is vital. In this program we demonstrate clearly and concisely why first impressions count, how to use the telephone effectively, the equipment and organisation of the reception desk and dealing with difficult customers. Say 'hello' to a brilliant educational program for office workers everywhere.

**25 mins • VEA • 2007**

**Digital Licence\* or DVD (\$495+gst)**

## Telephone Behaviour

This is a new version of the program called *Telephone Behaviour: The Power and The Perils*. The situations are different but the lessons remain the same. John Cleese returns as presenter but in addition to demonstrating the virtues of professional telephone behaviour, he also examines how to use voicemail effectively. In the new version Barbara Smith the Assistant Manager of a Marketing Department, prepares to give the local business community a short seminar about profession telephone skills. Unfortunately her own skills in this department leave a great deal to be desired and she makes almost all the mistakes possible. Fortunately, Cleese is on hand to guide her and help her overcome her shortcomings. The new program employs a diverse selection of everyday business scenarios – ranging from an estate agent's office to an insurance company, from a travel agency to a computer helpline – to show that the basic rules of good telephone use apply wherever people work.

**35 mins • Video Arts • 1997**

**Digital Licence\* or DVD (\$2000+gst)**





## Just a Call Away Series

### 6 Part Series

#### **The Really Angry Customer** (15 minutes)

Customers become angry when they have unmet expectations and the situation is not handled well. Learn how to calm the customer and get the information needed to deal effectively with the issues.

#### **Attitude is Everything** (13 minutes)

The difference between ordinary service and great service is attitude. Show your people this video and they'll be able to see exactly what you mean.

#### **It's Your Call** (14 minutes)

Armed with a positive attitude and these practical skills, your people are guaranteed to have a healthy call rate without sacrificing your customer service care.

#### **Outbound Call** (15 minutes)

Getting the most from each call and leaving a great impression of your organization – what kind of impact do your people make in the first few seconds of their calls? Are they clear about their objectives? This video will help you focus on the importance of knowing what you want to get from each conversation.

#### **Understanding Customer Diversity** (15 minutes)

This program is designed as a half day group training session on understanding diversity in your customers over the telephone.?

#### **When You Can't Say Yes** (15 minutes)

This program is designed as a half day group training session on dealing with customers when you can't say "yes" to their request. Whether you're receiving calls business to business, or business to consumer, this program will provide you with some valuable tips to help build positive relationships with your customers.

87 mins • Our Bizness • 1999

Digital Licence\* or DVD (Series: \$2995+GST • Each: \$750+GST)

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