

New Learning Tools

by Sacha Cohen

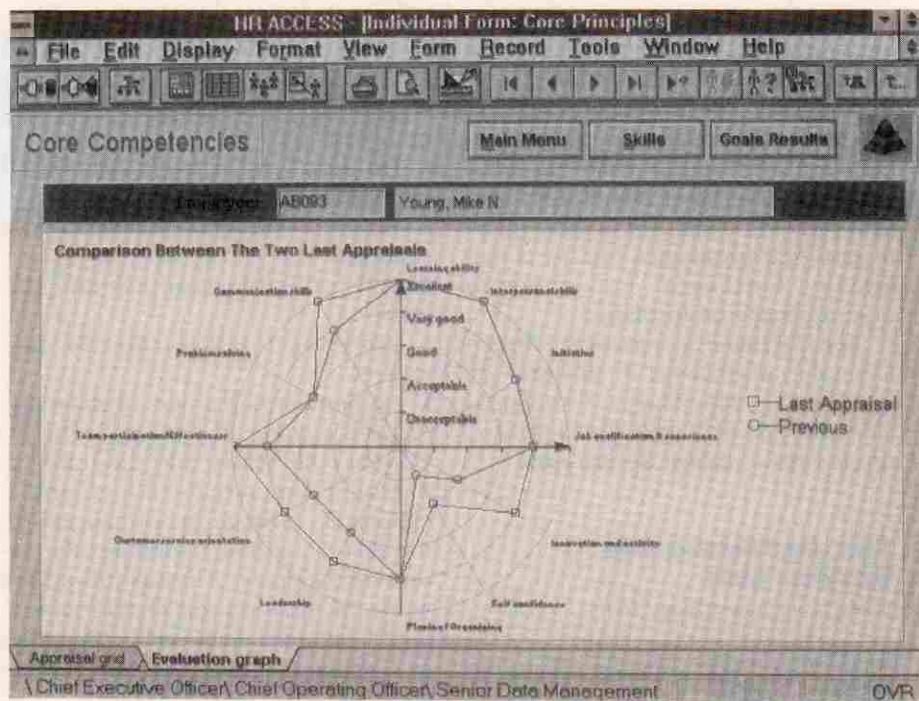
HR ACCESS

IBM offers HR Access, a global system for strategic human resource management, payroll, and benefits. The product lets international companies manage their workforces through a single, worldwide information database. A competency-based model helps companies recognize, measure, and develop employees' skills.

HR Access distributes HRD information to line managers and employees, which may reduce paperwork and streamline HRD processes. The product ships with Lotus Notes application templates, which help to simplify personal-information updates, benefits selection, performance reviews, and training.

HR Access has three fully-integrated modules: strategic human resources and organizational development, payroll, and benefits.

The strategic human resources module gives companies a competency-based model that links employee skills to jobs, positions, training,



performance, compensation, and career development.

For more information about HR Access, contact IBM's U.S. office,

White Plains, New York, 404/841-6211, extension 150; Web site <http://www.hraccess.com>.

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SAY WHAT YOU MEAN

How you communicate, what you say, and how you write can affect your job and your success. In *Say What You Mean*, a videotape from Commonwealth Films, you will learn the power of the carefully chosen word and the potentially negative results that can come from an ill-thought-out speech, memo, or phone call.

In one vignette, which takes place during a motivational sales meeting, a regional manager issues "marching orders" to the sales "troops" that are meant to be funny. Instead, his ambiguous words lead to actions and consequences that were not intended. Other dramatizations show how e-mail, memos, and videotaped conversations can be used as evidence against individual employees or a company.

The video also addresses inaccurate language, document destruction and creation, and retention.

For more information, contact

Commonwealth Films, Boston, Massachusetts, 617/262-5634; Web page, <http://www.ids.net/~commfilm>.

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PREVENTING VIOLENCE IN THE WORKPLACE

It's a frightening fact: More than 100,000 people will encounter violence at work this year. In fact, reports OSHA, occupational homicide is now the second leading cause of death in the workplace. So, what can you do to protect yourself and other employees?

In Tom K. Puderbaugh's book, *Violence in the Workplace: Managing People in the "Age of Rage,"* you will learn about such issues as liability, post-incident trauma, safety, and security. You will also learn

► how to design a threat-management team

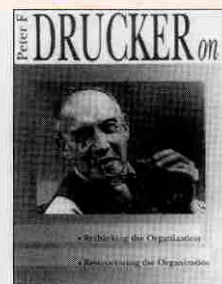
► how to recognize a potentially violent employee.

► how to deal with the news media

This 94-page workbook costs \$24.95. For more information, contact Development Dynamics, Palm Harbor, Florida, 813/786-1910.

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DRUCKER ON TAPE



Peter Drucker speaks about re-engineering and downsizing in a two-part video program, *Drucker on Rethinking and Restructuring the Organization*.

Available from MTS Publishers, the program can help senior-level managers assess an organization's options and strategies, and help line managers understand and implement those strategies.

In the first video, *Drucker on Re-thinking the Organization*, you will learn how to answer these questions:

- ▶ What do we do better than our competitors?
- ▶ Who are our customers and what is our market?
- ▶ How do we define our results?

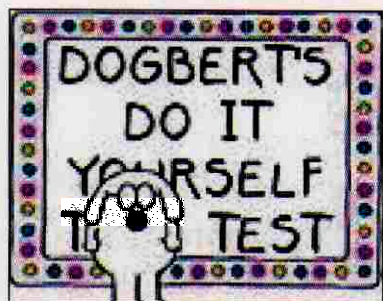
In the second video, *Drucker on Restructuring the Organization*, topics include

- ▶ reorganizing the flow of work
- ▶ "unbundling" the corporation
- ▶ learning to be innovative.

The two-video series costs \$895. For more information, contact MTS Publishers, Belmont, Massachusetts, 800/615-1897.

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NEW DILBERT VIDEO



A new 24-minute videotape from the Dilbert Business Video series, *Technology Does the Strangest Things!*, takes a humorous look at the importance of self-reliance when dealing with technology in the workplace.

The video opens with a four-minute animated feature, *Dogbert's Do-It-Yourself Tech Test*. Here is a sample from this amusing "test":

- When should you call tech support?
- ▶ A. Never. It's a sign of weakness.
 - ▶ B. Only when you're lonely.
 - ▶ C. Often, you'll get much better service once they get to know you personally.

In addition to the animated Dilbert vignettes, the series also features a series of short sketches by Renegade Duck, a Boston-based comedy troupe.

Elliott Masie, founder of the Masie Center and host of the video, says, "When you put computers in the workplace, some strange things start to happen. We believe that organizations, managers, people in technolo-

gy support, and users can work together to create a much healthier relationship between people and technology."

Technology Does the Strangest Things! costs \$99. For more information, contact Cohen and Gebler Associates, Boston, Massachusetts, 800/208-3535.

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TO TELL THE TRUTH

Recent studies indicate that between 10 percent and 30 percent of job applicants misrepresent their qualifications and backgrounds on applications and résumés, and during interviews. Now, employers can collect and verify important job-candidate information—before it's too late.

Decision Point, a four-step hiring program from McGraw-Hill/London House, combines an automated phone-application system, a pre-employment assessment, a structured interview, and a background-screening process.

Employers can administer the assessments by computer or paper and pencil. Employers can choose from such test topics as integrity and work values, mechanical aptitude, clerical ability, and sales knowledge.

Also included is BioGraph, a background-verification system. Employers can conduct searches on a job candidate's criminal record, credit history, driving record, and employment and education background. They can also verify a candidate's social security number.

For more information, contact McGraw-Hill/London House, Rosemont, Illinois, 800/221-8378.

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CULTURAL DIVERSITY FIELDBOOK

More than 150 articles, interviews, essays, and activities on diversity in the workplace are included in the *Cultural Diversity Fieldbook* from Peterson's/Pacesetter Books.

Such well-known social commentators as Jeremy Rifkin, Thomas Sowell, Katha Pollitt, and Lance Morrow

write about this hot topic. Chapters from the book include

- ▶ Class—The Hidden Spoiler
- ▶ Race in the USA—Exorcising Our Demons
- ▶ Nourishing the Human Spirit for the Diversity Pilgrimage
- ▶ Diverse America—Its Riches and Challenges.

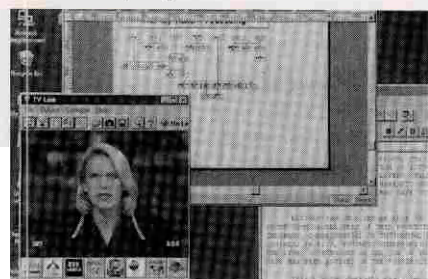
Each of the fieldbook's 10 sections has a "guidepost"—a commentary about the material—as well as hands-on activities, facts and figures, perspectives and opinions.

The 272-page book costs \$26.95. For more information, contact Peterson's/Pacesetter Books, Princeton, New Jersey, 800/338-3282, Web page <http://www.petersons.com>.

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MUST-SEE PC

With TVLink from Pinacl Communications, you can use a personal computer to receive and play any network television program.



TVLink accepts multiple TV channels as well as cable stations from satellite, cable tuners, local cameras, and digital video recorders. TVLink displays a television program at any desired size from an icon to full screen and you can receive regular TV programs while using computer programs.

The TVLink system uses existing or new twisted-pair cabling instead of costly coaxial cable. TVLink starts at \$10,000 and \$500 per user.

For more information, contact Pinacl Communications, Elmsford, New York, 914/435-8155.

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