

1. Find Your Center

Demonstrate your leadership abilities while putting your knowledge of leadership best practices to the test when you play the Centering Your Leadership Game from the Centre for Strategic Management.

During the game, teams compete to demonstrate and learn proficiency in the six natural leadership competencies of enhancing self-mastery, building interpersonal relationships, facilitating empowered teams, collaborating across functions, integrating organizational outcomes, and creating strategic positions. The first team to achieve mastery in all six competencies wins.

The game helps executives assess and challenge their leadership knowledge, skills, and teamwork; teaches leadership standards to first-line supervisors and middle managers; and establishes leadership best practices for an organization.

The Centering Your Leadership Game costs US\$249.95 and includes the game board and pieces, a comprehensive game guide, and 400 question-and-answer cards on leadership best practices. For more information, contact the Centre for Strategic Management, San Diego, California; 619.275.6582, www.csmintl.com.

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1.

2. Nurture That Relationship

Today's customers want to know how your organization's products and services are going to help them solve pressing business problems. The New Sales Game can help you make the move to that higher level of customer responsiveness.

The New Sales Game is an interactive, facilitated program that uses presentations, group discussions, games, and activities to help sales representatives better understand their customers and develop strategies to become more effective service providers. Participants focus on the real needs and perceptions of customers and learn to become solution providers by determining their company's value-added services.

The New Sales Game costs US\$249 and includes a leader's guide, participant booklet, customer focus tool, overhead transparencies, and the game board and playing pieces. For more information, contact HRD Press, Amherst, Massachusetts; 413.253.3488, www.hrdpress.com.

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2.

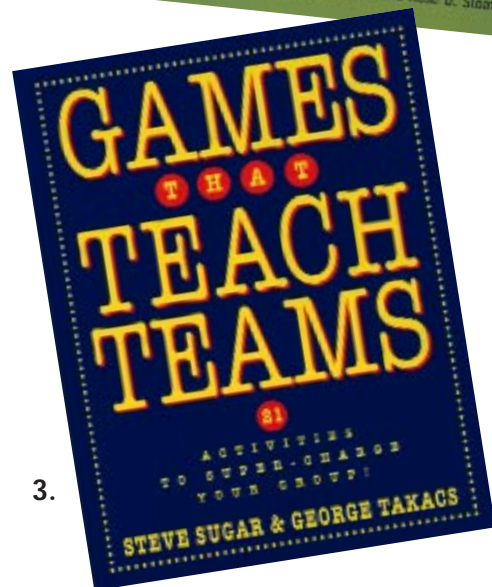
3. Teach Your Teams Well

Great teams can just happen. But more often, teams don't achieve greatness because building a team is a lot of work. You can take the chance that your teams will somehow find greatness on their own, or you can take the activities from *Games That Teach Teams* and help them learn how to be great.

Games That Teach Teams by Steve Sugar and George Takacs offers 21 activities that give teams the opportunity to discuss serious team topics in a nonthreatening setting. The book includes a matrix indicating which games are most appropriate for specific team issues and contains sample exercises using game frames that allow you to create your own games.

Games That Teach Teams costs US\$39.95. For more information, contact Jossey-Bass/Pfeiffer, San Francisco; 415.433.1740, www.pfeiffer.com.

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3.

Choosing the Right Benefits

Employees demand a high-quality health-care package from their employers. But choosing the right option for your company is a complicated, time-consuming process.

“Employer Checkup: How to Choose and Manage Employee Health Benefits” by Brenda B. Thompson can help you address the critical legal issues surrounding employee health-benefit plans. This special report helps you answer questions such as how to select the best plan for your company, how to administer the plan in a cost-effective way, and how to offer a plan that won’t cause you to go broke or to end up in a sea of government regulations.

“Employer Checkup: How to Choose and Manage Employee Health Benefits” costs US\$47. For more information, contact M. Lee Smith Publishers, Brentwood, Tennessee; 615.373.7517, www.mleesmith.com.

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Explore at Your Desk

Ever wish you could find out about a product or service without leaving your office and without having to deal with a salesperson? If you’re interested in customer service training, visit theservicedifference.com to learn more about AchieveGlobal’s training offerings.

The site has two major areas: “Customer Service and The Bottom Line” and “Product System Overview.” In the first area, you’ll find formulas for calculating the costs of poor customer service, five important customer service strategies, and a link to a recent AchieveGlobal customer service study.

In the product area, you’ll discover details about seven product modules, in-

Fast Lane

Would you like to make note of a great idea but don’t have a pencil handy? Want to record your manager’s first speech or a new trainer’s first presentation? Now you can with the Pocket BiteMate, a solid state digital recorder and player.

Pocket BiteMate records using a highly sensitive internal microphone and provides crisp sound quality from a high-output speaker even when recording events such as a press conference.

The device can be connected to a PC and includes software that lets you download recordings into .wav files. Those sound bites can then be added to emails, documents, presentations, and Webpages.

Pocket BiteMate is super slim (9/16 to 3/8 of an inch), making it easy to carry. Its five keys offer a multitude of functions, and the scrolling LCD screen provides an easily readable display.

The Pocket BiteMate 400 has 4MB of memory for 20 minutes of recording in the short-play mode and 50 minutes in the long-play mode. The 800 model has 8MB of memory with 40 minutes of short-mode recording and 100 minutes in long-mode. The 400 model sells for US\$149.95, the 800 model for US\$199.95.

For more information, contact E. W. Bridge, Portola Valley, California; 888.248.3628, ewbridge.com.

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cluding connecting with customers and healing the customer relationship. You also can tour a classroom, see part of a training video, and review samples of a facilitator’s guide and a participant’s workbook.

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Create Your Own Success

Employees are doing more learning on their own time. If you’re looking to improve critical professional skills quickly, try the four new titles of AMACOM’s Self-Development for Success series.

Each book is packed with practical, useful information, as well as charts, checklists, exercises, and questionnaires that make learning fast and easy. In addition, the guides help readers assess their strengths in each area and target skills that need improvement.

The new, 96-page titles include *Constructive Appraisals* and *Office Computing*.

Each book costs US\$12.95. For more information, contact AMACOM, New York; 800.714.6395, www.amanet.org.

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Send press kits on new products and items of interest to In Gear, Training & Development, 1640 King Street, Box 1443, Alexandria, VA 22313-2043; ingear@astd.org.