

First Line of Defense

Despite increased public awareness, sexual harassment is on the rise, shattering lives and careers, devastating productivity—even endangering the future of some companies. Managers and supervisors have become the first line of defense in this ongoing battle, and now they have a new weapon.

Sexual Harassment: A Manager's Guide teaches managers clear-cut steps they can take to help prevent and resolve claims of sexual harassment. It explains how to create a safe environment, in which employees can report concerns without fear, shame, or possible retaliation. It also details the warning signs of possible harassment so that a manager can stop the problem before it escalates. In addition, the program demonstrates

- ❑ how to investigate claims and concerns
- ❑ what to do if the investigation reveals a problem
- ❑ prevention techniques.

The tool kit contains a video, 50 employee handbooks, an expanded leader's guide, a laminated poster, and eight overhead transparent masters. It costs US\$650; a seven-day rental costs \$165. A free seven-day preview is available. For more information, contact Coastal Training Technologies, 800.285.9107; www.coastal.com.

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2. Take Charge of Change

Contemplating a career change? Two new guides can help you find the right workplace for your circumstances. *Dare to Change Your Job and Your Life*, by Carole Kanchier, will help you step out of your rut and examine yourself in basic ways to determine how to obtain personal fulfillment and success. The author bases her recommendations on more than 30,000 interviews conducted with career-changers, whom she calls "Questers." The book features such practical tools as questionnaires, exercises, case studies, coping strategies, and guidelines.

Another new guide explores the universe of specific job-search issues faced by people with disabilities. *Job Search Handbook for People With Disabilities* encourages readers to address the issues related to their disability but allow it to play only a minor role in a job search, which the author, Daniel J. Ryan, advocates conducting like a sales campaign. He breaks it into three parts: 1) knowing the product, 2) prospecting and doing market research, and 3) selling oneself. The guide shows readers how to

- ❑ identify possible career fields and potential employers
- ❑ make a positive presentation on paper
- ❑ understand the legal rights and protections for disabled people
- ❑ negotiate the employment terms of a job offer.

Both books are available from JIST Publishing, 877.454.7877; www.jist.com. Each title costs US\$16.95.

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3. Stand and Deliver

Selling in today's market is no longer about products and services. Consumers want and need much more from a salesforce. To train your salespeople in the techniques and advantages of



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relationship-based selling, consider *The New Sales Game*. As you lead your salespeople through this interactive, one-day facilitated program, each person will “find his or her place to stand” within the vision of the company, so they can contribute efficiently and effectively.

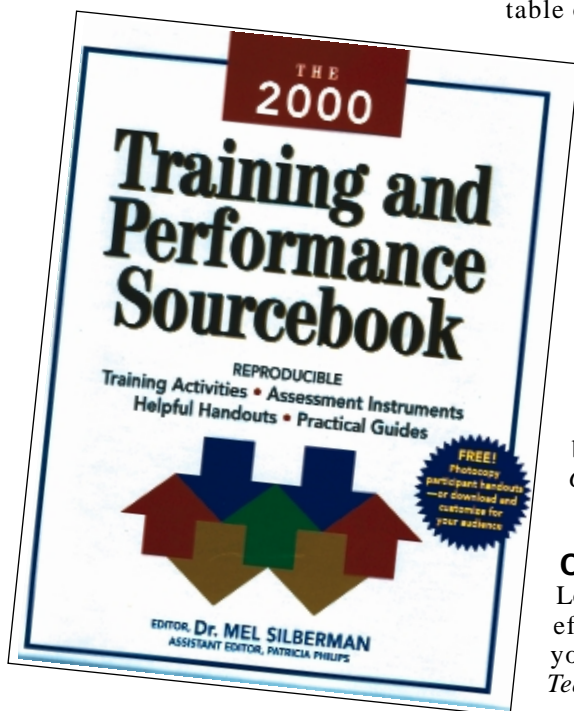
The program uses lecture, small and large group discussions, games, and activities to enable participants to identify customer relationships that have gone through a transformation in the past three to five years. At the end of the program, participants will be able to

- list problems and challenges that must be resolved in order to move from service to “solutions provider”
- differentiate between an order-taking mentality and a business-responsive partnership mentality
- prepare an action plan that focuses on the use of skills to bridge performance gaps in customer service.

The New Sales Game costs US\$249; additional participant books are \$24.95 each. To order, contact HRD Press at 800.822.2801, www.hrdpress.com.
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Go Straight to the Source

For tailor-made solutions to your training and performance



Fast Lane

You know that sinking feeling you get in the pit of your stomach when you're on an important business call and your cell phone's “battery low” light starts flashing? Well, now you can take matters into your own hands—literally. Aladdinpower is an innovative new hand-powered generator that can provide juice for your cell phone, GPS unit, CD player, or other appliance with a rechargeable battery.

Just squeeze the pliers-like handles for a few minutes and your device is fully recharged. Aladdinpower weighs only four ounces and costs US\$59.

Available exclusively through the Magellan's catalogue, 800.962.4940; www.magellans.com.

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needs, look to *The 2000 Training and Performance Sourcebook*. Featuring 40 training activities, assessment instruments, handouts, and practical guides, the tools can be downloaded and customized from the book's companion Website. They're also reproducible and can be shared with other users.

A unique topical index follows the table of contents and lets you find tools among such topics as Alternatives to Classroom Training, Diversity and Cross-Cultural Awareness, and Personal Effectiveness.

Edited by Mel Silberman, the sourcebook contributors are a veritable *Who's Who* of HRD: Brooke Broadbent, Allison Rossett, Steve Sugar, and Bob Preziosi, among others.

The cost is US\$79.95. To order, contact the McGraw-Hill bookstore at 800.262.4729, www.bookstore.mcgraw-hill.com.

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On the Right Trak

Looking for a way to improve the effectiveness of work teams in your organization? Check out *TeamTraks*, a set of tools that ad-

dress specific issues critical to team effectiveness. The modules:

- Investing in Teamwork
- Defining the Team Mission
- Setting Team Goals
- Building on Personality Strengths
- Establishing Team Rules
- Clarifying Team Roles
- Solving Problems Together
- Making Team Decisions
- Taking Action on Goals
- Improving Team Meetings
- Enhancing Team Creativity
- Evaluating Team Effectiveness

Each module is self-contained, three pages long, and takes one to two hours to complete. The modules can be used in any order; a pre-assessment tool is included to help you determine your team's most pressing needs. Modules can be purchased as a set (US\$99.95) or individually (\$9.95).

For more information or to order, contact The Kenna Company, 800.943.0868; www.kennacompany.com.

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