

New Training Tools

The Tools Bookshelf

Here are some new training books about program evaluation, business terms, facilitation skills, and management development.

It's up to you

Now more than ever, trainers are being held accountable for the value of their training programs to business results.

Here's a book that puts it plainly: *You Developed It: Can Your Training Programs Survive the Reality Test?* from HRD Press. It describes several stumbling blocks that can keep even the most skillfully developed training program from meeting its goal to improve employee performance. The book shows HRD managers and other leaders how to identify the obstacles and how to develop a practical, workable plan for overcoming them.

The publication also describes some specific implementation tools and a method for evaluating on-the-job use of new skills. Included throughout the book are assessment forms and questionnaires.

The 280-page softcover costs \$24.95.

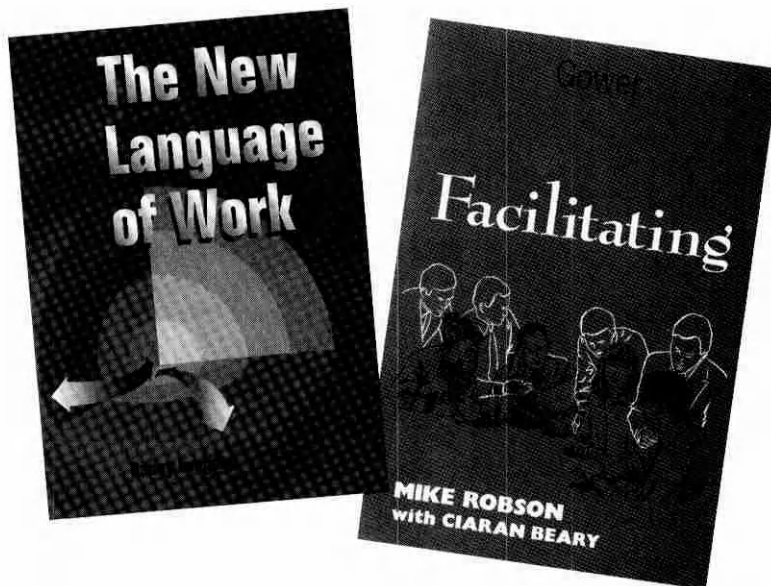
For more information, contact HRD Press, Amherst, Massachusetts.

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Getting on the same page

Also from HRD Press, *The New Language of Work* shows people how to manage day-to-day work—planning, giving work assignments, monitoring progress, and measuring quality—through using a common language.

The book's premise is that understanding and using the same terms at work gives everyone a common paradigm in which to discuss work-related issues—and to achieve high performance.



The 215-page hardcover costs \$27.95.

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

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How to facilitate

Increasingly, facilitation is viewed as an effective means for managing change and ensuring continuous improvement. And more employees at all levels are playing the role of facilitator.

Facilitating—a Gower publication distributed by Ashgate Publishing—addresses change management, facilitative styles and skills, and situations in which facilitators can be effective. The book also contains actual case studies from a wide variety of settings.

Topics include listening, understanding groups, eliciting information, and avoiding “facipulation.”

The 211-page hardcover costs \$49.95.

For more information, contact Ashgate Publishing, Brookfield, Vermont.

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Books are still big on the list of trainers' tools—plus a video guide to the Internet and desktop traveling.

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; or astdic@capcon.net on the Internet.

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 the "In Practice" editor. Phone 703/683-8137.

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

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

TechTalk This quarterly column looks at technology trends that affect trainers. Send ideas to Bart Dahmer, Technology Services and Technical Training, Federal Express, 2842 Business Park, Module G, Memphis, TN 38118; 901/369-2751; e-mail: bdahmer@pipeline.com.

The Opposite Sector This quarterly column looks at training, OD, and performance in the government and nonprofits. Send short articles to Catherine Petrini. Phone 703/683-8130.

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 review copies of books to Theresa Minton-Eversole. Phone 703/683-8134.

New Training Tools Send press releases to Haidee Allerton. Phone 703/683-7251.

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New Training Tools

Developing managers

Also from Gower and Ashgate Publishing, the new fourth edition of the *Handbook of Management Development* brings together a team of contributors from different backgrounds to give their views and tips on the principles, processes, and practice of management development.

The book focuses on how to match management-development approaches and activities with an organization's specific needs. It shows how management development leads to managerial effectiveness. It also tells how to apply knowledge about the way managers learn.

New chapters address organizational culture, interactive video, and mentoring and coaching.

The 468-page hardcover costs \$93.95.

For more information, contact Ashgate Publishing, Brookfield, Vermont. **Circle 268 on reader service card.**

For Neophyte Internauts



Among the 30 million Internet users are trainers and other kinds of performance specialists who share information.

So, how do you get on-line?

Why not go to Internet Boot Camp? The combination video and software program from User's Choice shows you how to get connected to the Internet and the World Wide Web. The video guides you step-by-step in how to install a modem, how to set up the Windows-compatible disks included in the package, how to find a service provider, and how to surf the Net with the Netscape Navigator feature. All you need is a PC and a modem; communications software is included.

The two-hour tape uses a lot of examples and graphics in a user-friendly Windows help format.

The cost of the package is \$29.95.

For more information, contact User's Choice, located in Glen Mills, Pennsylvania.

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Lite Tools

Just for fun... Need a vacation but don't have the time? Try "Take Five," a new CD-ROM from Voyager. You can visit a beach, the mountains, and the rain forest—without leaving your office. You can even surf, in a virtual sort of way.

No reservations are required. All you need is a computer with a CD-ROM drive.

Have a nice trip.

"Take Five" is available in stores that offer computer software.

Two for the Road

Boxlight's Multibook is a notebook computer and a presentation panel. The color notebook with an Intel 486DX4-75 chip features a removable LCD monitor. Simply detach the monitor and place it on top of a standard overhead projector to get a high-resolution matrix presentation panel.

The notebook contains 16MB of memory, expandable to 24MB. MS-DOS and Windows software are pre-installed on the removable 520MB hard-disk cartridge. The system comes with two PCMCIA Type 2 slots or one Type 3 slot.

Boxlight's Multibook weighs 6 pounds and measures 8.5-by-11 inches. The entire system—including the AC/DC adapter, power cord, and overhead-projection cable—fits into its own small carrying case.

For more information, contact Boxlight Corporation, Poulsbo, Washington.

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Tracking Training

When trainers begin using multimedia training, they sometimes have trouble integrating, delivering, tracking, and managing the programs.

Here's help: Pathway for Windows—from Solis—is a computer-managed instruction system designed for stand-alone use or with LAN environments. It organizes separate courses

into customizable curricula, launches all courses through a single interface, and tracks learner performance to any data base.

According to Solis, Pathway works with any authoring system and links with any data base that is ODBC-compliant. Organizations can customize Pathway to integrate their existing computer-based training. They can also store learner-performance data in existing data bases.

Pathway tracks learner activities in real time and provides on-line help. Included in the package is Pathmaker, a curriculum-design program.

System requirements are Microsoft Windows 3.1 or greater, a 256-color VGA display, 4MB of RAM, and an ODBC data-base engine driver.

For more information, contact Solis, San Mateo, California.

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Fifty Basics



This pocket guide to greater success at work is geared mainly toward non-managers. *How To Mean Business*, written by Scott Delman of ClientKeep, describes 50

“how-to” business basics in such areas as communicating effectively, relating to co-workers and managers, satisfying customers, working proactively, setting goals, asking questions, and building self-confidence.

The easy-to-read format divides each topic into four aspects: a definition, what to do, why to do it, and one important point to remember. Employees can use the guide as a reference, a personal motivator, or an outline to help identify training needs.

The 50-page softcover costs \$8.95; quantity discounts are available.

For more information, contact ClientKeep, Shelburne, Vermont.

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Small-Business Guide

Many small businesses don't have a human resources staff. The HR Tool Kit—a subscription service from CCH

Incorporated—can help small-business managers run their HR functions. Each month, the service provides looseleaf pages with information on HR issues, blueprints for making decisions, and documentation to support HR policies.

The information is arranged according to common workplace practices and problems. The HR Tool Kit guides managers step-by-step through typical work situations, using charts, checklists, decision trees, and sample policies and forms.

A one-year subscription costs \$210. It includes a monthly newsletter, *Blueprint for Effective HR Management*, with practical pointers on resolving difficult situations.

For more information, contact CCH Incorporated, Riverwoods, Illinois.

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Building on the Fifth Discipline

Peter Senge's classic book *The Fifth Discipline* is now complemented by a new guide, *The Fifth Discipline Fieldbook*, and a Fifth Discipline videotape series.

Senge moves from the philosophical to the pragmatic by answering the first question people ask about creating a learning organization: What should we do on Monday morning? The fieldbook uses real-world stories and practical exercises to show how to create an organization of learners. Senge and four co-authors address such topics as reinventing relationships, building a shared vision, designing dialogues, and instituting systems thinking.

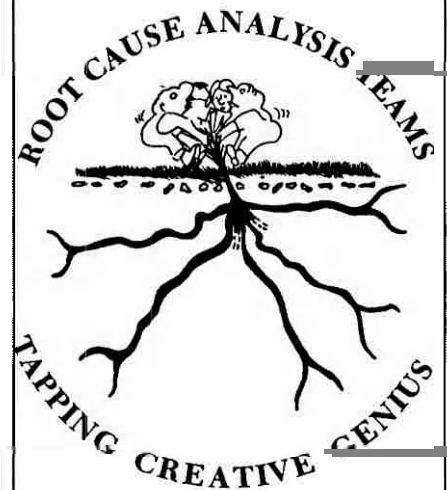
The fieldbook also serves as a facilitator's guide for the videos. The first tape, “Personal Mastery,” focuses on motivation.

The 593-page guidebook costs \$29.95; the tapes vary in price.

For more information, contact Charthouse International, Burnsville, Minnesota.

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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.



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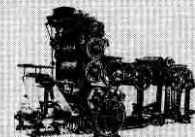
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