

New Training Tools

Show and Tell

Games and simulations, which are forms of experiential training, can help participants retain what they learn in training and put their new knowledge into action on the job, according to Susan Sullivan-Sibert, a senior training specialist at Microsoft, located in Redmond, Washington.

"Take scuba diving," says Sullivan-Sibert. "You can't learn it from books. You have to dive into the water."

Microsoft uses several games in its sales training, provided by Eagle's Flight, a Canadian firm specializing in simulations. The board games—such as Gold of the Desert Kings, High Calibre Contact, and Promises, Promises—teach participants skills in teamwork, planning, communication, decision making, goal setting, and leadership. The lessons are reinforced by a facilitator in a debriefing session following game play.

Sullivan-Sibert says that participants' comments during debriefing sessions show whether they understand the training and are committed to using the principles taught.

For more information, contact Eagle's Flight, Guelph, Ontario, Canada.

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What Is...?

Quiz Bowl, from Advanced Software Products, is a Jeopardy-style electronic game that enables trainers to create classroom competitions and self-assessment games for learning, using their own training topics and questions. No computer-programming skills are required. The game can be played on trainees' desktop and laptop computers.

Quiz Bowl features eight animated



characters to represent players, as well as a host, music, sound effects, a game board with space for 20 questions, and a system for reporting scores. Several players or teams can play at the same time.

For more information, contact Advanced Software Products, Bridgewater, New Jersey.

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Preventing Workplace Violence

Homicide is now the third leading cause of work-related deaths. But before an employee becomes violent, he or she may give warning signals. Human resource practitioners who learn how to defuse people who are acting aggressively can help prevent violent incidents at work.

The National Crisis Prevention Institute offers a two-part videotape series, "After the Crisis," to help HR people deal with disruptive events or people.

Volume 1, "Establishing Therapeutic Rapport," shows how HR staff members can negotiate with disruptive people to change their behavior, after they have calmed down and are more receptive. Volume 2, "Staff Debriefing Strategies," helps HR people improve such interventions through the use of team-building techniques. The series aims to help prevent the recurrence of

This month's "Tools" tells you how to improve learning with simulations, defuse potentially violent employees, publish your own training booklets at your desk, and get your mojo workin'.

How To Contact Training & Development Magazine

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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.

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New Training Tools

potentially dangerous confrontations.

The videotape volumes may be purchased separately for \$325 each or together for \$485. The two-volume set comes with a leader's guide and 10 workbooks for group training.

For more information, contact National Crisis Prevention Institute, Brookfield, Wisconsin.

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Better Coaching

Here's a program designed to improve the coaching skills of managers.

Coaching and Appraising, from the Clark Wilson Group, is presented in a two-day workshop through the use of a workbook and a report, *Survey on Coaching Practices*. The report is based on findings from the company's survey of organizations on their coaching practices. The program helps participants use feedback from the survey to assess and develop the skills needed for day-to-day coaching on the job and for handling employees' defensive reactions to performance appraisals.

Coaching and Appraising aims to help managers conduct performance appraisals that meet two goals: to provide the organization with information for promotions, transfers, salary adjustments, and other aspects of career planning; and to provide employees with guidance for personal growth and performance improvement.

A "Coaching Task Cycle" identifies the steps in the coaching relationship and gives specific skills for achieving success in each step:

- ▶ demonstrating a commitment to coaching
- ▶ planning for employee development
- ▶ mentoring
- ▶ assessing individual performance
- ▶ monitoring performance
- ▶ acknowledging progress.

In the workshop, trainees practice coaching skills and leave with a format they can apply to other situations back on the job. The workbook describes the skills needed to conduct effective performance appraisals.

For more information, contact the Clark Wilson Group, Silver Spring, Maryland.

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Product Information

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If you'd like to telephone a manufacturer, turn to the reader service page for phone numbers. But please be sure to say that you read about the product in *Training & Development!*

White Board Goes High Tech

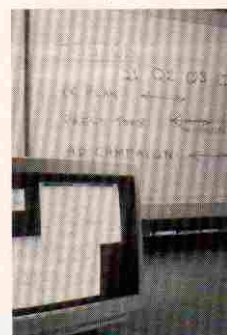
The SoftBoard from Microfield Graphics makes it possible for any information written on its special white board to be displayed simultaneously on trainees' PCs. The data can be printed, saved, and shared with users at other locations.

The SoftBoard enables people to participate in collaborative discussions and brainstorming sessions, teleconferencing events, and distance-learning efforts.

Here's how the SoftBoard works:

Two invisible laser beams continuously scan the area of the board, which looks similar to a regular white board. When the facilitator or a participant writes on the board using dry-erase markers with encoded sleeves, the lasers locate, identify,

and track the markers' positions and colors, translating that information onto computer displays. Information that is erased on the board is also erased on the computers.



Simply connect the SoftBoard to an IBM-compatible or a Macintosh computer with a standard serial cable and then load the SoftBoard

software; the SoftBoard unit automatically configures itself for use. A special program enables SoftBoard users to set up a multisite training session using a modem and standard telephone lines.

The SoftBoard is 54 by 60 inches and costs \$2,995. Additional sizes are being developed.

For more information, contact Microfield Graphics, Beaverton, Oregon.

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Click, Click

Bookmaker's ClickBook software turns any Windows document into a booklet, and a cute little booklet at that.

According to the company, it takes just two mouse clicks and a simple fold to transform a 24-page Windows word document into a six-page booklet. You can even put your name as author or owner on the front.

Just choose from among 20 booklet styles and sizes (one as small as about 2 by 4 inches), and your document is whisked into the ClickBook format, where it is automatically scaled and paginated. On-screen instructions tell you how to insert paper for double-sided printing of the booklet on your printer.

ClickBook can create booklets with such wordprocessing programs as Microsoft Word and WordPerfect, and from spreadsheets produced by Lotus 1-2-3.

Applications for ClickBook include training handouts, company telephone directories, event programs, instruction manuals, and graphic proofs and thumbnails from drawing programs. You can even print booklets of overheads produced in Freelance and PowerPoint.

To install, simply load the software on your computer. Then, you simply add a "print a ClickBook" command to the menus of leading applications. ClickBook runs on IBM-compatibles and connected printers using Microsoft Windows 3.1. It costs \$69.95.

For more information, contact BookMaker, Palo Alto, California.

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Leadership Resource

Many organizations undergoing restructuring are looking to develop their own leaders.

The "Situational Leadership Resource Guide," from Pfeiffer publishers, offers a package geared toward the "what to do" of leadership-skill building. The guide contains instruments for solving problems related to leadership, using power effectively, and analyzing and profiling leadership styles. It also includes full-color handouts of a leadership model, a simulator game, audiocassettes, and other support materials.

The tools are designed to get an organization's leaders and followers together to discuss work attitudes and habits as they relate to coaching, accomplishing tasks, and conducting performance appraisals.

For more information, contact Pfeiffer & Company, San Diego, California.

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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.

Lite Tools

Just for fun.... Who do? You do. With the ultimate empowerment tool: the Executive Voodoo Kit. It includes candles for burning, oil for anointing, a mojo bag of charms, instructions courtesy of the late Voodoo Queen Maria Laveau, a voodoo doll to represent the object of your *gris gris* (voodoo magic), and other necessities (heh, heh).

The kits come in three versions: Attract Love, Money Drawing, and Other Lawyer Be Stupid for winning all litigations. Each costs \$16.50.

As they say in New Orleans, voodoo happens!

For more information, contact the Cote Blanche Productions Louisiana Catalog, Cut Off, Louisiana.

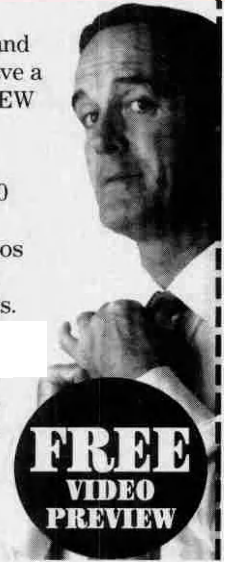
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