

New Training Tools

Died and Gone to Heaven

Flipchart-size Post-it notes! Only a dream? No, they're here now.

3M has introduced Post-it easel pads. Each pad contains 30 25-by-30.5-inch self-sticking easel sheets—or *bloc de papier de chevalet*, as it says in French on each pad.

No need to hunt for masking tape or push pins during your presentation. Just peel off a sheet from the pad and stick it to the wall. *Voilà!*

The pads come in white or with a blue grid on white. They're available at many stores that feature office, art, audiovisual, and school supplies.

For more information, contact 3M, St. Paul, Minnesota.

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Freebie

B&C Associates—which specializes in crisis management and communication—offers a free checklist to help corporate communicators determine whether their internal publications are using appropriate language for diversity. The "PC Checklist for Corporate Publications" is based on B&C's "diversity audits" of its clients' publications. The "PC" stands for politically correct.

For more information, contact B&C Associates, High Point, North Carolina.

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Feedback Solutions

Ash-Quarry Productions has released a new, four-part videotape series, "Feedback Solutions." The videotapes



Does This look like your last meeting?

address basic and advanced skills in giving and receiving feedback.

Part 1 shows how to structure feedback to ensure that it is specific, balanced, and timely. Designed for all staff levels, it encourages all employees to take responsibility for giving feedback to others.

Part 2 shows behavioral techniques for dealing with several common situations encountered when giving feedback—for example, when the feedback recipient disagrees or isn't motivated to listen.

Part 3 demonstrates basic skills for empowering feedback recipients. It shows how to request feedback, how to ask probing questions, and how to make sure the feedback can be used to improve job performance.

Part 4 offers advanced skills in dealing with difficult situations—for example, when the feedback giver is vague or turns the appraisal process into a personal attack.

The videos come with a trainer's guide and self-paced workbook containing self-assessments, discussion

Post-it notes expand their horizons—plus a free diversity checklist, feedback skills, ergonomic training, a team-tools workbook, a new video series on leadership, and time-keeping floppies.

How To Contact

Training & Development Magazine

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Feature Articles We welcome manuscripts for possible publication in *Training & Development*. Contact Customer Service for authors' guidelines. Include a self-addressed, stamped envelope. Phone 703/683-8100. Send manuscripts to Editor Patricia Galagan.

Voice Mail We want to hear your opinions and observations about HRD and *Training & Development*. Send letters to Haidee Allerton; call the Voice Mail phone line, 703/683-9590; or fax a letter to her at 703/683-9203.

In Practice Send press releases or short articles on news, trends, and best practices to Erica Gordon Sorohan. Phone 703/683-8137.

Training 101 Submit brief articles on training basics to Catherine Petrini. Phone 703/683-8130.

FaxForum is a monthly survey of readers' opinions. Send ideas for topics to Cynthia Mitchell. Fax 703/683-9203.

Research Capsules This quarterly column summarizes recent HRD research. Send material to Linda Morris, director of Industry Services Education, Ernst & Young, Fairfax Square, Tower 2, 8075 Leesburg Pike, Vienna, VA 22182. Phone 703/903-5000.

Books Send releases and review copies of books to Theresa Minton-Eversole. Phone 703/683-8134.

New Training Tools Send press releases to editor Haidee Allerton on software, tapes, manuals, electronic equipment, and anything else that helps trainers do their jobs better. Phone 703/683-7251.

Working Life Send press releases on trends and tips on work/lifestyle issues to Haidee Allerton. Phone 703/683-7251.

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ASTD

Celebrating

50 Years of Learning
& Performance

New Training Tools

questions, and other exercises. The cost of the package is from \$1,485 to \$1,980—depending on quantity.

For more information, contact Ash-Quarry Productions, Studio City, California.

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Spanish for Windows

Micro Video Learning Systems is offering Spanish versions of its video-based training courseware, the Microsoft Office for Windows Suite. The courseware can help employees for whom English is a second language receive PC training on Microsoft's best-selling software.

The complete Spanish-language suite contains eight videocassettes, four workbooks, and four practice diskettes showing real-world examples of PC usage.

For more information, contact Micro Video Learning Systems, New York, New York.

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Ergonomics

Sitting in front of a computer for hours each day can cause problems in one's wrists, hands, arms, shoulders, neck, back, and eyes. Ergonomic training can help.

Visionary Software has introduced "Ergoknowledge," an interactive CD-ROM training program for PC (personal computer) and other VDT (video display terminal) users. The program was designed to comply with the training requirements of California OSHA for VDT operators. OSHA is developing similar ergonomic-training requirements for federal compliance.

To reinforce learning, the multimedia program includes mini quizzes that refer trainees to previously covered material. Ergoknowledge automatically records the results of trainees' tests. The training content includes tips on adjusting one's workstation for optimal posture, taking stretch breaks and rotating tasks, watching for symptoms of problems, and identifying health-and-safety risk factors in the workplace.

For more information, contact Visionary Software, Portland, Oregon.

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Product Information

For more information on any product listed in "New Training Tools," circle the corresponding number on the reader service card and drop the card in the mail. The manufacturer will send the information directly to you.

If you'd like to telephone a manufacturer, turn to the reader service page for phone numbers. But please be sure to say that you read about the product in *Training & Development!*

Team Tool

Teams still rate high on lists of top organizational trends.

A new workbook from Take Charge Consultants contains 35 tools and techniques used by teams to improve quality, performance, and productivity. *The Toolkit: Tools and Techniques To Unlock the Potential of Your Team*

includes tips on problem solving, decision making, conflict management, and coming to consensus. The looseleaf workbook describes each technique or tool, why it's used, and how to use it.

For more information, contact Take Charge Consultants, Downing, Pennsylvania.

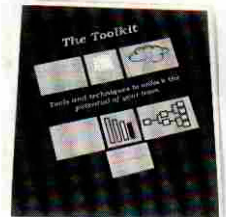
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The Video Shelf

Industry Week and CRM Films have joined forces to produce a new, two-part video series, "Leading With an Edge."

The series is based on *Industry Week's* regular column "On the Edge," which gives cutting-edge solutions to business problems.

The first video in the series, "De-Engineering the Organization," features Meg Wheatley, author of *Leadership and the New Science: Learning About Organization From an Orderly Universe*. The video tells why leaders shouldn't resist chaos and should meet



change head-on. Wheatley explains why "de-engineering" isn't a program, but a new way to view the workplace. According to Wheatley, the critical leadership question is, "How do I create the capacity for change everywhere in the organization?"

The video shows why it's important to let information flow freely in the organization. It also shows how to tap the expertise already available in the organization.

The second video in the series, "Creating the Intelligent Organization," featuring authors and consultants Gifford and Elizabeth Pinchot, shows how to create organizations that use the intelligence of all employees, not just those at the top. The Pinchots explain why organizations based on empowerment and teamwork will survive while bureaucratic organizations will perish.

The videos are available at an introductory price of \$89.95 each. For more information, contact CRM Films, Carlsbad, California.

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Lite Tools

Just for fun.... They aren't as surreal as Salvador Dali's floppy watches, but they are fun. They're Floppy Clocks from Educorp. Actual 3.5 floppy disks have been outfitted with hands for telling the time. And each clock comes with a wall hanger and desk stand. They're available in various colors.

The cost of a Floppy Clock is \$16.95. For more information, contact Educorp Computer Services, San Diego, California.

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Early Training

Essential aspects of effective training are the reinforcement and retention of the learning achieved in training. Audio Updates from Audio Information Technologies (AIT) help keep employees current on previously delivered training and on information relevant to their jobs.

Here is how Audio Updates work. AIT receives information from your organization via fax or courier. AIT transfers the information onto audio-cassettes. All information is kept confidential. Then the audiotapes are sent to the organization for distribution to employees.

The tapes provide a quick, low-cost way for employees to refresh themselves on important topics. They can listen to the tapes while driving or on portable tape players during lunch and breaks.

Prices of Audio Updates range from \$4 to \$15 per cassette, depending on the length of the tape and the quantity purchased.

For more information, contact Audio Information Technologies, Boston, Massachusetts.

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"New Training Tools" is compiled and written by Haidee Allerton. Send items of interest to "Tools," Training & Development, 1640 King Street, Box 1443, Alexandria, VA 22313-2043.

NEW CONCEPT

Selecting & Preparing New Supervisors?

Use **WORKING WITH OTHERS** (WWO) from The Clark Wilson Group

WWO is a selection and coaching instrument using feedback from co-workers, boss and others. It is based on 20 years of research with our *Survey of Management Practices (SMP)* which identifies trainable skills for success in management. We can help you validate it in your own organization.

WWO assesses skills in our Task Cycle model, plus a series of personal attributes. The skill model includes: *Commitment to work, Assertiveness, Problem solving/Resourcefulness, Teamwork, Willingness to listen, Attention to detail, Push/pressure and Recognizing peer performance.* The personal attributes are *Overall effectiveness, Approachability, Dependability, Working with diversity and Future promise.*

The Skills combine to yield an added three super factors that reinforce your selection and coaching:

1. Enterprise is a combination of *Commitment to work, Problem solving/Resourcefulness* and *Attention to detail.* It reflects competence and dedication to the job.

2. Interaction combines *Teamwork, Willingness to listen* and *Recognizing peer performance.* It reflects the ability to maintain positive two-way communications.

3. Drive is assessed by *Assertiveness* and *Push/Pressure.* It reflects a willingness to take charge, even dominate a situation. It can cause trouble if not balanced by good Enterprise and Interaction scores.

You can raise *Effectiveness* and *Future promise* above norms to gain balance between factors of WWO. Good balance reduces the unfortunate personal and financial results of misguided selections.

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