
New Training Tools

Write Right

Writing may be a lost art. Increasingly, we depend on voice mail and other technology to communicate. Yet, many of us still have to write reports, letters, and other business materials. The trick is to write with the sense of immediacy we've come to expect in the electronic era. So says Michael Egan, author of *Write Now! Total Quality Writing in the Age of Computers* from Stipes Publishing.

The handbook offers various tips on using fewer words to get your message across and on putting the most important information up front. Topics include building a better writing style, getting organized, using winning formats, and writing with good grammar and persuasion.

The user-friendly book is punctuated with graphics and worksheets. The 233-page softcover costs \$19.80.

For more information, contact Stipes Publishing, Champaign, Illinois. **Circle 260 on reader service card.**

Beam Us Out There

Is distance learning out of your reach? Here's a no-nonsense guide from the University of Toronto Press. *Classrooms With a Difference: A Practical Guide to the Use of Conferencing Technologies* covers the basic steps in multisite training, including course design, learning strategies, development, and evaluation. It also describes various methods: audioconferencing, videoconferencing, and computer conferencing.

The 102-page softcover contains a list of additional resources and an appendix of tip sheets.

For more information, contact the Ontario Institute for Studies in Education, Toronto, Ontario, Canada. **Circle 261 on reader service card.**

Global Guide

The Guidebook for Global Trainers, by Vincent Miller, covers transition, training activities, cultural awareness, and other topics that come with the territory when you're training abroad. The guide also offers general tips for travelers, and information for various countries on language, climate, religion, and clothing—with some cultural observations.

The 447-page softcover costs \$35. For more information, contact HRD Press, Amherst, Massachusetts.

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Training in Canada

Ever wonder what is going on with training in Canada? You can find out in *Short Courses and Seminars: The Who's Who of Training in Canada*. Published twice yearly since 1968, the most recent edition contains information about 60 major Canadian training companies. The booklet covers business, management, and technical-training programs in more than 50 workshop categories.

For more information, contact Development Publications, Toronto, Ontario, Canada.

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Entrepreneurial Alert

In 1991, 750,000 new businesses sprouted, largely as a result of recession-related layoffs and corporate downsizing. *The Legal Guide for Starting and Running a Small Business*, by attorney Fred S. Steingold, contains tips for start-ups, including information on partnerships, leasing, franchising, hiring and firing, customer relations, independent contracting,

This month's column offers guidebooks, handbooks, and workbooks—plus some tools for performance appraisals and desktop riding...er, writing.

How To Contact Training & Development Magazine

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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.

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FaxForum is a monthly survey of readers' opinions. Send ideas for topics to Cynthia Mitchell. 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.

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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.

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

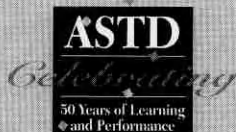
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New Training Tools

insurance, and tax-related issues.

The hefty paperback costs \$19.95. For more information, contact Nolo Press, Berkeley, California.

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The Big Picture

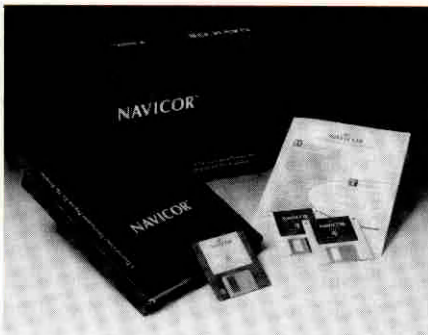
Whole System Architecture, by Lawrence M. Miller, aims to go beyond the concept of reengineering to actual implementation.

The guidebook for "designing work processes and human systems for high-performance capabilities" addresses such topics as capability strategies, charter writing, environment scanning, and the roles and responsibilities of leading change. It also covers the analysis and design of technical and social systems.

The 294-page handbook with worksheets costs \$49.95. For more information, contact the Miller Consulting Group, Atlanta, Georgia.

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Chart Your Course



Increasingly, people are expected to manage their own careers. Educational Testing Service has introduced a personal career-development program, Navicor. The package consists of interactive software, an installation manual, and a user workbook containing exercises, worksheets, self-assessment activities, reference materials, and space for organizing your own printouts from the software.

Navicor is designed for employees to use on the job at their own pace. The menu-driven software with color graphics operates on IBM and IBM-compatible PCs.

The program focuses on doing one's current job better and on

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!*

exploring a range of career options. It is divided into several steps: conducting a self-assessment, searching and building a list of potential occupations, gathering information, assessing skills, preparing for training, deciding among the options, and planning development.

For more information, contact Educational Testing Service, Princeton, New Jersey.

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The Video Shelf

Remember the popular 1976 video, "What You Are Is What You Were When," presented by the often irreverent Morris Massey? Well, Massey is back in "Just Get It!" a recent release from Videolearning Resource Group. In his new video, Massey addresses the importance of values, the events that change values, and the use of value analysis to understand the world in which we work. Six "generational representatives" also offer telling comments.

The 105-minute tape is divided into four segments that can be shown separately.

For more information, contact Videolearning Resource Group, Washington, D.C.

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Give and Take

A lot of tips tell people how to give performance appraisals. But what about how to get them?

"How To Receive a Performance

Appraisal" from ODT offers guidelines for the entire process: getting into the proper frame of mind, accepting criticism, taking responsibility, preparing for sessions, and managing behavior during discussions.

The 50-page workbook comes with a tip sheet and two audiocassettes. The cost of the entire package is \$50.

For more information, contact ODT, Amherst, Massachusetts.

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Two-Way Street

Here is another tool for performance appraisals. The program, "Performance Management Improvement," from WMS consultants, addresses employees' understanding of the appraisal process and their commitment to it, as well as managers' behavioral skills in conducting performance reviews.

The program of workshop exercises, role plays, and videotapes shows employees how to set performance goals. It also offers tips to managers on the interactive or "soft" behavioral aspects of effective appraisals.

Part one of the program focuses on gaining the commitment of man-

agers and other employees to the appraisal process, with discussions on results, measures of accomplishment, and the mechanics.

Part two is delivered only to managers. Its dos and don'ts focus on making appraisals "improvement sessions" rather than "judgment days."

Each component is available separately.

For more information, contact WMS and Company, King of Prussia, Pennsylvania.

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Desktop Training Management

Keep track of training records with the new software package, "The Training Officer," from Pacific Software International. Using the program, you can manage various aspects of training administration on your PC.



The Training Officer assembles training information in a "management environment" of more than 150 fact-specific, ready-to-use training status reports, directives, memos, and letters. You can store and access training histories and updates, mandated training compliance for certification, licensing regulations, and personnel registration and scheduling. You also can monitor training attendance, budget charges, and training reimbursements.

For more information, contact Pacific Software International, Salem, Oregon.

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Lite Tools

Just for fun.... It looks like a racing bike, but it isn't! The Writing Bicycle from Reliable Home Office comes apart to provide miniature desk tools you can really use: two paper clamps; a mechanical pencil; two ballpoint pens; eight safety pins; nine paper clips; and a protractor, circle template, and vernier scale. Plus, you can measure lengths with the front wheel by just taking the bike for a "ride."

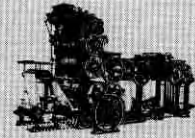
We're not trying to pedal the tool, but a company spokesperson says that the \$29.95 bike makes a great gift for big wheels. (OK, we'll put on the brakes.)

For more information, contact Reliable Home Office, Ottawa, 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.

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