

New Training Tools

Rorschachs for Trainers

Get group discussions rolling with *The Book of Square Wheels*, published by Performance Management. The book contains dozens of black-and-white, cartoon-like sketches designed for people to interpret according to their own perspectives.

Many sketches involve a group of people trying to push a wagon with square wheels up a hill. The sketches are intended to prompt participants to express their views on such issues as leadership and teamwork.

Facilitators can duplicate the sketches on most copy machines on colored transparency film. Under each sketch is a suggested color background: red for presenting problems, yellow for advising caution, and green for stimulating creativity.

The book includes facilitation tips, anecdotes, survey data, and other information relevant to each sketch to help guide discussion.

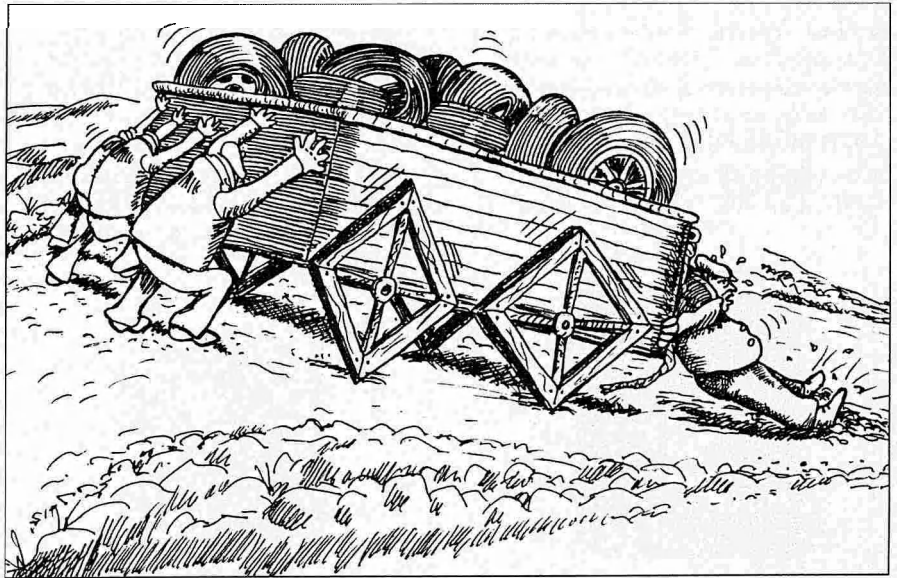
For more information, contact Performance Management Company, Taylors, South Carolina.

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Outlining Made Easy

Your high-school English teacher probably insisted that you make an outline before starting to write a paper. And you probably considered it drudgery. Now you write technical documents, but you still have to make those pesky outlines.

Your task can be made easier with *Structure Guides for Technical Documents* from Tech Writers. Each guide starts with a structure to which you add appropriate topics, instead of having to compile topics in order to get a workable structure or out-



Courtesy of Performance Management Company

line. You can use the structure chart as a checklist to begin writing almost immediately. Examples help you detect information gaps in your writing.

The guides are designed for writing technical-training manuals, reports, proposals, specification and data bulletins, and even magazine articles.

The guides come in a three-ring binder; the total cost is \$35.50.

For more information, contact Tech Writers, Northbrook, Illinois.

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How About Dat!

Looking for a way to deliver or develop cost-effective in-house training modules? You may want to check out the Iadat system from Integrated Applications.

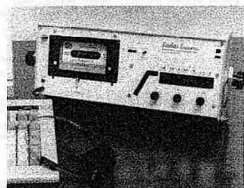
Just hook up the Iadat to a computer, pop in a standard-size audio-tape, and put on the headset. While you listen to the training program on

This month's array of tools includes a guide to square wheels, a remote-control marker, ecologically correct videocassettes, and training by Lily Tomlin.

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the audiotape and follow the verbal instructions, the system records your keystrokes, verbal comments, and screen actions on your PC. The Iadat makes it possible to listen to a program and do the exercises on the PC at the same time.

A subject matter expert can use Iadat to create a training program by keying in information on the PC and giving verbal instructions, which are recorded on tape. The tapes can be edited and revised as needed.



The system is geared toward interactive training on an individualized basis. Trainees can

learn at their own paces and without the presence of a trainer.

The Iadat, which operates digitally, is compatible with most MS-DOS personal computers.

For more information, contact Integrated Applications, Cleveland, Ohio.

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Pampers Into Programs

Among most trainers' professional tools, you'll find a lot of videos. Unfortunately, many videotapes eventually end up in landfills, adding to the heaps of nonbiodegradable plastic. Until now.

Global Zero has introduced G-Zero, a video shell made from recycled materials. It can be further recycled into other products once the tape has served its usefulness.

G-Zero videocassettes can be made from almost any recom-pounded product, even disposable diapers. With integrated molding technology, the cassettes can be reground after use and formed into other items.

A G-Zero cassette weighs 1.5 ounces less than a standard video-cassette, which saves on mailing costs. Each cassette has a life expectancy of 100 plays.

We also like the company's see-through, recyclable-plastic media kit.

For more information, contact Global Zero, Westbrook, Maine.

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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!*

Technically Speaking

New technologies often raise questions: Is it necessary to provide ethical training for users of information technologies? Whose responsibility is it to provide such training?

Technos, a quarterly publication, addresses topics related to technological advances. A typical issue includes interviews with technology experts, updates on new technologies, national technology standards and assessments, and reports on workplace readiness for new technologies.

A one-year subscription costs \$20. For more information, contact *Technos*, Agency for Instructional Technology, Bloomington, Indiana.

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One Ringy-Dingy

A new series of customer-service training videos features Lily Tomlin portraying almost two dozen comedic characters, including Tomlin's well-known and well-loved telephone operator, Ernestine.



The videos are based on the book, *Delivering Knock-Your-Socks-Off Service*, by Kristin Anderson and Ron Zemke. The series features Tomlin as a customer-service investi-

STOP Searching for Information on Training

You've got it all in the ASTD Trainer's Toolbox series.

The *ASTD Trainer's Toolbox on Needs Assessment* includes eight publications and two audiotapes that deliver:

- ▶ Information on different needs assessment methodologies
- ▶ Sample needs assessment instruments
- ▶ Practical guidelines on developing your needs analysis, task analysis, job analysis, data collection, and surveying skills
- ▶ Expert advice on conducting focus groups and using job performance feedback
- ▶ A \$175 value!

The *ASTD Trainer's Toolbox on Evaluation* includes nine different publications, which provide:

- ▶ Sample evaluation instruments
- ▶ Proven approaches to measuring the return on training investment
- ▶ Practical guidelines on evaluation essentials, measuring attitudinal and behavioral change, and tracking operational results
- ▶ A \$200 value!

Prices:

Needs Assessment Toolbox — \$119 for national members; \$129 for nonmembers
Evaluation Toolbox — \$129 for national members; \$149 for nonmembers

JQK



Call ASTD at
(703) 683-8129
to order today!

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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 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 703/683-9205.

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

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gator who seeks out and retrains perpetrators of poor customer service. In each video, Tomlin disguises herself as a difficult customer who creates problems, with an amusing slant, for a customer-service provider. In most scenarios, Tomlin plays both roles.

You'll see Tomlin as homemaker Judith Beasley being served by a teenage worker at a fast-food restaurant and as piano-bar hostess Bobbi Jean presiding over customer-service purgatory.

The videos come with instructor manuals and participant workbooks. For more information, contact Mentor Media, in Los Angeles, California.

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Click, Click

Now presenters can draw over video images without taking marker to transparency.

The new Pointmaker PVI-70 remote marker from Boeckeler Instruments enables users to draw over video images, using a cordless remote control. Simply point the remote control at the screen, press a button, and draw. Circle important graphics, underscore text, and so forth.

By clicking a special button, users can place arrows anywhere on the screen. Erase only one arrow and line at a time, or clear the screen of all arrows and lines at once.

Special features include highlighting, drop shadows, and a choice of eight colors.

Lite Tools

Just for fun.... What's soft, square, and sticky all over? No, it's not Wayne Newton. It's the Message Magnet.

Instead of putting holes in your office wall, stick the 9-by-12-inch foldable bulletin board to your metal file cabinet.

The Message Magnet costs \$4.99. Push pins are \$2.99 a package.

For more information, contact the Container Store, Vienna, Virginia.

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The Pointmaker is connected between the video source and the video display, allowing presenters to move freely around the room while using the remote control. The Pointmaker is compatible with NTSC composite, RGB (NTSC), Y/C (S-VHS), VGA monitors, and Macintosh systems.

For more information, contact Boeckeler Instruments, Tucson, Arizona.

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ADA Chart

It's been more than a year since the major provisions of the Americans With Disabilities Act went into effect, but some people may still be uncertain about how ADA regulations apply to various workplace situations.

A quick reference chart offered by Cummins & White attorneys might help. The chart, which resembles a flowchart, shows how several aspects of the ADA relate specifically to different kinds of organizations; acts of discrimination; and employment procedures such as hiring, training, and compensation.

For more information, contact Cummins & White, Los Angeles, California.

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A Little Learning

The Phi Delta Kappa Educational Foundation publishes a series of "Fastback" guides on workplace issues. Titles include *The Need for Workforce Education*, *Interactive Videodisc and the Teaching/Learning Process*, and *Personalizing Staff Development: The Career Lattice Model*.

The handy 20-page guides are 5 by 7 inches and cost \$1.25 each. Quantity discounts are available.

For more information, contact Phi Delta Kappa, Bloomington, Indiana.

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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.