

New training tools

Preventing Theft

It's Really Stealing! addresses the \$3 billion annual problem of U.S. industrial theft. This plantwide training program emphasizes prevention—not apprehension—in teaching personnel how to control stealing.

Part I, "Preventing Theft Is Everybody's Job," is a 26-minute videotape for managers and supervisors. It defines their responsibilities for security in their areas. The videotape and accompanying workbook help managers and supervisors analyze probable theft targets, develop action plans to control the attractiveness and availability of property, and develop plans to control the actions of people.

Part II, "An Honest Man," is for all employees. This 19-minute videotape emphasizes the responsibility of every worker for his or her own actions, and

urges worker response to incidents of stealing. This tape, also accompanied by a workbook, helps employees understand that theft is not solely the security department's job. The tape recommends simple ways to dramatically reduce industrial theft.

The training package includes an administrator's guide to program implementation. This guide contains a program overview, pre-training suggestions, discussion guides, and videotape summaries. The package also includes a management outline that presents the key principles of a theft control program. The outline covers recommended policies, organization, planning, communications, training, audits, investigations, and other topics.

It's Really Stealing! is available in three video formats: 3/4-inch U-Matic, 1/2-inch Beta I, and 1/2-inch VHS. For further information on previewing or purchasing the complete package or individual

components, contact **Du Pont Company**, Training Services, Barley Mill 19-1210, Wilmington, DE 19898, 302/992-3620.

Preventing Accidents

NATLSCO introduces four training programs on industrial safety practices.

TEACH™—Telling Employees About Chemical Hazards—assists employers in complying with Right-to-Know laws. This four-module package presents "You and Chemical Hazards;" "Material Safety Data Sheets;" "Chemical Labeling, Storage, and Handling;" and "The Chemicals You Use." The first three modules are slide/cassette or video programs. The fourth is an instructor's guide that tells how to prepare and present a customized session on the chemicals specific to a particular employee group. The entire program, including question and answer sessions, can be completed in two to three hours. Cost: \$650.

What's the perfect fit for your outfit?



Custom courseware tailor-made to suit your needs.

If you're looking for the right courseware to satisfy your unique training needs, we have the answer — custom courseware. At The Courseware Developers, we design custom courseware that's precisely tailored to meet your specific training requirements. And we involve you in all aspects of our step-by-step development process to further ensure a perfect fit.

Our extensive CBT experience allows us to create custom courseware for virtually any training requirement using either mainframe or micro-based authoring systems. Here's just a sample of the many diversified custom CBT training programs we've designed:

Citicorp—Training in the goals and strategies of the bank's mortgage products.

Information Builders, Inc.—A series of FOCUS courses on Report Generation, File Describing and File Maintenance.

McCormack & Dodge—Training for Millennium—their new technology that allows users to retrieve, analyze and maintain data.

Comptroller of the Currency—Training for all aspects of national bank examinations, replacing 40 hours of live instruction.

U.S. Army—Training for the utilization of the JUMPS Automated Coding System (JACS) display station and on-line system.

So for custom courseware that's a perfect fit, call **The Courseware Developers at (203) 646-4105.**

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Flammable Liquid Safety is an introduction to flammable liquid hazards, properties of flammable vapors, flash point, sources of ignition, and storage and handling principles. The audiovisual program, instructor's manual, and employee booklet are written in layman's terms for use in general industry. Including discussion time, this program takes about one hour to complete. Cost: \$295.

Procedure I: Basic Laboratory Safety covers fundamental lab safety rules and procedures: The audiovisual program, instructor's manual, and employee booklet are designed to provide a one-hour presentation. Cost: \$235.

Forklift Safety is an audiovisual introduction to forklift features and characteristics, inspection, and operations. The materials are designed for use as part of a complete driver certification program. The instructor's manual contains question and answer session guidelines, a written test, and suggestions for a behind-the-wheel operator's test. The entire program takes about two hours. Cost: \$355.

All programs are available in slide/cassette or video format. For more information contact **NATLSCO**, K-3, Long Grove, IL 60049-0075, (toll free) 800/323-9585, (in Illinois) 312/540-2011.

Preventing Age Discrimination

BNA Communications now offers a training program aimed at lowering the burgeoning cases of age discrimination. *Preventing Age Discrimination* helps managers and supervisors avoid the mistakes that lead to costly lawsuits.

The first part of the program looks at how organizational policies may cause age discrimination cases. The second part focuses on the critical role managers and supervisors play in preventing case-creating mistakes. This multimedia training package is designed not only to help prevent legal problems, but to enhance managerial skills as well.

For further information contact **BNA Communications Inc.**, 9439 Key West Ave., Rockville, MD 20850-3396, 301/948-0540.



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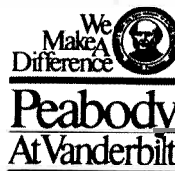
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Courseware on Hardware

New additions to high-tech training. . .

CAI for the IBM 3090

A new self-study, computer-aided instruction (CAI) package teaches computer operators and system programmers the fundamentals of IBM's newest Model 3090 mainframe computer. The *CSR 3090 System Operation and Problem Resolution* courseware teaches trainees how to identify, react to, and overcome system problems.

The package simulates an actual 3090 environment to provide students with hands-on experience, without risk to the system parameters or production environment. It teaches how to use 3090 hardware and software; how the various components of the system interrelate; concepts such as "firmware" and "interruption;" what the various status indicators mean; how to operate the computer; and what to look for

when problems develop. The courseware leads the trainee through the instruction, providing extensive practice, quizzing, and interaction. The presence of a human instructor is not required.

The complete package is priced at \$7,200. Individual courses and machine exercises can be purchased separately. For more information contact **Computer Systems Research, Inc. (CSR)**, Avon Park South, P.O. Box 45, Avon, CT 06001, (toll free) 800/922-1190, (in Connecticut) 203/678-1212.

links, PBXs, SNA, packet switching, architectures and protocols, and data transmission techniques and media. The series is designed for end users, managers, and others who want to build a foundation for further study at a more technical level.

For more information contact **DELTA, inc.**, East-West Technological Center, 1751 Diehl Road, Naperville, IL 60566, 312/369-3000.

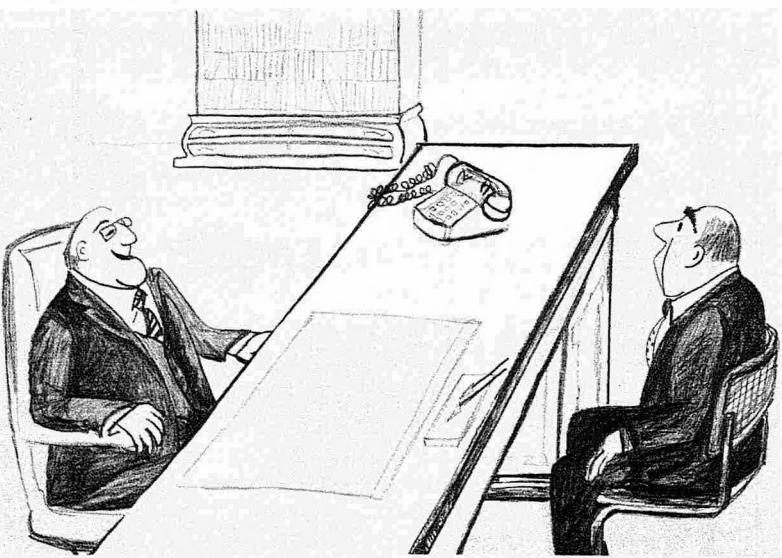
Data Communications Courses

Just released: *Principles of Data Communications*. This five-course multimedia series uses videos and text exercises to teach personal computer communications, micro-mainframe

Ready, Set, Answer


Group reaction is Reactive System's aim with its new *Q System*. This computer-based group response system enables every trainee in a class to answer questions simultaneously. With the *Q System* hardware/software package, up to 128 trainees can res-

Continued on page 131



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New Training Tools

pond to questions via a keypad.

Each trainee uses the keypad to answer multiple choice questions posed by the instructor. The system immediately records the responses. These responses can be displayed as a color bar chart on a monitor or can be printed. The data can be grouped by question or group member, or can be ranked by score.

Since every member of the class must respond to every question, the system helps maintain a high level of participant attention. In addition, the immediate tabulation of responses lets the instructor pinpoint specific areas in which the material taught is or is not being absorbed. The instructor can adjust the lesson during class.

The system includes two keypad models. The first, Model 100, is a 10-button keypad (approximately six inches by three inches), with buttons numbered zero through nine. A blinking light indicates when trainees are to respond. Model 200, the same size, has a small LCD screen on top that lets the respondent view what he or she has entered. This model allows self-paced input so that trainees can respond to test questions at any pace and in any order. In addition to buttons zero through nine, Model 200 has five more buttons to delete an entry, request the instructor's assistance, send in the answer, view a previous entry, and let the trainee enter the question number and response all in one entry.

The *Q System* is used with the IBM-PC and XT and other compatible personal computers. The keypads are connected to the computer by standard telephone cable equipped with modular jacks. The system interface box connects to the host computer via an RS 232 port.

The Model 100 system sells for \$1,200, including eight keypads, manual, and software. The Model 200 sells for \$1,550. A packet of eight additional keypads is available for \$720 for the Model 100 and \$1,080 for the Model 200. The software available includes the Instant Feedback teaching package or the Instant Scoring testing package.

For further information contact **Reactive Systems, inc.**, 40 North Van Brunt St., Englewood, NJ 07631, 201/568-0446.

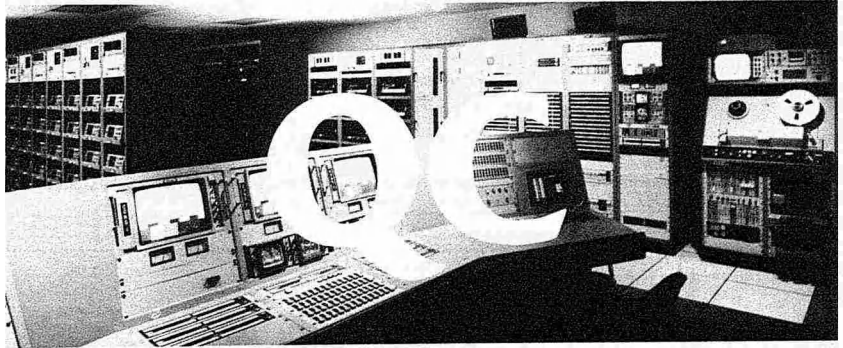
All in the Voice

A new telephone techniques tool takes trainees From Curt to Courteous. This 26-minute film describes how to improve telephone skills to get the most out of every conversation. The film deals primarily with understanding

and being understood during phone conversations.

From Curt to Courteous is available on a no-charge preview basis. Purchase price is \$495 (\$550 for 16mm); a trainer's manual and support materials are included. For further information contact **The Telephone "Doctor"®**, 12119 St. Charles Rock Rd., St. Louis, MO 63044, 314/291-1012 or 800/882-9911.

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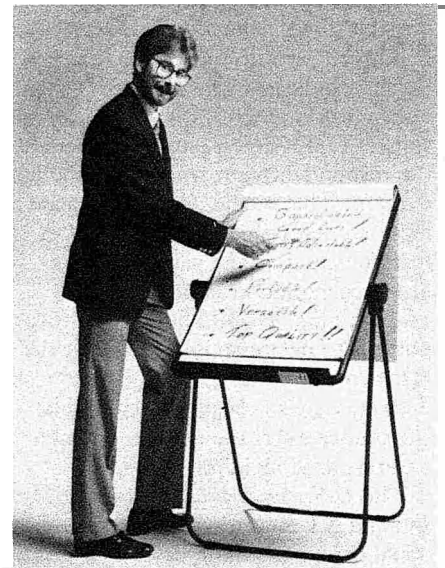
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All in the Cards

New but not from Mattel: *Deal Me In*TM, a card game that determines career interests. The game was developed by Career Systems, Inc. for use in career development counseling and workshops. *Deal Me In*TM helps one to six players improve the quality of their present jobs by incorporating high-interest activities. It also helps them discover other career options.

The cards cost \$6 per deck. For more information contact **Career Systems, Inc.**, 7361 McWhorter Pl., Suite 310, Annandale, VA 22003, 703/256-5540.

All in One Aid



A new presentation aid is five tools in one.

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This 20-pound product features honeycomb construction and tubular steel legs with anti-slip feet. For further information contact **Graphic Products**, 5116 Arden Ave., Edina, MN 55424.

The New Training Tools column is prepared by Geraldine Spruell. Send inquiries and items for consideration to: Tools Editor, ASTD, 1630 Duke St., Box 1443, Alexandria, VA 22313.