

■ New Learning Tools

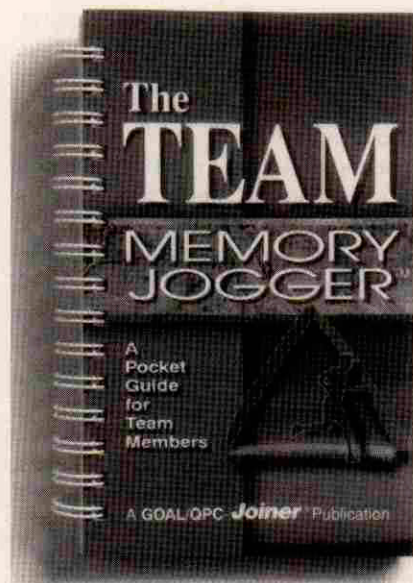
by Sacha Cohen

MEMORY JOGGER

Carry team-building skills wherever you go with the *The Team Memory Jogger*, from Joiner Associates, Inc. and GOAL/QPC. The company claims that this pocket-sized reference guide will enhance team-based experiences and make your role as a team member more effective.

The Team Memory Jogger is written from the team member's perspective, and includes topics such as: setting ground rules, running effective meetings, planning a project, and evaluating your team's work. Charts, checklists, and practical tips simplify these complex topics. The information is pertinent to project teams, task forces, and process improvement teams.

According to Pat Zander, president of Joiner Associates, "Both the content and format are designed to help team members assume greater responsibility for the success of their teams." The guide also addresses interpersonal issues such as giving useful feedback,



dealing with team problems, and resolving conflict among team members.

The 164-page booklet costs \$7.95. For more information, contact Joiner Associates, Madison, Wisconsin.

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HUMOR BEATS STRESS

As Loretta LaRoche has proven, laughter can be a powerful tool for coping with stress and maintaining good health. Her workshop, *How to Prevent Hardening of the Attitude*, takes a comical look at the not-so-funny topics of stress and anxiety, and what you can do about them.

LaRoche's seminar teaches participants how to deal with negative feelings and behavior that can disrupt work performance, relationships, and success. Presentation topics include:

- ▶ Managing Stress Through Humor
- ▶ Laughter and Healing
- ▶ Women and Self-Esteem.

The flexible programs can be custom-tailored to fit almost any need, from keynote lectures to workshops

to weekend retreats.

LaRoche has created a cast of characters including The Fairy Godmother, The Martyr, The Self-Flagulator, and Attila the Hun who personify personality traits common to most of us.

The portrayals are comic and they leave the audience with useful coping tools and insights into self-destructive behavior.

For 15 years, Ms. LaRoche, the founder of Wellness Associates and also a faculty member of the Mind/Body Medical Institute at Deaconess Hospital, has taught over 50,000 individuals how to overcome stress and maintain an optimistic outlook. Her clients include Blue Cross/Blue Shield, Reebok, and Fidelity Investments.

For more information about videotapes and seminars, contact The



Humor Potential, Inc., Plymouth, Massachusetts.

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ISO 9000 HITS CD-ROM

The ISO Registration Series CD-ROM from Reality Interactive is a cost-effective way to learn the complex guidelines needed to achieve ISO 9000 registration.

A set of templates that include the 25 business processes standard to most companies is included in the series. The templates are cross-referenced against the ISO 9000 standard. The software uses interactive learning, animation, and real-world examples to make the registration process easier and more enjoyable. Titles in the five-part series include:

- ▶ The Executive Guide to ISO 9000
- ▶ Preparing for Registration
- ▶ Understanding the ISO 9000 Process
- ▶ The Registration Process
- ▶ Internal Auditing.

A fictional company, Global International, is the setting used to present detailed information about ISO 9000. Reality Interactive has hired professional actors and used high-quality graphics and digital video to make the virtual company believable.

At the opening of each title, the user receives an e-mail invitation to a series of seminars on the ISO 9000 process hosted by Global International or one of its divisions. Later in the series, the focus shifts from basic education about ISO 9000 to a case study of one of its divisions, Global Electronics, which is trying to achieve ISO 9000 registration as leverage in a competitive bid.

Three of the five titles include the entire text of the North American equivalent to ISO 9000, ANSI/ASQC Q 9000, in electronic form, which can be browsed, searched, and printed.

All five CD-ROM titles run on Windows on a Multimedia PC with a minimum 66 Mhz 486 microprocessor, 8 MB of RAM, 256-color video, a Windows-compatible sound card, and a double-speed CD-ROM drive.

How To Contact Training & Development Magazine

Unless otherwise noted, submit manuscripts and other materials to Ryann Ellis, editorial assistant, c/o *Training & Development*, Box 1443, Alexandria, VA 22313-2043. For package delivery, use 1640 King Street, Alexandria, VA 22314-2746. Phone 703/683-8100; fax 703/683-9203; TDD 703/683-4323; e-mail ryann.ellis@astd.noli.com on the Internet.

Feature Articles We welcome manuscripts for possible publication in *Training & Development*. Contact Customer Service for authors' guidelines. Include a self-addressed, stamped envelope.

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

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Training 101 Submit articles on training basics.

TechTalk This quarterly column features new technologies and developments. Send ideas to Sacha Cohen, *T&D* associate editor.

Career Power This monthly column covers ideas for personal career effectiveness. Contact Richard Koonce at 703/536-8568.

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

The Opposite Sector This quarterly column looks at training, OD, and performance in the government and nonprofits.

Research Capsules This quarterly column summarizes recent HRD research. Send material to Linda Morris, Learning and Professional Development, American Management Systems, 4000 Legato Road, 10th Floor, Fairfax, VA 22033; 703/267-8132.

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New Learning Tools Send press releases.

Working Life Send press releases on trends and tips on work/lifestyle issues.

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**TRAINING &
DEVELOPMENT**

The complete series costs \$5,495. For more information, contact Reality Interactive in Eden Prairie, Minnesota.
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TRAINING TO GO



Just-In-Time classroom programs available from Employee Development Systems, Inc.

cover everything from team development to customer service. With less money and time for training, organizations demand programs that are faster, shorter, and less expensive than those of the past. EDSI's courses can be taught in a day or in three-hour modules, by either internal or outside trainers. Each program is complete and requires no extra investments of time and money. The courses include:

- Assertive Communication
- Challenging the Status Quo for Continuous Improvement
- Dealing with Difficult People
- Identifying and Serving the Customer
- Taking the Initiative
- Listen First to Understand.

Most courses include a video, a learner's guide, participant workbooks, skill cards, evaluations, and certificates. The courses target middle and supervisory management and general employees.

"What makes these courses particularly effective," says Joy Riggs, president of EDSI, "is that participants practice the skills being taught so that by the end of the program they can immediately perform better."

Courses are available with a 30-day moneyback guarantee. For more information contact Employee Development Systems, Inc. in Houston, Texas.

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SOLO SOFTWARE

If you've switched over to Windows 95 but are still a little shaky navigating the new operating system, turn to Individual Training software for Windows

95. This computer-based-training software is tailored for the individual, so users can learn at their own pace and focus on problem areas. Managers can evaluate user proficiency in the new operating system with the software's skills assessment module.

The training program introduces the concepts, features, and functions of the Windows 95 operating system. New features of this system include the Taskbar, Start menu, the Explorer, and My Computer. Teach boxes on each screen guide users through completion of tasks, while colorful graphics and examples make learning fun.

The training software also includes interactive guides, easy-to-use menus, and practice exercises. An index allows users to instantly access topics such as bolding text, bullets and numbering, and opening documents. The glossary lets you see definitions for terms used in the training program and other common computing terms.

The software is available in both single-user and network versions and is compatible with either Windows 95 or Windows 3.1 The program also requires a hard disk with 7MB of space available, 2MB or RAM, a VGA or higher display, and a mouse.

The single user packages start at \$69.95; the network version is \$499.95; and with skills assessment software, the price is \$99.95 for the single user version and \$650.00 for the network version. For more information contact Individual Training in Pleasanton, California.

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SIMPLE INTERNET



Are you still a gawk on the information superhighway? Are you ready to play in the big league? *Simple Internet*, a beginners' guide to surfing the Net may be your

ticket to ride. This colorfully illustrated book takes the pain out of learning and deposits you into a fantasy world of on-line mysteries.

Your companion on the learning expedition is Archie Finger, private

LITE TOOLS



Just for fun... Need a pick-me-up to help refocus your training group or corporate meeting? We all know the time...around mid-afternoon when both lunch and brain cells are settling. Process Putty is a colorful glob that meeting participants can squeeze, mold, pinch, and pull to help increase creativity and rejuvenate concentration, according to product developer Kristin Arnold.

QPC is offering free samples of Process Putty to interested *T&D* readers, following the theory that feeling is believing. E-mail them at QPCInc@aol.com. For further product information, contact Quality Process Consultants, Inc., Hampton, Virginia.

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eye, who has been hired to solve a missing person case—on-line. As you travel with Detective Finger you will learn about important Net tools, programs, on-line files, e-mail, Usenet groups, shareware, graphics, FTP, and search engines.

There is also a section on “netiquette,” which features the dos and don’ts of Internet behavior, and how to avoid being labeled a “newbie,” by more experienced surfers. Jeffrey Cogswell’s book lets you skip the computer jargon and gets you into the fast lane.

Simple Internet retails for \$16.95. For more information, call Waite Group Press at 800/368-9369.

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REFLECTIONS ON QUALITY

Philip Crosby’s Reflections on Quality is a compilation of 255 adages and observations on quality. The knowledge within this miniature book is taken from Crosby’s 25 years as an educator and management expert. He is also the author of the well-known books, *Quality Is Free* and *Quality Without Tears*.

Included in the publication are messages such as “It’s always cheaper

to get the job done the first time” and “Quality is free. It is not a gift, but it is free.” Considered by some to be the world’s foremost quality guru, the lessons taught by Crosby are sure to spark dialogue and ideas.

This 144-page book retails for \$10.95. For further information, contact McGraw-Hill in New York, New York.

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DRUG-FREE WORKPLACE

Confused about drug testing laws and liability? Unsure about how to handle employee drug abuse? Perhaps the Institute for a Drug-Free Workplace can help. The organization’s catalogue contains 14 publications dealing with most aspects of drug-abuse prevention including: state and federal drug-testing laws, guides for employers on drug testing, employee drug education and awareness, and international research on drug testing and drug abuse.

The catalogue also features an Employer Guide Series for owners, managers, and supervisors. The guides include sample language, dos and don’ts, and suggested timetables that help employers develop and implement effective substance-abuse prevention policies. Titles include:

- ▶ Policy on Drug & Alcohol Abuse Prevention
- ▶ Employee Assistance Programs
- ▶ Employee Drug Education & Awareness and Supervisor Training
- ▶ Drug Testing in the Workplace.

Bulk order discounts are available. For further information, contact The Institute for a Drug-Free Workplace in Washington, DC.

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SMALL BUSINESS ENCYCLOPEDIA CD-ROM

If you’re a small business owner, getting your hands on the extensive resources of larger companies may seem impossible. Now, small- and medium-sized businesses can access a bevy of information with the *Small Business Encyclopedia* CD-ROM. Created by Allegro New Media and *Entrepreneur* magazine, this resource is

like having a team of business consultants inside your computer.

Users can tap into one hour of videos, dozens of slide shows, and animation covering 57 business categories, as well as profiles of success stories like Apple Computer and Ben & Jerry’s. The CD-ROM also features prepared spreadsheets for a variety of business applications and an interactive test for determining your “Entrepreneurial Quotient.”

Information can be accessed alphabetically, by subject, or by business lifestyle position. There are 17 topics to choose from including computerization, expansion capital, international markets, leadership/delegation negotiation techniques, public offerings, sales, selling your business, and strategic planning.

For more information about the CD-ROM business encyclopedia, contact Allegro New Media in Fairfield, New Jersey.

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TELECOMMUTING QUESTIONNAIRE

Sandra Sullivan’s workbook, *Home Is Where The Office Is*, may help you decide if telecommuting is a viable working alternative. The booklet proposes 20 questions that you should ask yourself and your employer before embarking on a telecommuting work arrangement.

The questions measure the advantages and disadvantages of working at home. Topics include equipment, travel, scheduling, communication with co-workers and customers, and training. Sullivan has also listed six tips for successful telecommuting negotiation and resources and references for further research.

Home Is Where The Office Is, retails for \$4.95 from Flex-It. The company also offers a free demonstration diskette to help organizations build a successful flexible network. For more information, contact Flex-It at 203/243-1142.

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“New Training Tools” is compiled and written by Sacha Cohen. Send items of interest to Ryann Ellis, Training & Development, 1640 King Street, Box 1443, Alexandria, VA 22313-2043.