

New Training Tools

Simple but Effective

The Loopring 32 system—from Dr. Gold and Company K.G.—lets you consolidate loose pages of written material into a binder for easy access and safekeeping.

The Loopring 32 storage box contains everything you need to make 50 bound booklets: white glossy back covers, transparent front covers, transparent filing strips, and chromed coil wires. You can “binderize” training handouts, checklists, job aids, timetables, memos, price lists, and all kinds of stuff.

For more information, contact Dr. Gold and Company K.G., Dusseldorf, Germany. Or contact Kelly's News, Fort Lauderdale, Florida.

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Nontraining Guide

Increasingly, line employees and others are being asked to deliver training, even though they have no formal training experience. Here's something that can help: *Training for Nontrainers: A Practical Guide*, from HRD Press.

The handbook provides techniques for handling situations that frequently arise in training—such as having to deal with inattentive or disruptive participants. The guide also gives tips on pretraining preparation, presentation skills, group management, and the selection of appropriate training methods. The book describes specific training applications, activities, and tools, and it also lists additional resources.

Training for Nontrainers is written in jargon-free language. The cost of the 120-page softcover is \$12.95.

For more information, contact HRD Press, Amherst, Massachusetts.

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Telephone Rx

Did you know that only 25 percent of business calls get through on the first try? When calls don't reach their targets, people may end up playing telephone tag. In that context, voice-mail is useful. But some people find it frustrating to reach a recording instead of a real person. Then they often don't know what to say when leaving a message.

Here's help. A free tipsheet from the Telephone Doctor gives practical guidelines for using voice mail—such as how to provide instructions for reaching a live person. The tipsheet also includes a worksheet for creating your recorded greeting.

To receive a copy, send your request with a self-addressed, stamped, business-size envelope to the Telephone Doctor, Box 777, St. Louis, MO 63044.

The Telephone Doctor also offers videotapes and audiocassettes on improving telephone customer service.

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This month's "Tools" can help guide you in start-up training, needs assessment, diversity, quality, and telecommuting. Plus, house your mouse in style.

How To Contact Training & Development Magazine

Unless otherwise noted, you can write to *Training & Development* at Box 1443, Alexandria, VA 22313-2043. For package delivery, our street address is 1640 King Street, Alexandria, VA 22314-2746. Phone 703/683-8100; fax 703/683-8103; TDD 703/683-4323.

Feature Articles We welcome manuscripts for possible publication in *Training & Development*. Contact Customer Service for authors' guidelines. Include a self-addressed, stamped envelope. Phone 703/683-8100. Send manuscripts to Editor Patricia Galagan.

Voice Mail We want to hear your opinions and observations about HRD and *Training & Development*. Send letters to Haidee Allerton; call the Voice Mail phone line, 703/683-9590; or fax a letter to her at 703/683-9203.

In Practice Send press releases or short articles on news, trends, and best practices to Erica Gordon Sorohan. Phone 703/683-8137.

Training 101 Submit brief articles on training basics to Catherine Petriti. Phone 703/683-8130.

FaxForum is a monthly survey of readers' opinions. Send ideas for topics to Amy J. Clarke. Fax 703/683-9203.

Research Capsules This quarterly column summarizes recent HRD research. Send material to Linda Morris, director of Industry Services Education, Ernst & Young, Fairfax Square, Tower 2, 8075 Leesburg Pike, Vienna, VA 22182. Phone 703/903-5000.

Books Send releases and review copies of books to Theresa Minton-Eversole. Phone 703/683-8134.

New Training Tools Send press releases to editor Haidee Allerton on software, tapes, manuals, electronic equipment, and anything else that helps trainers do their jobs better. Phone 703/683-7251.

Working Life Send press releases on trends and tips on work/lifestyle issues to Haidee Allerton. Phone 703/683-7251.

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New Training Tools

Pocket Guide to Quality

Quality Resources's *Pocket Guide to the Baldrige Award Criteria*—written by former award examiner Mark Graham Brown—gives a handy summary of the award criteria for employees at all organizational levels. Companies can use the guidebook to prepare applications for the award and to benchmark their efforts against the Baldrige criteria.

Part 1 answers some frequently asked questions about the Baldrige Award. Part 2 addresses the specific criteria for winning the award, covering such areas as leadership, strategic planning, and customer satisfaction. The guide also tells how to avoid common mistakes in filling out the application and how to prepare the graphics.

The booklet also serves as a quick, carry-along reference employees can use on the job in total-quality efforts.

The price of the *Pocket Guide* is \$4.50.

For more information, contact Quality Resources, White Plains, New York.

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Telecommuting Road Map

Seventy percent of companies in the United States offer telecommuting options to their employees, according to *American Demographics*. More companies are expected to implement telecommuting programs in the next five years.

Done right, telecommuting boosts employee productivity 15 to 20 percent, lowers overhead expenses, and increases employee retention and morale, says *Telecommuting Review*. Done incorrectly, telecommuting can backfire.

The publisher of *Telecommuting Review* offers a free checklist of 25 items to help managers spot potential pitfalls in their telecommuting programs or to help get a program in gear.

For a free copy of "Checklist for a Successful Telecommuting Program," write on your company's letterhead to Telecommute '94, Box 6177, Annapolis, MD 21401.

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Diversity Calendars

Celebrate diversity with the 1995 World Calendar and the 1995 Ethnic Cultures of America Calendar from Educational Extension Systems.

The World Calendar includes the national, civic, and religious holidays of more than 120 nations. Each photo caption, day, and month are in multiple languages.

The Ethnic Cultures Calendar depicts 106 different ethnic groups in the United States. It shows the holidays, cultural origin, and census data for each group.

Both calendars come with instructors' guides. Each calendar costs \$14.75.

For more information, contact EES, Clarks Summit, Pennsylvania.

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Program in a Box

The Diversity Tool Kit—written by Lee Gardenswartz and published by Irwin Professional Publishing—contains 100 diversity-training tools including activity cards, sample agendas, skill-building exercises, and questionnaires.

The Diversity Tool Kit is designed to be used by HR managers, trainers, vice-presidents of diversity, consultants, and others responsible for diversity efforts. The kit gives trainer guidelines and addresses such areas as prejudices and stereotypes, team building with diverse employees, communication skills for a diverse environment, and career development with a diverse staff.

The cost of the kit is \$300 in the United States and \$405 in Canada.

For more information, contact Irwin Professional Publishing, Burr Ridge, Illinois.

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Let Us Play

"Simgames by Thiagi," from HRD Press, is a series of booklets describing simulation games that help participants explore skills and concepts in such areas as interpersonal communication, customer focus, and quality management.

Two Simgame booklets—*Cash Games* and *Triangles*—contain simu-

lations that take about 15 to 45 minutes to play, require few materials, and can be adapted to different-size groups. The instructions are easy to follow.

Author Sivasailam Thiagarajan also has written a series of Framergames. One Framergame, *Group Grope*, has more than 325 variations for small-group work in such areas as encouraging employee involvement, dealing with controversial issues, conducting a needs assessment, and evaluating products and processes. The games are adaptable to almost any topic, including sexual harassment, team building, and cultural diversity.

Trainers can design a "group grope" in fewer than 15 minutes. Most games need no special supplies or equipment except paper or index cards.

Each booklet costs \$20.

For more information, contact HRD Press, Amherst, Massachusetts. **Circle 256 on reader service card.**

Assessment Software

Do you need a tool for creating, administering, and analyzing training needs assessments? ASTD Assess can help.

The software is used to design custom surveys, manage surveys and survey data, and produce and analyze survey reports. The menu-driven program makes it easy for novice computer users to manage.

ASTD Assess includes two 3.5 disks and a user's guide with QuickTutor (a brief step-by-step guide), a detailed tutorial, a reference manual that describes all of the functions and commands, and appendixes of equipment requirements, installation procedures, and the meanings of error messages.

The cost of the package is \$345 for ASTD national members; \$395 for non-members. When ordering, use priority code BYM. For information, contact ASTD, Alexandria, Virginia.

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Lite Tools

Just for fun.... Add some class to your office or workstation with Manticore's Gallery MousePads—computer-mouse pads decorated with reproductions of such works of art as Leonardo da Vinci's *Mona Lisa*, *Aristide Bruant* by Toulouse Lautrec, *Oriental Poppies* by Georgia O'Keeffe, and Monet's *Water Lilies*. Personally, we like the Hot Java version.

Gallery MousePads cost about \$20. They're guaranteed for excellent mouseability.

For more information, contact Manticore Products, Chicago, Illinois.

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"New Training Tools" is compiled and written by Haidee Allerton. Send items of interest to "Tools," Training & Development, 1640 King Street, Box 1443, Alexandria, VA 22313-2043.

NEW CONCEPT

Selecting & Preparing New Supervisors?

Use **WORKING WITH OTHERS** (WWO) from The Clark Wilson Group

WWO is a selection and coaching instrument using feedback from co-workers, boss and others. It is based on 20 years of research with our *Survey of Management Practices (SMP)* which identifies trainable skills for success in management. We can help you validate it in your own organization.

WWO assesses skills in our Task Cycle model, plus a series of personal attributes. The skill model includes: *Commitment to work, Assertiveness, Problem solving/Resourcefulness, Teamwork, Willingness to listen, Attention to detail, Push/pressure and Recognizing peer performance.* The personal attributes are *Overall effectiveness, Approachability, Dependability, Working with diversity and Future promise.*

The Skills combine to yield an added three super factors that reinforce your selection and coaching:

1. Enterprise is a combination of *Commitment to work, Problem solving/Resourcefulness and Attention to detail.* It reflects competence and dedication to the job.

2. Interaction combines *Teamwork, Willingness to listen and Recognizing peer performance.* It reflects the ability to maintain positive two-way communications.

3. Drive is assessed by *Assertiveness and Push/Pressure.* It reflects a willingness to take charge, even dominate a situation. It can cause trouble if not balanced by good Enterprise and Interaction scores.

You can raise *Effectiveness* and *Future promise* above norms to gain balance between factors of WWO. Good balance reduces the unfortunate personal and financial results of misguided selections.

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