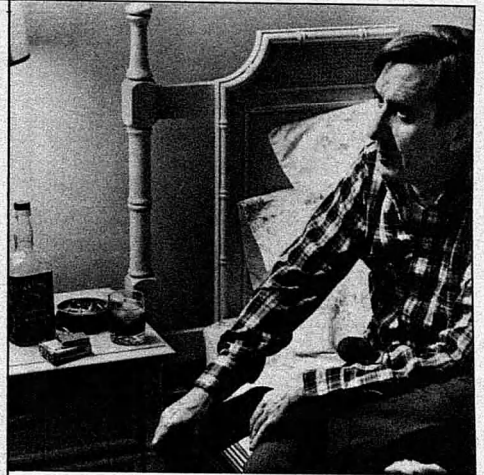


training films showcase



Does a Computer Work? is designed for those who are unfamiliar with the computer. It explains the software/hardware interface and provides information which will help turn the computer into a more useful and more profitable ally. The language used in the two films is intended for non-specialists and can be an important part of introductory computer courses in business and in schools. **VISUCOM Productions, Inc.**

Circle Reader Service No. 244



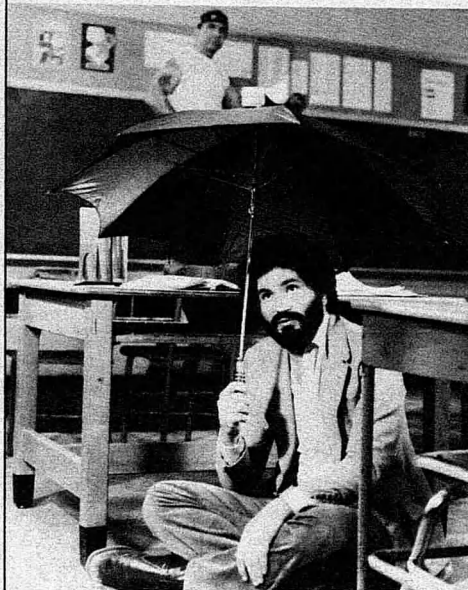
"Dealing With Angry Customers"

Keeping customers is as important as getting them, and dealing with angry customers is an important professional and personal skill. This training film demonstrates a simple method for dealing effectively with angry customers: Deal with both the person's feelings and with the person's problem. The film is 16 minutes long, color/sound, and is available for rental, preview or purchase in 16mm film or videocassette. A leader's guide and 27-page participant workbook are included. **Salenger Educational Media.**

Circle Reader Service No. 230

Everybody's Guide to the Computer

Everybody needs to know what a computer is. Most people either use a computer, work with someone who uses a computer, depend on it for information or are aware that their organization relies on it for essential functions. *What is a Computer?* is specifically designed for the training staff which comes in contact with the computer for the first time or works along side it without really understanding what it does or what it can do. The film explains the relationship between the central processing unit and the computer's peripherals and deals with software, hardware and data preparation. *How*



Asbestos Abatement

The New York City Board of Education has developed a successful asbestos abatement program that includes screening of *Doin' It Right* for workers performing construction, maintenance and repair services. The film outlines the hazards associated with asbestos and procedures for reducing exposure of students, staff and contractors' employees to the substance. Techniques for asbestos encapsulation, structural containment and removal are demonstrated along with the measures workers should take to protect themselves and others. Twenty minutes long, the film is available in 16mm film or videocassette formats at rental and purchase prices. **National Audio-visual Center.**

Circle Reader Service No. 242

"Thanks for the One Time"

This low-keyed but intense docudrama illuminates the special problems involved when a high-ranking employee or professional person is an alcoholic. The film is an effective aid for assistance programs and illustrates the importance of the employer in motivating the alcoholic to seek treatment. In addition, the film deals with the difficult problems faced by the co-workers of alcoholics. A leader's guide is included with the film. Available for preview, rental or purchase in 16mm film, BETA, 3/4" video or VHS formats. **LCA Video/Films.**

Circle Reader Service No. 231



"Problem-Solving: A Process For Managers"

Problem-Solving: A Process for Managers presents six easy-to-master steps which demystify

problem-solving in a way all can understand. The film tackles the serious managerial responsibility of resolving everyday organizational problems effectively and efficiently. Dramatic scenes are developed to show the problems and attitudes that must be resolved for organizations to work and for managers to succeed. Eight actors play a variety of roles depicting real-life situations. While the film recognizes the serious nature of emotional barriers, it also depicts the great waste that goes into seeking original solutions when others have already shown the way to solve the problem. Available in 16mm film, Super-8mm and videocassette. **National Educational Media.**

Circle Reader Service No. 234



trainer's performance is appraised on the wrong criteria. *If You Don't, Nobody Else Will* introduces the concept that training and development are the personal responsibilities of each individual and that self-development is a major factor in professional advancement. The film will help trainers incorporate the role of the line manager in the training process and put the role of the individual in perspective. **EFM Films.**

Circle Reader Service No. 240



Harassment

The Workplace Hustle is an acclaimed 30-minute documentary that explores the issues of sexual harassment in the work place in a candid and sensitive way. Narrated by Ed Asner, the film deals with the emotional trauma, financial pressures, adverse publicity, legal problems and social/psychological implications this problem creates. The film conforms to EEO guidelines and its use will help employers meet the requirements of Title VII of the Civil Rights Act. Comprehensive supporting training materials are available separately. Available for rental and purchase 16mm film and any of the videocassette formats. **ABC Wide World of Learning.**

Circle Reader Service No. 241

Hand and Finger Safety Film

This 15-minute program is designed for use by industrial supervisors to address hand and finger safety to employees who are highly susceptible to hand and finger injuries. "The Future Is In Your Hands" was filmed in metal fabricating, textile, chemical and combined function plants to illustrate application in a variety of industrial training environments. Key points include: use of personal protective equipment; use of tools rather than hands; lock-outs; types of hazardous mechanical action; vulnerability of employees (when they are new or inexperienced, or too familiar and comfortable with the task and perform dangerous tasks carelessly); and importance of mental alertness. **Educational Services Foundation.**

Circle Reader Service No. 237

Employee Development

Who is responsible for the development of individuals in an organization? In the theoretical model, the trainee learns everything taught and the line manager is a full partner in the training process. The trainer can work smoothly in such a system. Reality is most often very different. Trainees often learn only what they want to learn, line managers aren't always involved in training and the



"Stress Management: A Positive Strategy"

Using interviews and dramatic sequences, this film teaches managers at all levels how to better cope with their stress by enhancing skills they may already have. Participants learn the importance of building awareness of their own relationship to stress, including learning to pinpoint the circumstances which trigger stress, signs of too much or too little stress and recognizing behaviors and attitudes which may be modified. Participants learn to identify optimal stress levels for effective functioning which can increase productivity and enhance physical health for a greater sense of well-being. The program, narrated by George Coe, consists of five videocassettes, approximately 30 minutes each, a leader's manual, workbooks of readings, self-assessment questionnaires, record-keeping logs and resource listings. Available in 3/4 inch or 1/2 inch videocassettes. **Time-Life Video.**

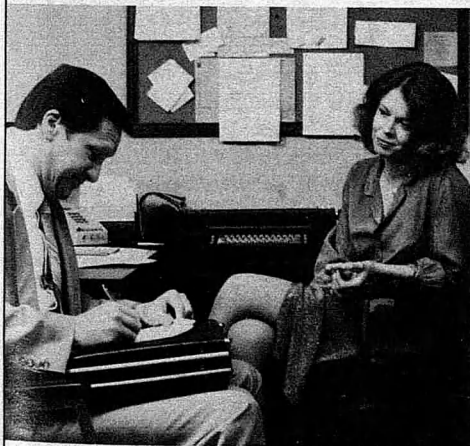
Circle Reader Service No. 235



"Everybody's Job"

This 15-minute film features interviews with employees who discuss the importance of productivity and the need to do quality work. The film's closing statement sums up its main message: "Productivity is not simply a word, it is an important idea. . . Our ability to work well and be really productive will determine our future as individuals, as a company and a nation." The film features comments from J. Peter Grace, chair and chief executive officer of W.R. Grace & Co. Available in 16mm film. **Modern Talking Picture Service.**

Circle Reader Service No. 245

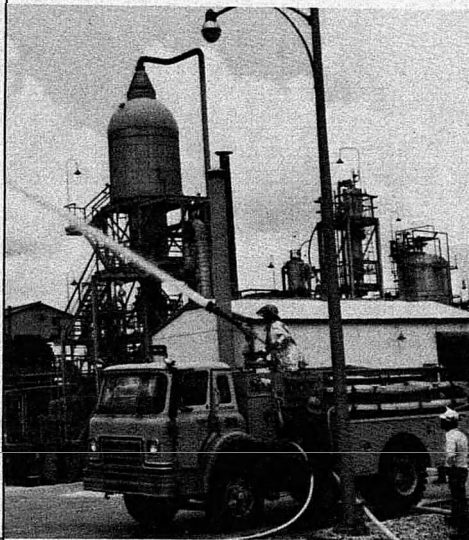


Sexual Harassment Films and Guides

Two films can help you address the concern of sexual harassment in the work place. "Sexual Harassment: A Threat to Your Profits" addresses all levels of management and examines the debilitating effects that sexual harassment has on productivity, profits, legal liability, public relations

and employee morale. A second film, "That's Not in My Job Description," gives employees a straightforward view of all forms of sexually harassing behavior by both men and women and describes positive ways to confront and resolve threatening situations. A discussion leader's guide includes official EEOC guidelines, offers an implementation schedule for employee awareness workshops and answers frequently asked questions. Available for purchase, preview or rental on 3/4 inch videocassette or 16mm film. **Philip Office Associates, Inc.**

Circle Reader Service No. 236

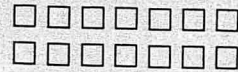


"Preparing for the Unexpected"

Emergency situations can arise in any work setting. The degree of success a company experiences in responding to emergencies depends on each employee, and the training and attitude of the employee will determine how well he or she responds to the situation. "Preparing for the Unexpected" shows the change in attitude toward emergency preparedness of one employee. Humorous experiences illustrate the importance of every individual's role in responding to an emergency and the film encourages them to take emergency drills seriously. A six-page workbook with background information, questions and answers is included. The film is available for license or rental in 16mm film, 3/4 inch videocassette, Betamax or VHS formats. **BNA Communications, Inc.**

Circle Reader Service No. 239

A.S.K.



and you shall receive — fast answers! With the **Assessment Survey Kit**, a small-computer software program developed by Dr. Karl Albrecht, you can create and process all kinds of questionnaires — employee surveys, needs assessments, training program evaluations, OD data gathering, and more. For Apple and other small computers. *Absolutely no knowledge of computer programming needed.* **A.S.K.** also has applications in market analysis.

Money back guarantee.

A.S.K.

P.O. Box 99097
San Diego, CA 92109
(714) 272-3776

Distributors invited.

Circle No. 108 on Reader Service Card

INTERNAL CONSULTANT TRAINING PROGRAM

A skill development program designed for staff specialists and internal consultants interested in improving consulting effectiveness in the areas of

- Organization Analysis and Diagnosis
- Leadership Skills for Consultants
- Strategy & Change Management
- Managing Organization Structure & Design
- Managing Human Resources
- Managing Organizational Productivity

The program will be presented in eight 3-5 day modules in Monterey, CA.

Call for more information



Organization Resources
Counselors, Inc.

4966 El Camino Real
Suite 216B
Los Altos, CA 94022
(415)962-8590

Circle No. 144 on Reader Service Card



Human Services Development/Life Education

Human Services Development Trigger Films and Videotapes on Life Education are sets of one- to three-minute vignettes that pose familiar problems in an evocative way to stimulate group response. They encourage reticent members to participate and help novice to experienced leaders to keep the discussions relevant and focused. Averaging 12 to 18 vignettes each, Human Services Development Trigger Films and Videotapes on Life Education are about 20 minutes long. Each

scene is independent, and as few as one per meeting can be viewed. Themes are suitable for any age and group type and are available at prices for 16mm film and videotape at purchase and rental rates. **Sales Development Associates.**

Circle Reader Service No. 232



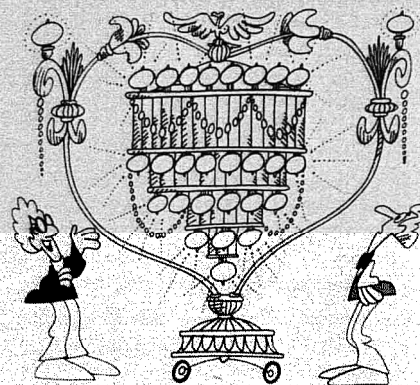
"The Stress Mess"

The Stress Mess is a training film that teaches how to reduce and manage stress, reveals many common signs of stress, shows how to identify sources of stress in our lives and explains important time management techniques. This 24½-minute color film with its extensive trainer's guide is a dynamic and highly motivating training program for use in stress management seminars and business training programs. It is a humorous yet hard-hitting film which should be used with executives, clerical workers and anyone who experiences stress. Available at preview, rental and purchase prices. **Barr Films.**

Circle Reader Service No. 233

an update on what is known about health, self-fulfillment and the all-important role people play in our lives—whether one is his or her own best friend or worst enemy. Dr. James Fries and Dr. Dru Scott present the key points: Accept responsibility for personal health, success and happiness; and accept the fact that everyone has choices. The 30-minute film comes complete with a meeting guide and is available in 16mm film or videotape at preview, rental or purchase prices. **Cally Curtis Company.**

Circle Reader Service No. 243



"Overmanagement"/Or, How an Exciting Idea Can Become a Dull Project

"Overmanagement" can help your work unit if you have trouble implementing a quality circle program. The film is about management attitudes and demonstrates how they determine success or failure of new ideas, as well as how they affect employee morale, work enthusiasm and productivity. Management-employee cooperation—in quality circles or other areas—can result in substantially increased productivity. This 10-minute, animated film is accompanied by a leader's guide and is available for preview, rental or purchase in 16mm film or videocassette. **Salenger Educational Media.**

Circle Reader Service No. 238

EMPLOYEE RELATIONS NEEDS ASSESSMENT INVENTORY



Do You Have:

- ★ A comprehensive training plan
- ★ Identified problem areas
- ★ Capability to assess the training needs of your organization

Our Inventory Measures

- ★ Performance
- ★ Employee/Supervisor Relations
- ★ Communications
- ★ Interpersonal Relations
- ★ Training & Development Needs
- ★ Career Planning
- ★ Organizational Pride

Call or write for a cost/benefit determination.



1927 BRISTOL PIKE
BENSALEM, PA 19020
(215) 639-4660

Circle No. 129 on Reader Service Card



The Choice

Each of us makes choices each day which affect our lives either positively or negatively. *The Choice* provides