

# New Training Tools

## Team Play

Sometimes, difficulties in implementing teamwork arise from an organization's misunderstanding of how teams work, says Dick Alban of Alban Associates. Alban says that true teamwork isn't a demand to "work together," but a continuous process through which people learn, grow, and work interdependently to achieve goals and objectives in support of a common mission.

Alban has developed a game, "Teamwork," that helps demonstrate the importance of a team-based organizational approach.

The three-hour game is played by two teams of six players each, from various organizational levels. The game involves instances of lecture-type and experiential learning as players try to solve three puzzles using jigsaw-like puzzle pieces. As team members follow the game's guidelines, they experience team building and see how teamwork is critical to success.

"Teamwork" consists of participants' notebooks, game pieces, transparency masters, timers, a process sheet, a facilitator's guide, and a 20-minute videotape. The cost is \$189.

For more information, contact ARM Publishing Company, Hunt Valley, Maryland.

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## Team Publications

Looking for a low-cost way to provide team training on a regular basis?

The *Today's Team* system is a series of monthly newsletters containing information for ongoing team training that speaks directly to team members. The newsletters cover such topics as brainstorming, reaching



consensus, dealing with cultural diversity, and overcoming team apathy.

There are three formats: *Today's Team*, for manufacturing and nonoffice employees; *Today's Team for the Office*, for clerical and professional office workers; and *Today's Team Facilitator*, a training aid containing eight pages of team-building exercises for team leaders, team facilitators, and team trainers. *Today's Team Facilitator* is designed to reinforce the team skills discussed in the other newsletters.

Editorial-board members are available to answer readers' questions and to provide consultation on particular areas covered in *Today's Team*.

Each newsletter features four pages of short articles and checklists, as well as a question-and-answer column called "Team Talk." Text is illustrated with often-amusing graphics. Subjects covered in recent issues of the newsletters include planning

*A lot of organizations are waving the banner of teamwork. But are teams working? Here's at least one call and some plays to try if your team efforts are flagging.*

## 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.

**Feature Articles** We welcome manuscripts for possible publication in *Training & Development*. Write to Cynthia Mitchell for authors' guidelines. Include a self-addressed, stamped envelope. Phone 703/683-8132. 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 in training and development to editor Craig Steinburg. Phone 703/683-8137.

**Four by Four** Contact Catherine Petriani with ideas for this bi-monthly interview column. Phone 703/683-8130.

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

**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.

**Books** Send releases and review copies of books to Theresa Minton-Eversole. Phone 703/683-8134.

**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** This column reports on trends and practical tips on work/lifestyle issues. Send press releases to Haidee Allerton. Phone 703/683-7251.

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**Product Information** For your convenience, we assign reader service numbers to most products, services, and books mentioned in *T&D*. For more information on products, services, and books, circle the appropriate numbers on the postage-paid reader service card.

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**ASTD Membership** For information on joining ASTD, call the Membership Services Department, 703/683-8171.

## New Training Tools

team meetings, enriching team communication skills, handling team hot-heads, and becoming better listeners through rephrasing.

One-year subscriptions are available individually and at quantity discounts. For more information, contact *Today's Team*, Box 10488, Lancaster, Pennsylvania.

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## Pocket Coach

Is your organization trying teamwork and having trouble making it work? The *Just-In-Time Knowledge for Teams* pocket guide can come to the rescue.

The small book with the big name describes what makes a team effective and explains the tools and processes team leaders and members can use to maximize their team's performance. Topics include tapping team resources and knowledge, facilitating teamwork sessions, and assessing team outcomes.

The guide really is pocket-sized; each team member can carry around his or her own copy as a reminder of team practices and goals.

For more information, contact Option Technologies, in Mendota Heights, Minnesota.

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## Doing What Comes Internationally

The ability to manage and do business with people from around the world is no longer just a nicety; it's a necessity, say many business analysts.

MultiMedia offers a new training program, *Doing Business Internationally: The Crosscultural Challenges*, for helping managers develop the skills and attitudes necessary for successful global management. The program contains a 43-minute video, a leader's guide, a participant workbook, and an audiocassette.

The video shows interviews with global expert Stephen Rhinesmith and top executives from Colgate-Palmolive, Ernst & Young, and AT&T. The experts discuss such issues as adapting key skills to different business cultures; acquiring the necessary competencies and attitudes

## Product Information

For more information on any product listed in "New Training Tools," circle the corresponding number on the reader service card and drop the card in the mail. The manufacturer will send the information directly to you.

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!*

for effective global management; using effective cross-cultural communication skills to avoid conflicts; and understanding the effect of culture on international negotiation, marketing, and management.

The cost of the total package is \$695. For more information, contact MultiMedia, Tenafly, New Jersey.

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## Quality Search

Wouldn't you like someone to locate, abstract, and document for you a sampling of the many publications about total quality management?

Advanced Personnel Systems does just that. The result is *Quality Abstracts*, a bimonthly newsletter that keeps you abreast of current literature in the quality field. You can benefit from the experience and insights of TQM experts and from people who are implementing TQM in their own organizations.

Each issue is 20 to 24 pages long and includes 80 to 100 abstracts selected from more than 250 journals and books.

*Quality Abstracts* touches on a variety of quality issues, but editor/TQM consultant Scott Mitchell considers the following categories to be must-reads: service quality, the roles of executives and HRD specialists in quality efforts, and the measurement of supplier performance.

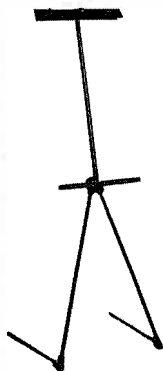
A one-year subscription costs \$95. For more information on *Quality Abstracts*, contact Advanced Personnel Systems, Roseville, California.

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## Have Easel, Will Travel

Throw it in a bag and sling it over your shoulder; now you're ready to go.

The new Pierce portable easel folds to a compact size (3.5 by 5.25 by 38 inches) and weighs only 6.5 pounds. You can adjust the paper-grip holder and pen tray to different heights to accommodate various materials. Accessories include a folding support panel for holding single-sheet materials, and a carrying case with a shoulder strap.



For more information, contact Pierce Business Products, Santa Ana, California. **Circle 263 on reader service card.**

## Free-Range Speakers

You can cut the ties that bind with the Freedomike—a wireless microphone for presenters. No cords restrict your movements, so you can get closer to your audience.

That'll teach people who doze off during presentations.

For more information, contact Bill Johnson et al Inc., Phoenix, Arizona. **Circle 264 on reader service card.**

## Lite Tools

*Just for fun....* Beige-bag it on those brown-bag days with the environmentally correct, ecru-colored canvas lunch bag from the Daily Planet.

It's sturdy, reusable, and machine-washable. And for you Velcro fans, you can roll the top again and again, and it stays closed. The bag is decorated with a "crayon" drawing of a fruit-filled apple tree and a nice sentiment: "I'm saving a tree."

We never thought we'd say this, but at last it seems truly appropriate: Have a nice day.

For more information, contact the Daily Planet, New York, New York.

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## The People in "People With Disabilities"

As more people with disabilities enter the workplace, it's important to find appropriate ways to communicate with them. The first thing to remember is to put the people before the disabilities—don't refer to them as "the disabled."

Goodwill Industries offers a new brochure, *People With Disabilities Terminology Guide*. Goodwill suggests avoiding such words as "confined (to a wheelchair)" and "handicapped." But neither should you use such trendy words as "challenged" and "special." Stick to plain language: "a person with epilepsy" and "children with mental retardation."

The handy, user-friendly brochure contains general guidelines, specific terminology, and a section on speaking and writing about people with disabilities.

For more information, contact Goodwill Industries, in Bethesda, Maryland.

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## Back to Basics

The "Telephone Doctor," Nancy Friedman, has released a new training videotape, "Basic, Basic," which contains 10 fundamental telephone techniques.

"Basic, Basic" is geared toward people re-entering or first entering the workforce and toward people whose previous jobs required little contact with customers.

It is available for preview, rental, and purchase. For more information, contact Telephone Doctor, St. Louis, Missouri.

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## Freebie

Need a writer for your next training video or presentation? The 1993 *Writers Roundtable Directory* contains a list of freelance writers in New York, New Jersey, and Connecticut. All of them have had at least 10 years' experience in a variety of businesses, writing text for slide shows, for print materials, and for multimedia.

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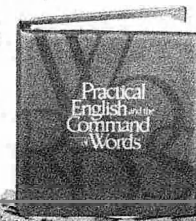
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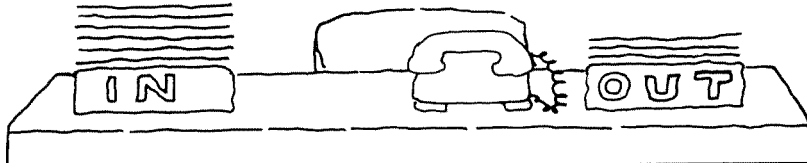
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The Writers Roundtable meets monthly to exchange writing tips and techniques, and to hear guest speakers talk about such developments as writing scripts for CD-ROM and designing computer-based training.

To receive your free copy of the *1993 Writers Roundtable Directory*, write to Lois McRoberts, 19 Park Place, Flanders, NJ 07836.

For more information, contact John K. MacKenzie, New York, New York.

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## A Three-Fer

The American Management Association has introduced three new "FYI" training videos.

"Coaching for Top Performance" offers 10 coaching guidelines for motivating employees, monitoring their development, and understanding your own coaching strengths and weaknesses. The 30-minute tape shows how to apply observation and listening skills to identify a person's skill level, how to select the best training method for an individual, how to counsel an employee who doesn't respond to feedback, and how to identify your own needs.

"Smart Risk Taking" discusses when and why to take risks. The tape shows how to assess your ability to deal with risks and how to identify the strengths and weaknesses you bring to each risky situation. The video also offers tips for overcoming such personal barriers as lack of confidence and fear of success.

"Setting and Achieving Your Goals" helps you focus on getting from here to there. The video presents an adaptable personal action plan for setting work goals and developing processes to attain them.

Each video costs \$79.95. If you purchase any two, you get the third one free.

For more information, contact the American Management Association, Saranac Lake, New York.

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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.