

RATINGS

formerly Media Reviews

Video

Patterns

Reviewed by Valerie L. Smith for *Training Media Review*

Patterns is a three-part video that casts a critical eye on the behavioral issues surrounding sexual harassment. It addresses prevention as well as the skills needed to respond to potentially harassing situations. The three programs in the series are *Preventing Sexual Harassment* (for all employees); *Responding to Sexual Harassment* (for organizational leadership); and *Rights and Responsibilities* (a new-employee orientation program).

Preventing Sexual Harassment. The video opens with a discussion that defines sexual harassment but soon moves on to the behaviors associated with harassment and its effect on individuals and the organization.

At the video's heart is a series of vignettes that enable the audience to examine inappropriate patterns of behavior and the appropriate response to each. Clear and explicit examples of unsuitable workplace behavior are followed by comprehensive explanations of why each constitutes sexual harassment.

The video concludes with an overview of ways to address harassing situations, as well as reasons that people being harassed don't report. Retaliation is also discussed.

Responding to Sexual Harassment. Like the first, this video demonstrates several examples of sexual harassment. It covers unwelcome conduct based on gender and sexual interest and severe, pervasive, or offensive conduct. Again, each vignette is followed by effective and ineffective managerial responses.

Of note is the comprehensive discussion of ineffective management responses to inappropriate behavior. Attorneys and human resource professionals review each situation and present more-effective responses, presented in terms of animal behavior. For example, the ostrich avoids confronting inappropriate behavior; the wounded tiger stays away from the reporter of the incident. Retaliation is discussed at length.

The video concludes by reinforcing managerial responsibility: Managers are responsible for acting on any situation involving harassing behavior, and they must investigate in a fair and objective manner.

Rights and Responsibilities. For the benefit of new employees, this video gives a broad overview of sexual harassment. Everything about it is well done. The employees are diverse, and a good overview of what sexual harassment means is given. In addition, the discussion regarding impact is comprehensive. Viewers will under-

stand how harassment damages the person being harassed, the harasser, and the organization. The program looks closely at employee rights and responsibilities.

This video provides a good discussion of intent versus impact. Impact is discussed with regard to the victim, others affected by the behavior, and the organization. The video concludes with a discussion about how respect allows everyone to do his or her best work.

Rights and Responsibilities would be a welcome addition to any new-employee orientation program. For maximum effectiveness, I recommend that organizations using the program also have a harassment-free policy, a harassment reporting mechanism, and someone skilled in facilitating harassment discussions.

Recommendation

I recommend this series as part of an organizational sexual harassment program. The videos are descriptive and entertaining. Production quality is outstanding, the actors diverse, and the dialogue realistic. The main caution I have concerns some problematic statements, such as the smitten harasser is the "easiest kind of harasser to rehabilitate"; an employee "can report [an incident] to a co-worker"; and the use of the word "feminazi." Each can pose a potential problem for a facilitator.

Online

Globe Smart

Reviewed by Pat Zakian Tith for *Training Media Review*

GlobeSmart is a Web-based tool that gives detailed information on how to conduct business in 35 countries. It provides information on communicating effectively, managing employees, transferring technology and skills, and improving relationships with international customers and suppliers. First-time users entering the site have two choices: go directly to a country or take the quick tour. Take the quick tour. It reveals dimensions of the tool that even experienced users could miss.

After completing the tour, you have to select a country of interest. Once chosen, you're given a map of the country and a list of key cities. Along the left-hand side of the window is a menu tree of topics, where you can access detailed information on culture and customs, business skills, and country facts. Whenever you select a subject area, there's always a link to "a note about stereotypes." That reminds users that there's no such thing as a cultural absolute, a critical point for anyone working internationally.

One of the more powerful features is the ability to

write about your own experiences, a capability that breathes life into the information provided. You can then cross-reference user notes by topic and country.

Features in Depth

Global Tips gives a quick overview of areas to consider when working globally, such as working with Muslim colleagues.

Business Ethics is somewhat weak. It fails to navigate the tricky issue of the various ways different cultures define words related to business ethics.

Peer Notes is a database that enables a company to collect and disseminate knowledge specific to its own operations abroad. The company's expatriates, country experts, and business travelers are interviewed periodically and a proprietary corporate memory of key information is created, which can then be put into the hands of those who need it. This optional feature has a one-time cost of US\$7500.

The **Self-Assessment Profile** is the most powerful component of GlobeSmart. Users answer a 20-question profile that measures their preferred work style. Results are plotted along four dimensions of behavior that affect the way people do business.

The results of user profiles are saved and accessible on an ongoing basis. Users can immediately see how their profiles compare with the profile of someone that they'll be working with. The feature then provides strategies and suggestions for effective interaction.

Tests and case studies enable you to test your skills in such areas as business, culture, and customs. If you choose the wrong answer, a window opens up automatically telling you why your choice isn't the best one and the reasons why.

A **Names and Phrases Section** enables you, using a media player, to practice your pronunciation. A useful search feature is also included.

Recommendation

If your organization wants to grow globally, seriously consider GlobeSmart. It will accelerate the global learning curve of any company. Despite the high sticker price (US\$10,000 to \$65,000), the possibility of avoiding costly global blunders can justify the purchase. In addition, the tool is regularly improved with new features.

Course Details

Patterns, video, 2002, 62 minutes (3 tapes), Quality Media Resources: 800.800.5129, www.qmr.com. Purchase:

Patterns

★★★★	Holds viewer interest
★★★★1/2	Acting/Presenting
★★★★	Diversity
★★★★	Production quality
★★★★1/2	Value of content
★★★★1/2	Instructional value
★★★★1/2	Value for the money
★★★★1/2	Overall rating

Globe Smart

★★★★	Holds user interest
★★★★	Production quality
★★★★	Ease of navigation
★★★★1/2	Interactivity
★★★★	Value of content
★★★★	Instructional value
★★★★	Value for the money
★★★★	Overall rating

US\$1187.50. Other material: facilitator guide, reproducible handouts, PowerPoint slides, CD with facilitation materials in PDF and Word formats. Available on DVD.


GlobeSmart, online, 1999, Meridian Resources Associates: 800.626.2047, www.meridianglobal.com. Purchase: US\$10,000 to \$65,000.

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