

New Training Tools

The Tools Bookshelf

Books may be low-tech tools, but they still offer plenty of help to trainers in search of good ideas. Check out these timely tomes. They're new, they're topical, and they're targeted to hands-on users.

The Thelma-and-Louise scale

One problem in dealing with sexual harassment in the workplace is defining exactly what it is.

Harassed presents the reactions of 100 working women, with varied demographics, to 50 different workplace scenarios that actually happened. For each scenario, the book reports on the percentage of survey respondents who were offended and on the degree to which they were offended. Respondents offer personal comments and suggest ways to handle the situations. The potentially harassing workplace incidents range from blatant (being touched) to blurry (remarks such as, "I like your perfume").

One scenario depicts a woman marketing specialist being asked by her male boss to "review some documents from Europe" in the presence of a male co-worker. The boss then showed her a poster of a woman wearing only a hat.

Ninety-two percent of the survey participants were offended by that scenario. But their ideas differ on how the situation might have been handled. One respondent suggests discussing the matter with senior-level managers. Another advises action that could be described as "grace under pressure." In other words, she thought it best to maintain a professional stance, treat the material as if it might have some merit as a marketing concept, and simply ask the boss

what the poster is for.

The 128-page softcover costs \$14.95. For more information, contact Business One Irwin, Homewood, Illinois.

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Passport to procedures and policies

As more organizations embark on international ventures, more and more human resource professionals increasingly need to become familiar with European employment laws. *Employment Law in Europe: A Country-by-Country Guide for Business* covers laws having to do with recruitment, training, and other workplace issues in 18 European countries.

The 280-page hardcover costs \$59.95. For more information, contact Gower Publishing, Brookfield, Vermont.

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Substitute teaching

Trainers looking for new ideas on instructional planning may find them in *Thirty-Five Lesson Formats*. The sourcebook offers 35 alternative approaches to traditional classroom lectures.

Formats include the "four aces" method, group investigation, background knowledge probes, chronology charting, and one called "The Boss Is Away." Formats are grouped under the following skill categories: problem solving and negotiation; planning, analysis, and communication; cognition and management; and integration and cooperative learning. The formats can be modified to adapt to different learners, settings, and content areas.

For more information, contact Educational Technology Publications, Englewood Cliffs, New Jersey.

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This month's assortment of tools covers a wide range of topics—such as quality, sexual harassment, the ADA, Windows 3.1, success skills, and SPC. Oh, and snoot flutes.

How To Contact Training & Development Magazine

Unless otherwise noted, you can write to *Training & Development* at Box 1443, Alexandria, VA 22313-2043. For package delivery, our street address is 1640 King Street, Alexandria, VA 22314-2746. Phone 703/683-8100; fax 703/683-8103.

Feature Articles We welcome manuscripts for possible publication in *Training & Development*. Write to Cynthia Mitchell for authors' guidelines. Include a self-addressed, stamped envelope. Phone 703/683-8132. Send manuscripts to Editor Patricia Galagan.

Voice Mail Respond to the "Tell Us What You Think" question each month in "Voice Mail." We also 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 in training and development to editor Craig Steinburg. Phone 703/683-8137.

Four by Four Contact Catherine Petrini with ideas for this bi-monthly interview column. Phone 703/683-8130.

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

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

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

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

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.

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New Training Tools

The Q-word

"Quality," like beauty, seems to be in the eye of the beholder. In the book, *Quality in Action: 93 Lessons in Leadership, Participation, and Measurement*, authors Patrick Townsend and Joan Gebhardt define the word in terms of the three variables in the subtitle. Townsend and Gebhardt say that the road to quality is paved with leadership skills, employee participation, and the measurement of progress.

The 93 lessons vary from "updated fables" and case studies to practical guidelines. Chapters include "Insight From a Second Reading of Doctors Deming and Peters," "Eleven Leadership Principles To Emulate," and "Let Logic Prevail."

The price of the 262-page hardcover is \$24.95. It includes an appendix of quality axioms. For more information, contact John Wiley & Sons, New York, New York.

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Ah-ha!

Software analysts predict that Microsoft will sell 10 to 15 million copies of Windows 3.1, the latest version of Windows (which has already sold 10 million copies). We (among others) predict that a kabillion Windows 3.1 guides are about to hit the marketplace. How to choose?

Well, one criterion for some of us is a lot of pictures. Every single page of *Windows 3.1: The Visual Learning Guide* depicts a full-color, graphic illustration of a Windows screen and just a few words of instruction. For each task, lines connect descriptions of functions to the corresponding screen icons.

Each procedure was tested on human subjects—from computer sophisticates to computer simpletons. If even one person didn't get it, the procedure was reworked.

The authors say they based the guide on the premise that you shouldn't have to figure out the book before you figure out the software program that the book is supposed to explain.

The paperback guide costs \$19.95. For more information, contact Prima Visual Learning Guides, Rocklin, California.

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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!*

"I've fallen and I can get up"

Hector Castaneda, a computer technician who uses crutches, became frustrated on a job search by interviewers constantly asking, "What happens if you fall?" Castaneda says that his stock answer is this: "So what if I fall? I get up."

Job Strategies for People With Disabilities, by Melanie Astaire Witt, offers ways to anticipate and handle objections similar to the one experienced by Castaneda, whom Witt mentions in the book's dedication. Witt dispenses advice on ways for people with disabilities to uncover marketable skills, create outstanding resumes, and make the jobs they want fit their qualifications.

The book's purpose is to enable people with disabilities—nearly one out of every five adults in the United States—to compete in today's job market. Tips focus on developing sharp interviewing skills and making the most of employment opportunities created by the Americans With Disabilities Act.

For more information, contact Peterson's Guides, Princeton, New Jersey.

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Reading Is Fundamental

In the United States, more than 3.1 million people are blind or visually impaired; 60 million are considered to be functionally illiterate. BookWise, developed by Xerox Imaging Systems, scans printed material onto a PC screen, and then reads the material aloud to users through

synthetically produced speech.

The technology enables workers with visual impairments to read work-related materials and can teach reading skills to people who are illiterate or who have learning disabilities such as dyslexia. The complete system—software and reading machine—can be operated by one person.

For more information, contact Xerox Imaging Systems, Peabody, Massachusetts.

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ABCs on SPC From ASM

This month's article on systematic problem solving and continuous improvement ("It's in the System") discusses SPC as one aspect of quality management that is particularly important in manufacturing environments.

ASM International offers "Introduction to Statistical Process Control" as a primer on using SPC as a quality-control measure. The 12-lesson course provides written materials on

basic terminology, variation, problem solving tools, process control charts, and data collection and sampling. The course, which can be applied in a variety of industrial settings, was designed for production supervisors, engineers, technicians, metallurgists, and sales professionals.

For more information, contact ASM International, Materials Park, Ohio.

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Freebie

For a different kind of quality control, Wonderlic offers a free quarterly newsletter, *Human Resource Measurements*, on topics such as hiring trends, HR studies and surveys, ADA compliance, and the legalities of assessment procedures.

Recent articles include "How Businesses Search for Qualified Applicants: Trying To Bridge the Skills Gap," "The Turnover Personality," and "Computerized Testing: The Next Step for the Automated Workplace."

Wonderlic also offers an array of aptitude, hiring, and personality-profile tests. For more information, contact Wonderlic, Northfield, Illinois.

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Well-Rounded Peg, Well-Rounded Hole

It looks as if the kids who told their parents that grades didn't count were right. The most-likely-to-be-hired graduates of this decade aren't necessarily those with 4.0 grade averages. Employers want new hires who are problem solvers and "indirect influencers." They want people who can work well in teams and as self-managers. But how will employers identify these wunderkind?

A video-formatted assessment system, "Success Skills 2000: Benchmarks for High Performance," aims to identify job candidates who possess the needed skills for the evolving workplace. Job applicants watch a series of workplace vignettes and respond to multiple-choice questions as if they were on the job. The vignettes are designed to show realistic workplace situations in such a way that right and wrong answers aren't obvious.

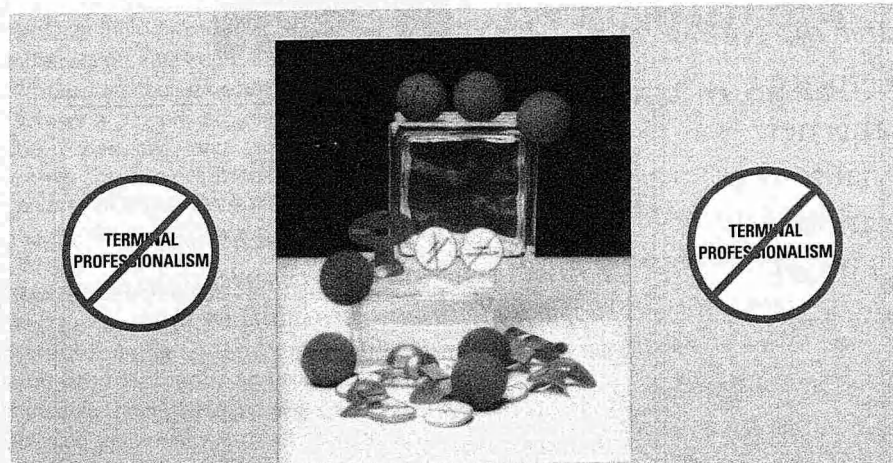
The end-products are individual profiles of the applicants. Percentile scores reflect their aptitudes in the following key skill areas: applied problem solving, interpersonal effectiveness, and accountability. As a control, the test scores are compared with scores of employees who are performing well in job positions that require those skills.

Using quantitative analysis, organizations interpret assessment findings to help predict how well job candidates will fit into their cultures.

Success Skills 2000 was created by Wilson Learning and Rockwell International. For more information, contact Kovak-Thomas, New York, New York.

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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.



Lite Tools

Just for fun.... Taking work too seriously? Try humorabilia. The next time someone at the office claims to be "dead serious," slap on a "Terminal Professionalism" button. Affix to the offender or wear it yourself.

Or at the next deadly meeting, depontificate the heck out of the situation by slyly slipping on your red, bulbous, foam rubber clown nose. One size fits all.

Or when a co-worker comes to

you with a petty problem, pull out your snoot flute and start tooting. That's right; you play it with your nose. Instructions included. Caution: don't share your personal snoot flutes with others.

This stuff is real cheap; 50 cents to \$1 each. Quantity discounts are available. For more information, contact C.W. Metcalf & Company, Fort Collins, Colorado; or call 800/LITE-N-UP.

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