

# New Learning Tools

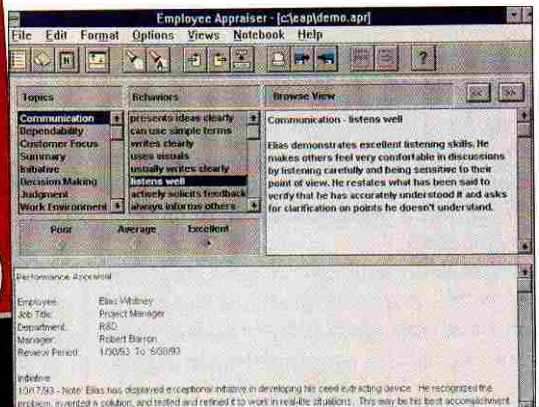
by Donna Abernathy

## EMPLOYEE ASSESSMENT TOOLS: THEN AND NOW

Assessing employee performance has traditionally been a pen and paper maneuver...taking notes, evaluating strengths and weaknesses, writing evaluation reports. Help for the evaluation process arrived in the form of more paper: books and pamphlets. Books from our own pages include: Rating Employee and Supervisory Performance (1957), Supervisor's Performance Jotter (1963), Work Performance Rating (1973), and Performance Review System (1982). Today, however, you can automate all administrative tasks of the evaluation process.

The Best Manager Edition of employee appraiser computer software makes it simpler to apply "best practices" in evaluating employees. Austin-Hayne claims that their software cuts review writing time in half.

The software's initial QuickStart menu lets you proceed directly to your work, whether it's starting a new appraisal, working on an existing appraisal, reviewing employee performance notes, consulting the



- Employee Memos to help you take action
- Employee Development and Action Plans
- Job Profiles for over 50 corporate positions

coaching advisor, or learning how to use the software. The Best Manager Edition generates coaching memos, development plans, corrective actions, employee recognition, and, of course, employee appraisals. Improvements from the previous Employee Appraiser software include enhanced review writing help, employee memo templates, automatic employee improvement suggestions, and job profiles which are derived

from AMACOM's Results-Oriented Job Descriptions.

This software requires a 386-class PC or higher, Windows 3.1 or higher, DOS 3.1 or higher, 2 MB RAM, 2.4 MB hard disk space, VGA monitor, and a mouse.

The Best Manager Edition retails for \$179. For more product information, contact Austin-Hayne in San Mateo, California.

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## DISTANCE LEARNING

LearnLine is a new software system designed to incorporate interactive multimedia tools and live audio/video for distance learning and training applications. Corporate trainers can use LearnLine to deliver multimedia courses to participants around the world.

LearnLine offers these features:

- ▶ "hand raising" which lets participants electronically signal the instructor for the floor
- ▶ shared electronic whiteboard with drawing tools
- ▶ capability to launch video clips or other multimedia from the software
- ▶ instructor-led videoconferencing.

LearnLine software costs \$2,000 per license. For more information about

the product, contact Interactive Learning International Corp. (ILINC) in Troy, New York.

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## DIVERSITY WORKS

*Tools and Activities for a Diverse Work Force* is an inventory of resources and strategies to welcome diversity in the workplace. Anthony Patrick

■ *What is diversity and what is its value?* ■

Carnevale and S. Kanu Kogod address seven vital areas in this new book:

- ▶ facets of diversity (What is diversity and what is its value?)
- ▶ assessments to collect data and identify needs (exercises to explore the needs of the organization and yourself)
- ▶ awareness activities (role-play and group exercises to heighten awareness of diverse groups)
- ▶ enhancing skills (exercises and handouts to sharpen management skills and conflict resolution strategies)
- ▶ organizational strategies (diversity models, training programs, mentoring programs)
- ▶ organizational philosophies and approaches to diversity in the workplace (case studies)
- ▶ resource tools (books, journals, newsletters, training guides, audiovi-

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Unless otherwise noted, submit manuscripts and other materials to Ryann Ellis, editorial assistant, c/o *Training & Development*, Box 1443, Alexandria, VA 22313-2043. For package delivery, use 1640 King Street, Alexandria, VA 22314-2746. Phone 703/683-8100; fax 703/683-9203; TDD 703/683-4323; e-mail ryann.ellis@astd.noli.com 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.

**Mailbox** We want to hear your opinions and observations about HRD and *Training & Development*. Send letters to Haidee Allerton; call the "Mailbox" phone line, 703/683-9590; or fax a letter to her at 703/683-9203.

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**Training 101** Submit articles on training basics.

**Multimedia News** This quarterly column features new technology and developments. Send ideas to Brandon Hall, 1623 Edmonton Avenue, Sunnyvale, CA 94087. Phone 408/736-2335; fax 408/736-9425; e-mail BHall-Mail@aol.com on the Internet.

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**Research Capsules** This quarterly column summarizes recent HRD research. Send material to Linda Morris, Learning and Professional Development, American Management Systems, 4000 Legato Road, 10th Floor, Fairfax, VA 22033; 703/267-2215.

**Books** Review copies of books welcome.

**New Learning Tools** Send press releases.

**Working Life** Send press releases on trends and tips on work/lifestyle issues.

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**TRAINING &  
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suals, assessment tools, associations, theater groups).

Training workshop assessment, quizzes, and handouts in the 444-page book are reproducible. For further information, contact McGraw-Hill in New York, New York.

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## MAKE THE CONNECTION

How do you connect with training or meeting participants? *Connections* by Lois B. Hart gives you 125 structured activities for five key connection points: pre-workshop contacts, opening icebreakers, transitions, endings, and workshop follow-ups.

The activity handouts are reproducible, and each activity includes group size requirements, time guidelines, equipment and supply needs, special room setups, steps for completing the activity, and activity variations.

The 370-page, three-ring binder costs \$79.95. For more information, contact HRD Press in Amherst, Massachusetts.

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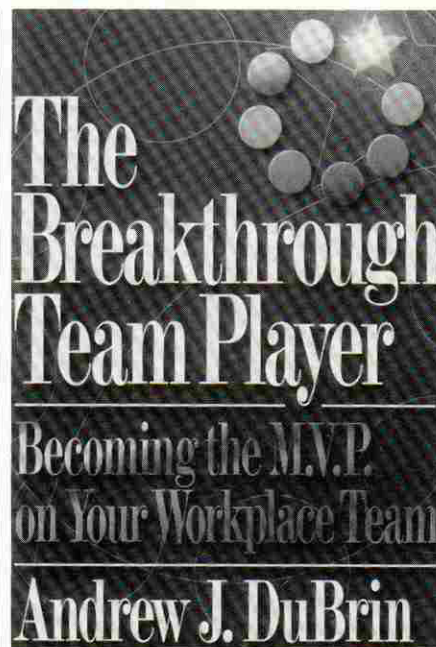
## TEAM PLAYER

Let's face it, being a team player is vital to success in many workplaces. So, how do you successfully serve the team, the organization, and yourself? Here's a book for those shining stars who want to turn team-based work into personal success.

In *The Breakthrough Team Player*, author Andrew J. DuBrin describes the breakthrough team player as a tightrope walker who balances the welfare of the group with individual welfare. This person is viewed as a strong team player, but not to the extent of obscuring personal contributions. And, according to DuBrin, the breakthrough team player is the one positioned for promotions, bonuses, and choice assignments.

DuBrin guides you through choosing team roles, avoiding the conformity trap, developing cross-functional skills, looking good at meetings, and self-evaluating your team-play style.

This 192-page paperback costs



\$16.95. For further information, contact AMACOM in New York, New York.

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## NEW TOOLKIT

*Toolkit for Trainers* by Tim Pickles is an overview of training methods and tools.

The 208-page, three-ring binder is organized into six chapters: introduction to the toolkit, models for understanding groups, tools for learning, tools for evaluation, tools for co-working, and tools for coping with problems. Pickles covers the basics, including task vs. process, icebreakers, trust games, feedback, leadership rating, and confronting resistance. This is a source book, a beginning point on which to build your own collection of training techniques and tools.

*Toolkit for Trainers* costs \$94.95. For more information, contact Ashgate Publishing Company in Brookfield, Vermont.

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## CHECKLIST HEAVEN

Interested in 130 checklists to help you be a better leader? *Smart Moves for People in Charge* offers help for managers. Authors Sam Deep and

# ■ New Learning Tools

## LITE TOOLS

### Lite Tools

*Just for fun...* The Smithsonian Institution catalog offers four computer screen saver collections that educate onlookers as well as protect your monitor. You can choose the Elegant Orchid collection of registered orchids, the Landscape Majesty collection of scenery paintings from the National Museum of American Art, the Romantic Gardens of the Early 1900s collection of hand-colored glass lantern slides from the Smithsonian Horticultural Services Division, and the Fighting Birds of WWII collection of fighter plane images from the National Air and Space Museum.

These 22-image collections require an IBM-compatible PC with Windows 3.1 or higher, 3.5-inch disk drive, 4 MB RAM, and 256-color VGA monitor.

Each screen saver collection costs \$16.95. For more product information, contact the Smithsonian Gift Catalog in Springfield, Virginia. **Circle 275 on reader service card.**

Lyle Sussman cover topics of particular interest to trainers and human resources personnel in this book, including teamwork, performance reviews, diversity, TQM, and interviews. And, they're all in quick-to-read lists.

Learn the seven ways to build your senior management team, and check out the 11 steps to effective benchmarking. Above all, don't miss the 12 guidelines for managing by wandering around (MBWA).

This 313-page paperback retails for \$15. For further information, contact Addison-Wesley Publishing in Reading, Massachusetts.

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## GENDER TALK

"Talking from 9 to 5: Women and Men in the Workplace" is Deborah Tannen's new training video addressing differences in how the sexes communicate on-the-job.

Linguistic variances that follow us from childhood are not necessarily right or wrong, Tannen explains. However, it is necessary for us to understand that women usually communicate in a "connection" mode (emphasizing sameness) while men tend to talk in a "status" mode (emphasizing position, one-up or one-down). Dealing with the differences in how the sexes communicate is not a matter of women talking like men, or vice versa, Tannen stresses. It is an understanding and respect for differences.

This video uses real-life examples of workplace conversations to show you, for example, that women are more likely to hedge requests with

■ *Linguistic variances from childhood are not necessarily right or wrong* ■

"Could you?" and "maybe" while men traditionally issue orders. Neither method is wrong or impolite, but this example highlights how women can be perceived to lack confidence and men perceived to be too abrupt.

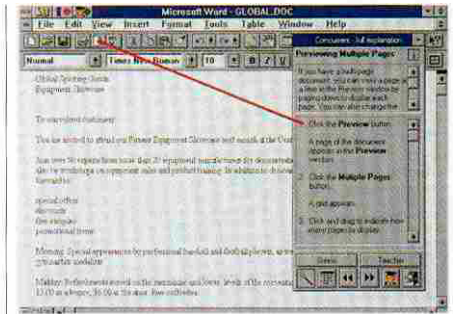
The "Talking from 9 to 5" video costs \$695. Discounts are available for educational and non-profit organizations. For more information, contact ChartHouse International Learning Corp. in Burnsville, Minnesota.

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## ON-DEMAND

So much software, so little time. How do you provide effective just-in-time training? PTS Learning Systems developed the On-Demand Interactive Learning system which gives computer users "live" software training and support at their desks when they need it. Current titles offer help in Windows 95, PowerPoint, Microsoft Word, and Lotus SmartSuite applications, among others.

On-Demand runs on a network server and contains three learning



modes: animated demo, interactive teacher, and concurrent learning. The animated demo mode presents an operation as the computer user watches and learns. The interactive teacher mode prompts the user for keystrokes or mouse clicks in a simulated environment. The concurrent learning mode is available when the user is in the application and needs help.

On-Demand knows where the user is having problems using the software. It guides the user through an operation using text, graphics, sound, and an animated laser pointer.

On-Demand Interactive Learning will run best on a 486 PC with 8MB RAM, MS-DOS 6.22, Windows 3.1 or Windows 95, two-button mouse, eight-bit sound card, and for network installation, 2x or faster CD-ROM drive.

On-Demand titles cost \$79 each for one user, \$395 each for a ten-user network, and \$6,995 each for an unlimited-user network site.

For more product information, contact PTS Learning Systems, King of Prussia, Pennsylvania, at 800/PTS-8040.

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## FREE QUALITY MINUTES

"The Quality Minutes" is a video subscription program that offers monthly lessons in quality. Each month, you receive four 90-second video segments and a discussion guide for the current quality topics. The brief segments show real-life examples of quality in action.

An annual subscription to "The Quality Minutes" costs \$1,200. For a free video sample, contact Juran Institute in Wilton, Connecticut.

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## FREE BOOKLET

Check out this freebie for trainers and managers: *Building the Corporate University* booklet from Merit Solutions. This company offers training modules for organizations building in-house training resources. Current titles among many include *Teamwork: Getting and Staying on Track*, *Coaching for Optimal Performance*, *Presentation Skills: Techniques for Skillful Presentations*, and *Benchmarking the Best Practices*. Each module follows a three-phase system of development: pre-workshop assignment, workshop, and post-workshop application.

For a free copy of *Building the Corporate University*, contact Merit Solutions in San Mateo, California, at 800/677-1667.

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## CD-ROM MAGAZINE

Here's a new publication on CD-ROM geared to the new work environment of the nineties. "Get Smart: Know-How for Busy People" offers practical information and tips to help you deal with corporate restructuring, workplace stress, and life planning.

Regular publication departments cover career advancements, money strategies, work transitions, and family concerns. Also read about health and stress, new office products, and personal and professional development resources. The April issue will spotlight telecommuting issues.

Minimum system requirements for running the "Get Smart" CD-ROM include a 386 or higher computer, 4 MB RAM, 2 MB hard disk space, 256-color monitor, CD-ROM drive, Windows 3.1, mouse, and 8-bit sound card with speakers or headphones.

For more information, contact The Productivity Shoppe, Princeton, New Jersey.

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## TOUCH THIS ONE

Elo TouchSystems, Inc. has a new touchscreen technology for multimedia, interactive kiosks, and training

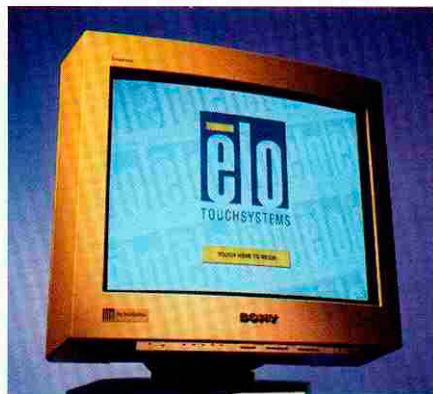
## ■ *Measuring touch time rather than ratios eliminates screen drift* ■

applications. The IntelliTouch Touch-Monitor Model P284-20SE uses a 20-inch Sony Multiscan high-resolution monitor for sharper video images and better audience viewing. The IntelliTouch uses a different approach to measuring the screen's touch location—the measurement of time rather than ratios. This, according to Elo, eliminates the screen "drift" of other technologies.

The IntelliTouch is compatible with DOS, Windows, Windows NT, Macintosh, OS/2, and UNIX software. It costs \$3,140 per unit; volume pricing is available.

For more information, contact ELO TouchSystems Inc., Oak Ridge, Tennessee.

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## STYLISH COMMUNICATION

Discover your preferred style of verbal and nonverbal communication in this 24-item inventory, *What's My Communication Style?*

Are you direct, spirited, considerate, or systematic? Each style is a different combination of assertiveness and expressiveness, not only in talking to others, but in how you use personal space and body language to convey your messages. For example,

the spirited trainer communicates with high assertiveness and high expressiveness, while the systematic person communicates with low assertiveness and low expressiveness.

Once you discover your style, what's next? Capitalize on it, according to author Eileen Russo. That involves improving your strengths and minimizing your weaknesses. Direct communicators, for example, speak forcefully and give a strong presentation; however, they can be impatient with others and enjoy arguing, Russo says. This tool can help you recognize trouble spots and work to make your communication style even more effective.

For more information, contact Organizational Design and Development Inc. in King of Prussia, Pennsylvania.

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## INTERNET CBT

"Mastering the Internet" is a computer-based training tool for beginning 'Netters. This software prepares you for Internet travel by showing you how to access the Internet and how to use major search tools.

Learn how to select appropriate communications software, set up your hardware, join newsgroups, and browse the World Wide Web with this self-paced software. It is not necessary to be connected to the Internet to use the program.

"Mastering the Internet" software requires a 386 computer and Windows 3.1. For more information, contact MicroVideo Learning Systems, New York City, New York.

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*"New Training Tools" is compiled and written by Donna Abernathy. Send items of interest to Ryann Ellis, Training & Development, 1640 King Street, Box 1443, Alexandria, VA 22313-2043.*