RATINGS
formerly Media Reviews

Video

Time Challenged
Reviewed by Bill Ellet for *Training Media Review*

Time Challenged is a good example of how the art of the training video has changed for the better in the past five years. This video has the production values of a high-quality television series. The color is sumptuous and the lighting dramatic. Even the onscreen text is cool.

The topic is time management, and, in truth, that topic doesn't enable much differentiation between one producer and another. There are only about nine or 10 key points in any competent treatment of the subject. So, what's a training producer to do? Make the content interesting, and provide the trainer with plenty of support to run a successful live event.

That's exactly what CRM Learning does in this video-based package.

The dramatic visual presentation feeds the humor, which goofs on 12-step groups and a semiclueless "nice guy" at work. Kent, the time-challenged section manager, is getting closer to being fired every day. He has little discipline in the way he expends his time. This guy has no boundaries. When his best friend at work drops in, it doesn't matter that Kent is working on a critical report; he shoots the breeze as if he had all the time in the world, though none of us does, particularly not Kent, who can't find anything in his rat's nest of an office. So he joins Time Wasters Anonymous, and starts his progress towards a cure.

First step: Fess up. The problem is yours. We all get the same 24 hours a day; the difference is in how we use them. The subsequent steps include imposing limits on chats, meetings, the phone, email, and so forth, and watching out for time-wasting habits such as never filing anything and double handling documents. But a big one is prioritizing tasks on the basis of our work goals. Similarly, for supervisors, it's delegating tasks. Yes, it takes more time at first, but in the long run delegation saves time.

CRM Learning has always provided more support for trainers than most video producers. Its Website asks if customers rely primarily on the company's support materials or create their own.

The leader guide has a lot to recommend it. It has a detailed timeline for a four-hour or half-day session, but gives you the flexibility of breaking the training into shorter segments. The one limitation time-wise is the video, which is best viewed all at once.

The leader guide also provides scripted remarks, objectives, discussion questions, and exercises. The participant workbook (10 copies are included) contains only activities, a quiz, and follow-up material. It doesn't duplicate the teaching content of the leader guide, which trainers can study in order to gain more credibility.

The PowerPoint slides are a great time-saver. They're professional and cover the points you'd want to emphasize in a class. The reminder cards are particularly relevant in this type of training.

Recommendation

CRM Learning consistently markets trainer-friendly packages. *Time Challenged* is a good example. The video will captivate your viewers for its duration. The support materials will help you improve their time-management skills. I'm not sure what else you can ask of a training program.

Online

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

At last, there's a comprehensive sexual harassment program available online: the seven-course Sexual Harassment from MindLeaders, which we reviewed through GeoLearning.

Each course addresses a specific topic, such as understanding sexual harassment and applicable laws, assessing and responding to problem situations, and designing policies and procedures. Each course consists of workplace scenarios, definitions, best practices, case law, and question-and-answer sessions. All are divided into mini-units, each with a logical sequence of learning objectives, key content, and multiple-choice questions.

The workplace scenarios are realistic, which improves content and job relevance, and coverage of the specific

topics is comprehensive. The paradox of this program is that its greatest asset could also be its downfall: Such thorough coverage might lead to user boredom.

Additional resources are available online, such as links to case law and comprehensive skill assessments for each topic; but they aren't integrated fully into the program content. The program is long, with a great deal of reading and little audio. The interactivity is limited to responding to multiple-choice questions. A willing learner could spend hours completing the courses, but the commitment required will likely test users' ability to maintain interest.

Recommendation

These courses will help employees at all levels understand sexual harassment. To keep interest and completion rates up, use in conjunction with instructor-led training. The program may be best delivered in segments over time.

Course Details

Time Challenged, video, 2002, 20 minutes, CRM Learning: 800.421.0833, www.crmlearning.com. Purchase: US$795. Other materials: leader guide, participant workbook, PowerPoint slides.

Sexual Harassment, online, 2002, MindLeaders, 800.970.9903, www.geolearning.com. Purchase: US$59.95 per user per year. Review access provided by GeoLearning.

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Time Challenged

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

Sexual Harassment

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

RATINGS KEY

Rating	Meaning
★★★★	Outstanding
★★★1/2	Very good
★★★	Good
★★1/2	Above average
★★	Average
★1/2	Below average
★	Poor