

New Training Tools

Action Against Substance Abuse

Battling work-place substance abuse requires action, not just awareness. Development Dimensions International now offers a program emphasizing the active role managers can take in stamping out this staggering problem.

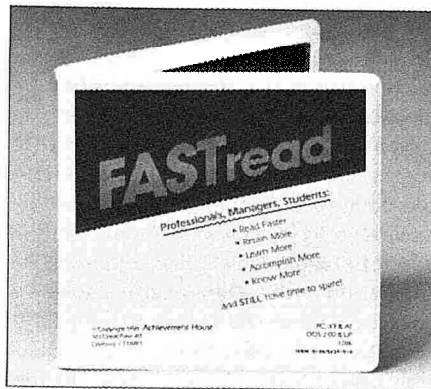
INTERVENTION hits directly on performance implications of drug and alcohol abuse. It does not attempt to establish managers as experts in chemical dependency. Instead, it builds upon managers' expertise in performance assessment, helping them recognize the deteriorating patterns of employee performance that signal a drug or drinking problem. The program advises managers on how to initiate action that is linked to an employee's observed performance problem, rather than to a potentially volatile accusation of drug or alcohol dependency. As a result, the organization is equipped to handle substance-abuse problems effectively, fairly and legally.

INTERVENTION consists of videotapes and print materials, including a knowledge-building component for managers; behavior-modeling training for supervisors, covering how to approach and handle substance abuse; and a mechanism for referring troubled workers for testing or assistance.

For further information, contact **Development Dimensions International**, DDI Plaza, 1225 Washington Pike, P.O. Box 13379, Pittsburgh, PA 15243, 412/257-2277.

Communication Improvements

Sending and receiving messages are two vital, yet often taken-for-granted, functions. The following new tools focus on three essentials of communication: reading, writing and listening well.



Read It Faster

FASTread™ turns a personal computer into a teaching tool, advancing fast-reading, superfast-reading and skip-skimming skills. The software provides more than 80 lessons of self-instruction, practice and testing with reading material as difficult as that found in industry and education. It covers both mental and physical aspects of fast reading to ensure that the user's comprehension and retention increase as speed increases.

FASTread™ was designed with the user in mind. In addition to users setting their own pace and goals, they can start and stop the program at will. The program remembers all settings, allowing users to sandwich reading lessons into a tight schedule. There are no manuals to study or commands to learn; all instructions are displayed on the screen as needed. Both graphs and reports can track and present user progress. Reports are displayed on the screen or in print.

The software requires an IBM PC/XT/AT, 128K, 80 × 25 display (color/graphics or monochrome), 1 drive and DOS 2.00 or later. Cost is \$59.95, with a 30-day money-back guarantee. For further information, contact **Achievement House**, 103 Great Plain Rd., Danbury, CT 06811, 1-800/551-1133 or 203/748-0277.

Write It Better

Lack of planning is at the heart of most disorganized and ineffective managerial writing, reports Pearl G. Aldrich. This finding is the major result of her study into the writing problems of professionals and is the basis for her book, *How to Plan and Organize Your Writing*. This text/workbook is for professionals in all disciplines who write and review documents but put off their writing tasks until the last minute. The result is what Aldrich terms a "memory dump"—a document into which the writer dumps everything he or she knows about the subject, in any order. *How to Plan and Organize Your Writing* aims to help people avoid this chaos.

The book takes four to six hours to complete. Working in segments of 30 to 45 minutes at a time, users are referred back and forth from the lessons to their immediate work. The book covers three processes—planning, focusing and organizing—and follows with models for practice.

How to Plan and Organize Your Writing is priced at \$12.95 postpaid for book rate, plus \$3.00 for first-class mail or \$3.50 for UPS delivery. Send a check, money order or company purchase order to **Research Enterprises, P.O. Box 7569, Washington, DC 20044**.

Listen Better

It's based on the belief that good listening is good business: *CAUSE for Listening* is a series of videotape lessons and dramatized vignettes, accompanied by a workbook, that covers each aspect of the listening process. Users assess their current listening skills, learn the ingredients of good listening and develop their ability to understand and retain what they hear. The target result: a more successful company.

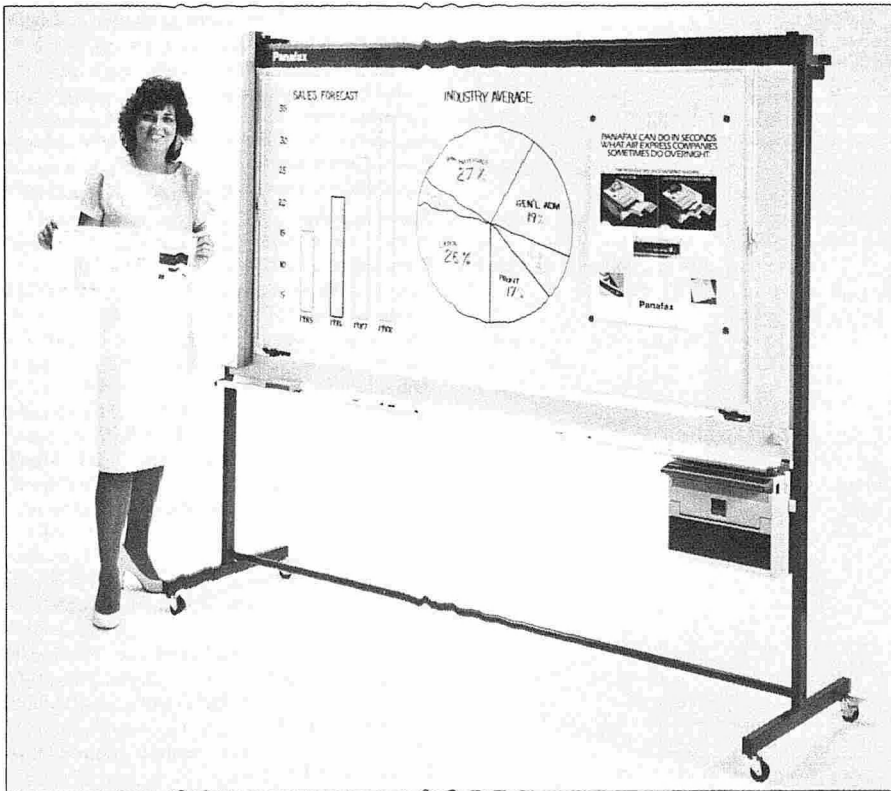
Specifically, the program covers:

- making a conscious choice to listen;
- letting people know you're really listening;
- tuning in and staying tuned in;
- remembering what you listened to;

- controlling or influencing limiting factors;
 - listening for main ideas and their support;
 - checking for accurate understanding of the total message;
 - weighing the message and formulating conclusions;
 - responding with appropriate action.
- A pretest establishes the learner's cur-

rent listening behavior. A checklist of the steps of the listening process helps the learner judge his or her behavior against established criteria. A posttest measures the resulting attitude, knowledge and skill improvement.

For further information, contact **Sperry Corporation**, P.O. Box 2191, Princeton, NJ 08540, 1-800/222-0966 (in New Jersey, call 201/329-3899).



Take Note of This

Notes transfer from whiteboard to desktop with the *Electronic Board* from Panafax. Hard copies of everything drawn or written on its white enamel surface are printed out within seconds with the push of a button. And, you can copy any materials, such as charts, maps or graphs, attached to the board's surface. This product makes it possible for meeting participants to devote their undivided attention to the speaker without worrying about taking down every word. It also ensures that participants receive clear and accurate presentation notes.

The *Electronic Board* consists of a whiteboard and frame, separate scanner

and thermal printer. It is available in two models, 35.4 inches by 70.3 inches and 68.9 inches by 32.7 inches, and can be customized to meet a company's needs. The board surface is double-sided, resists scratches and has an imprinted nonreproducible grid scale that facilitates drawing of tables and graphs. The scanner is movable; if desired, just a particular section of the board can be copied. The printer attached to the board can be removed easily, allowing it to serve more than one board.

For further information about the *Electronic Board*, contact **Panafax Corporation**, 10 Melville Park Rd., Melville, NY 11747.

Manual Lessons

A step-by-step guide to producing better manuals is available from South-Western Publishing, *Creating Effective Manuals* simplifies the process with practical guidelines accompanied by numerous diagrams, examples, tables, charts and illustrations.

The book addresses four key areas:

- How to elicit management support for the creation of high-quality manuals and a cohesive manuals program;
 - How to standardize procedures for writing manuals and for setting up an effective manuals program;
 - How to write clear, consistent material;
 - How to design a manual.
- It takes the reader from manual planning through maintenance, where it offers guidelines on keeping your manual up to date through revisions and amendments.

For further information, contact **South-Western Publishing Co.**, 5101 Madison Rd., Cincinnati, OH 45227.

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