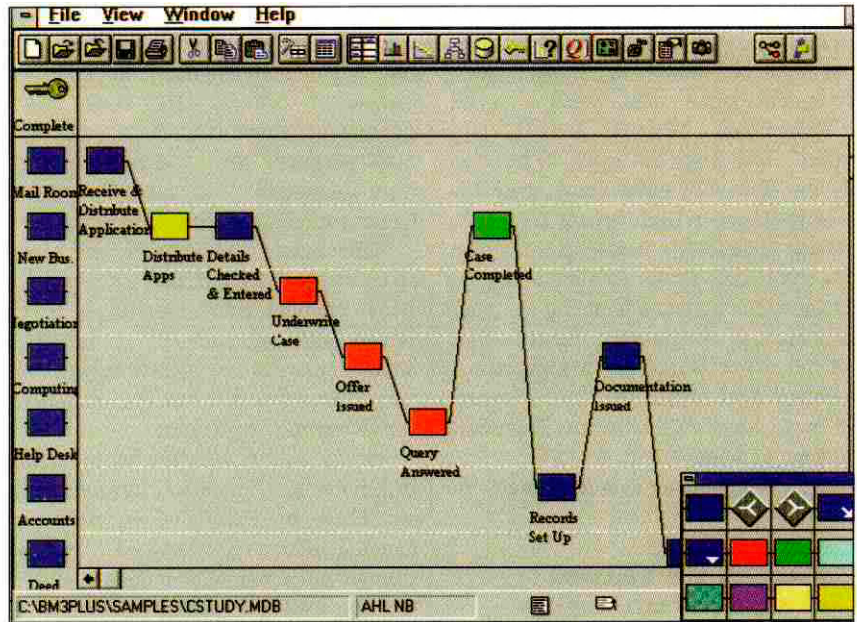# ■ New Learning Tools

by Sacha Cohen

## BENCHMARKING SOFTWARE

Robert C. Camp's business benchmarking expertise is now available in a software suite. The Business Process Benchmarking Solution Suite for Windows is designed to help managers learn and implement benchmarking methods. The software features the 10-step benchmarking process developed by Camp at Xerox.

Electronic coaching offers detailed information about why each step is important and how to do it. The software includes material from Camp's books, executive briefings, and workshops.

A case study that is designed to teach the benchmarking process is included in the software. It illustrates the use of relevant tools such as flow charts to support analysis.

The software suite includes Visio 4.0, a diagramming program that lets the user diagram existing processes and graphically represent best practices identified through benchmarking.



Business Process Benchmarking Solution Suite software costs $995. It runs on Windows 3.1, Windows NT, and Windows 95.

For more information, contact The Quality Network, Rochester, New York, 800/836-0325, or Qsoft Solutions, East Rochester, New York, 800/669-9701.

*Circle 261 on reader service card.*

## REPETITIVE STRESS NEWSLETTER

Did you know that to make your workplace more ergonomic you should position the computer's keyboard and mouse so that your elbows are at a 90-degree angle without having to reach out.

This is advice from a monthly newsletter, *CTD News*, from LRP Publications, which covers workplace solutions for repetitive stress injuries.

The October 1996 issue includes articles about
- ergonomic keyboards
- successful workplace ergonomic programs
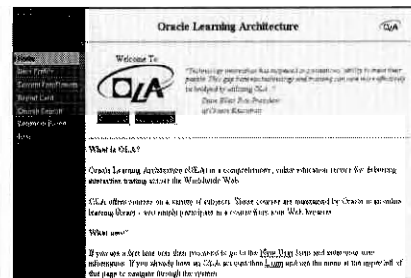- conferences and seminars.

Each month, *CTD News* offers advice about legal issues and settlements, news briefs, case studies, and statistics about specific industry-related ergonomic injuries.

A one-year subscription costs $173 plus $10 for shipping and handling. For more information, contact LRP Publications, Horsham, Pennsylvania, 800/341-7874.

*Circle 262 on reader service card.*

## INTRANET-BASED TRAINING



Oracle's Learning Architecture intranet product lets an organization develop and deploy custom learning courses via an intranet.

The product includes authoring tools that can be used to create online training courses that incorporate learning objects. An object can consist of text, graphics, video, and audio components.

The OLA intranet product features a graphical user interface and ready-to-use modules for
- program tracking
- student tracking and testing
- billing and administration
- online security.

It runs on any computer with an Internet connection and a browser and is available in English, German, French, and Spanish.

For more information, contact Oracle Education, 415/506-4207, Redwood Shores, California, or visit the company's Web site http://www.oracle.com.

*Circle 263 on reader service card.*

## HELP AGAINST DOMESTIC VIOLENCE

Have you ever suspected that someone you work with was being abused, but you didn't know how to help? Then perhaps the training program, "How to Help Victims and Keep Your

Workplace Safe," may help.

The training program, developed by the Crisis Prevention Institute, includes a one-day introductory seminar, a two-day workshop, and a four-day comprehensive instructor certification program. The certification program includes role playing and addresses challenging and "what if?" questions from participants.

CPI also offers two videotapes, "Assessing Danger" and "Developing a Safety Plan for Victims." In "Assessing Danger" you will learn

▶ how to classify an individual batterer to determine what treatment options, if any, are likely to succeed

▶ which type of batterer has a good treatment prognosis

▶ what to tell a victim if he or she is dealing with a "serial batterer."

For more information about the training program or the videotapes, contact CPI, Brookfield, Wisconsin, 800/558-8976.

*Circle 264 on reader service card.*

## BOOST COMPUTER SKILLS



PinPoint is a personal productivity program designed to improve computer office suite skills.

Created by Kelly Services, this technology teaches all levels of Microsoft Office, Novell, WordPerfect, and Lotus SmartSuite Windows software programs. Each application is divided into basic, intermediate, and advanced modules that each cover 25 tasks.

As a trainee proceeds though training, PinPoint provides immediate feedback and tracks a trainee's performance on each task. If a trainee is unable to complete the task accurately, the software's Show Me feature provides a step-by-step demonstration.
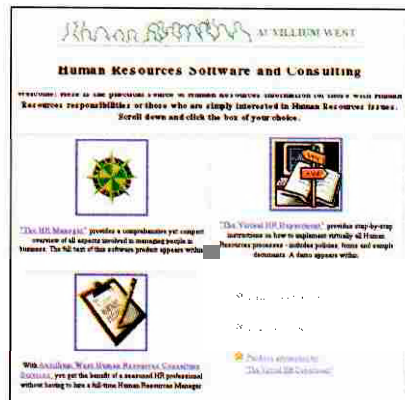
Recommended system require-

ments include a Pentium PC, 16 MB of RAM, and a 4x CD-ROM drive.

For more information, contact Kelly Services, Troy, Michigan, 810/244-4440.

*Circle 265 on reader service card.*

## VIRTUAL HR DEPARTMENT



A software tool, the Virtual HR Department from Auxillium West, helps small- to mid-size companies establish common HRD processes and procedures.

The software includes step-by-step instructions for implementing 60 HR processes.

One module in the software, Compensation, includes performance management, stock options, and incentive compensation.

The Recordkeeping module includes regulatory reporting, records retention, and affirmative action planning. More than 50 sample forms and documents and 17 common HR policies also are included in the product.

All processes are written in Hypertext Markup Language and link to forms and policies. The software's point-and-click technology is compatible with Netscape Navigator, Microsoft Explorer, and the browser that is included in the package. The product also can be used on a company's intranet or on a single computer.

The Virtual HR Department runs on Windows 3.1 and Windows 95. It costs $1,500. For more information, contact Auxillium West, Cupertino, California, 408/257-5054, or the company's Web site http://www.auxillium.com.

*Circle 266 on reader service card.*

## OFFICE-IN-A-BOX

Telecommuting is all the rage, so what better way to outfit your new workplace than with a modular home office pre-wired for computers, telephones, and cable TV?

The Corner Office, created by BRADY Rooms, is made of laminated wood and insulated glass. It comes in two sizes, 7-by-8 feet or 7-by-11 feet, and is ready to bolt into place.
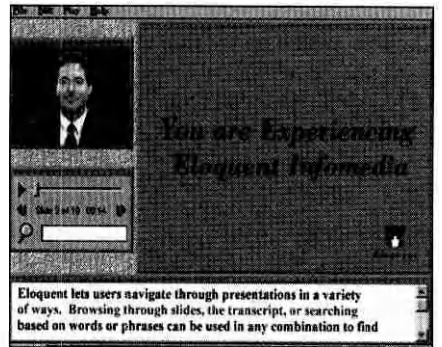
Built-in cherry or oak furniture, computer work stations, sliding keyboard trays, shelves, drawers, cabinets, and paneling are standard.

Prices for this deluxe office-in-a-box start at $9,000. Delivery and placement are included in the purchase price.

For more information, contact BRADY Rooms, Worchester, Massachusetts, 800/888-7177.

*Circle 267 on reader service card.*

## PRESENTATIONS VIA AN INTRANET



Eloquent lets users navigate through presentations in a variety of ways. Browsing through slides, the transcript, or searching based on words or phrases can be used in any combination to find

Eloquent/Client-Server lets an organization build extensive libraries of business video presentations that can be delivered to desktops on a local area network or intranet.

The system's video search engine lets users access information that is contained within hundreds or thousands of presentations that are stored on the server.

To find information, you can use the product's search windows or such browsers as Netscape Navigator or Microsoft's Internet Explorer.

The system's infomedia player simultaneously displays video, presentation slides, and text transcripts. It can also search for specific words or phrases in a transcript of a presentation or

within a number of slides.

The server
- navigates through indexes that cross-reference every transcript of every talk
- stores any number of presentations of any length
- responds to queries with presentation lists sorted by relevance.

In addition, the server can be configured to support any number of users accessing multiple servers.

System requirements for the server includes Windows NT and Pentium-based hardware. Client computers run on Windows 3.11, Windows 95, or Windows NT.

For more information, contact Eloquent, San Mateo, California, 415/655-2500 or the company's Web site http://www.eloquent.com.
***Circle 268 on reader service card.***

## MULTIRATER REVIEW SYSTEM

ARGOS 360 from Employers Resource Corporation is a system that automates multirater reviews. Using Interactive Voice Response technology, data is collected quickly using standard telephones.

Reviews and reports are generated automatically and provide instant feedback on appraisal and performance. ARGOS 360 can be configured to handle a complex multirater review or a simple performance review.

Those reviews can include any question or subject. Recorded oral comments also are possible and will be transcribed by ERC.

Pricing for the system depends on the length of review, the number of participants, and the number of review subjects. Prices per review range from $60 to $80 for a full 360, and $10 to $15 for a standard one-to-one performance review.

For more information, contact Employers Resource Corporation, Norwalk, Connecticut, 800/700-4343.
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*Send press kits and items of interest to* **New Learning Tools,** *Training & Development, 1640 King Street, Box 1443, Alexandria, VA 22313-2043. E-mail tools@astd.org.*