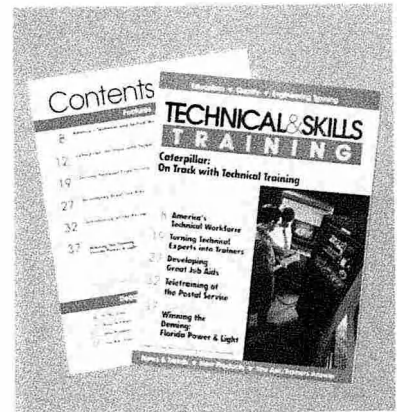


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Development Dimensions International (DDI)—

Techniques for an Empowered WorkforceSM, DDI's newest system, builds the critical skills employees need to take an active role in their organization's quality and service initiatives. Targeted to front-line employees through first- and second-line leaders, this system enhances skills in areas such as building effective teams, continuous quality improvement, handling conflict, and influencing others.

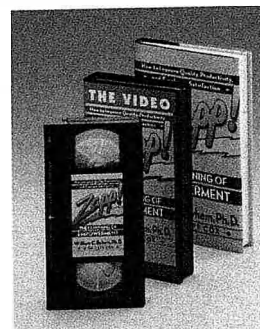
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Development Dimensions International (DDI)—

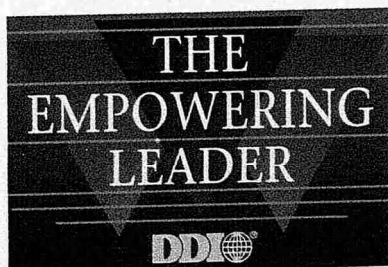
Zapp! The Lightning of Empowerment is now available on video! Based on the best-selling business novel by Bill Byham, this powerful video helps organizations promote the principles of empowerment—which help to build a high-involvement workforce—in a way that educates, motivates, and entertains.

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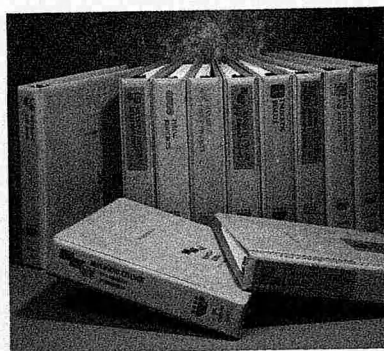
Development Dimensions International (DDI)—The Empowering Leader orients middle managers and first-line leaders to three essential factors for creating a high-involvement organization: job design, organizational systems and environment, and leadership skills. This six-hour workshop is ideally suited to organizational leaders beginning the journey toward empowerment and high involvement.

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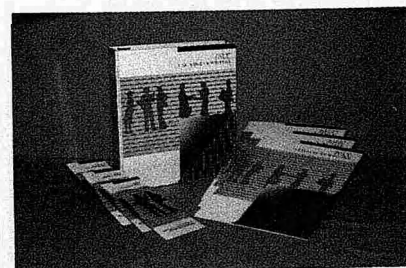
The Dreiford Group—Our workshops develop executive and managerial skills in such areas as managing change, identifying and managing ethical issues, promoting innovation, and managing in a downsized environment. For more information and a copy of our brochure, write to The Dreiford Group, 6917 Arlington Road, Suite 227, Bethesda, MD 20814, or call 301/656-1773.

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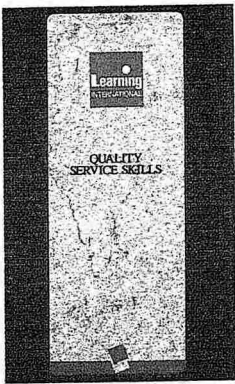


IWCC Training in Writing—Writing Effective Procedures is an in-house workshop that provides hands-on tools for writers of administrative, quality, operational, or safety procedures. Other workshops include letter, proposal, report, and technical/scientific writing. For information, call 708/325-4104.

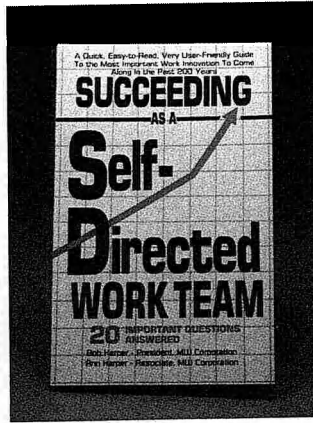
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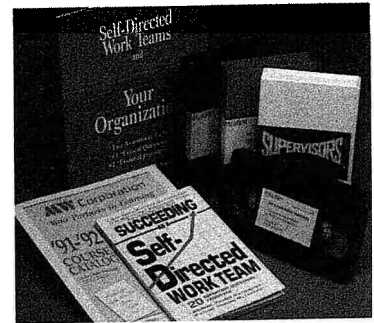
Learning International—Introducing Quality Service Skills, a two-day program for frontline service providers. Available in three versions—technical, nontechnical, and telephone—Quality Service Skills gives your organization a framework for delivering memorable service consistently and reliably.
Reader Service No. 213.



MW Corporation—*Succeeding as a Self-Directed Work Team*, tools and training for self-directed work teams, our new book/workbook by Ann and Bob Harper. Learn why and how these super teams are revolutionizing the workplace. \$14.95 per copy. Call 914/528-0888 for quantity discounts. (We ship same day!)
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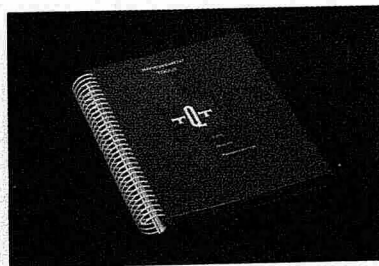
MW Corporation—Workshops (public and on-site), books, tools, and videos. Your partners in learning. Call 914/528-0888 for a free 1993 course catalog describing our books, videos, and workshops on Self-Directed Work Teams, Facilitator Skills, The "1990s Manager," Team Leadership: The Changing Role, and Active Listening.
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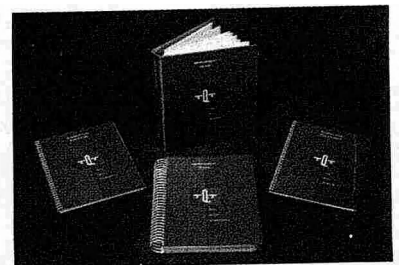
Pantelis, Inc.—Action Learning—The Electronic Maze is a programmable, battery operated, checker-board carpet for 6 to 25 participants. Teams must navigate safely through the maze without setting off alarmed squares. Call 800/842-2809 for free catalog.
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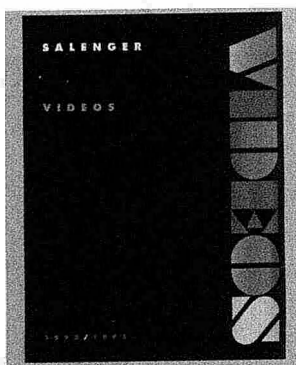
PQ Systems—The Total Quality Transformation® training system is a team-based and project-driven quality management training system. TQT combines theory, process, and improvement tools—all the elements that trainers need to implement quality improvement. Call 800/777-3020 to order a preview set at a special introductory price.
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Salenger Films Inc.—

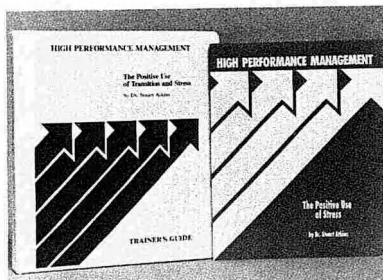
Salenger's NEW video catalog offers an outstanding collection of videos on total quality issues, including "Quality: The Big Picture" and "Hidden Customer: Internal Customer Service." Receive your first three previews at NO CHARGE. Call 800/775-5025 today for great service, a new catalog, free previews, and information on quantity discounts.

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Reader Service No. 208.



The Telephone "Doctor"®—Produces and distributes America's best-selling video series on customer service and telephone skills. Find out what thousands of training professionals already know... Telephone "Doctor"® videos get results! For a free preview, call 800/882-9911.

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Zenger-Miller Inc.—

TeamLeadership™ helps team leaders maximize team efforts through understanding the challenges of team leadership, building trust, launching and refueling the team, expanding team capabilities, helping teams reach consensus, capitalizing on team differences, and helping teams develop a big-picture perspective. Includes realistic videos, workbooks, and job-related skills practices, and many self- and group-assessment tools and techniques.

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