

# New Training Tools

## **The Tools Bookshelf**

Here are three books that you may want to add to your training library. One addresses the kind of employee problems that most HR professionals face at one time or another. A second book is about family-owned businesses. And the third selection is a global guide.

### **Problem solving guide**

People problems can be troublesome, time-consuming, and complicated, no matter what the type or size of your firm.

For help, you may turn to *The Human Resource Problem Solver*. It covers a broad range of employee problems—including breach of contract, sexual harassment, discrimination, wrongful discharge, and day-to-day issues concerning motivation and performance appraisal.

For more information, contact McGraw-Hill, New York, New York.

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### **All in the family**

According to the publisher of the next book we'll discuss, more than 95 percent of all businesses in the United States are family-owned, including one-third of *Fortune* 500 companies. But fewer than 20 percent of family-owned businesses survive for more than 20 years. Most fail, or are swallowed up by large corporations.

If you're considering starting a family-owned business or if you already have one, *The Family Business Sourcebook* can serve as a comprehensive guide. It contains 75 articles on such subjects as managing a business, strategic planning, financial planning, professionalizing a family firm, dealing with psychological issues, coping with change

and conflict, and making a family business grow.

The 709-page hardcover costs \$85. For more information, contact Omnigraphics, Detroit, Michigan.

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### **It's a small world and getting smaller**

Before the decade is over, your organization is likely to operate on some level in the global marketplace.

To learn the ways, laws, and terminology used in the new world market, read *The World's Largest Market: A Business Guide to Europe 1992*. The book also presents a four-step model that shows how to make effective strategic decisions about opportunities and interactions with organizations in the European community.

The 280-page paperback includes five directories of names, addresses, telephone numbers, and descriptive information about U.S. government resources, relocation incentives, cooperative research and development programs, directives and legislation to be aware of, and European departments and contacts.

The book costs \$19.95. For more information, contact Amacom Books, New York, New York.

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## **The Japanese Way**

Adapting training programs for international use (see this issue's article on the subject) requires an understanding of cultural differences. So does face-to-face contact with people in the global network.

Intercultural Training Resource Incorporated has produced a six-part video series, "Working with Japan," that shows how, when, and where to approach the Japanese market and

*Reading, writing, and Russian are the focuses of some of this month's tools. They include books, videotapes, tests, and cartoons.*

## New Training Tools

how to deal with Japanese managers.

The videotapes focus on such issues as timing, protocol, cultural expectations, communication strategies, and negotiation tactics.

Titles include "Preparation," "First Meeting," "Negotiating," "Managing the Relationship," "Women in Business," and "Business Entertaining."

For more information, contact ITRI, Carmel, California.

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## New Meaning to the Term "Business World"

For a broader-based guide to operating in the global sphere, you may want to subscribe to *Business & the Contemporary World*. The quarterly newsletter addresses—with a global

perspective—the issues, opportunities, and challenges that affect business and society today.

Typically, articles are about business and national affairs; trends in trade, labor, technology, and society; and global competition.

A one-year subscription costs \$36. Contact Business & the Contemporary World, Waltham, Massachusetts.

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## They're Here

One newcomer to the world market may prompt some people to start brushing up on their Russian. The capitalization of Russia is already attracting its entrepreneurs to U.S. ventures and U.S. businesspeople to Russian ventures.

The Educational Testing Service (ETS) offers two evaluation methods to help ensure that an organization's staff can make themselves understood in Russian. The tests evaluate the Russian proficiency of people whose native language isn't Russian. The tests measure basic and advanced comprehension levels in listening, reading, writing, and speaking.

The tests cost \$20 and \$15. For more information, contact ETS, Princeton, New Jersey.

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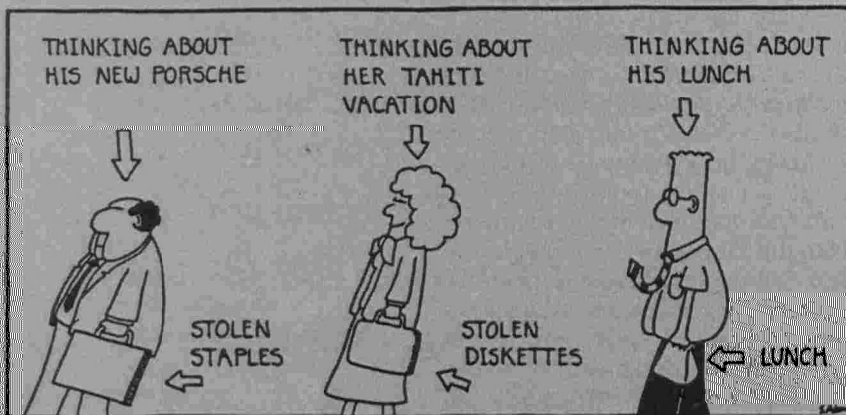
## Freebie

Karol Media offers a new, free business catalog that lists about 50 titles of videotapes, audiotapes, and books on a variety of topics—including sales, marketing, management, performance, and computer software training.

Karol selected the products for inclusion in the catalog in association with *Inc.* magazine, the Small Business Association, and other organizations. Representative videotape titles are "Making Effective Sales Calls," "Decision Making," and "Persuasive Speaking."

To get your free copy or for more information, contact Karol Media, Wilkes-Barre, Pennsylvania.

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## Lite Tools

Just for fun.... Now office workers can *Build a Better Life by Stealing Office Supplies*, which is the title of Scott Adams's new book. Adams is the creator of the syndicated cartoon, "Dilbert."

The book features comic-strip vignettes of Dilbert and his sidekick and alter ego, Dogbert. Dogbert blithely and succinctly offers advice on typical workplace matters—such as dressing for success, hallway etiquette, and trying to understand marketing and accounting people.

Examples of dogbertisms: "It's better for your career to do nothing than to do something and attract criticisms." "A well-formatted stupid proposal will get fur-

ther than a good idea that is poorly formatted."

As for the directive in the book's title, Dogbert assures readers that most companies consider theft of office supplies to be an unspoken benefit. How else could people on their salaries afford nice things?

The publishers claim that the book is "for anyone who works in an office, will someday work in an office, or would never be caught dead in an office."

*Build a Better Life* or *Dogbert's Big Book of Business*, as it is also known, costs \$7.95.

For more information, contact Pharos Books, New York, New York.

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## I'll Show You Mine If You'll Show Me Yours

There are the Malcolm Baldrige award criteria for quality. There are the European Common Market's ISO 9000 requirements for quality. There are probably hundreds of different definitions of quality. But have you ever wondered how your organization stacks up to others qualitywise?

The free Qualitiscor checklist allows you to contrast and compare. It consists of questions aimed at uncovering major strengths and weaknesses in an organization's quality system. After you complete Qualitiscor, you add the points and compare your total to industry standards.

According to the producer, more than 1,000 companies in both the manufacturing and service sectors have used Qualitiscor.

Send a self-addressed envelope with two 29-cent stamps on it to Management Sciences International, 2120 Lebanon Road, Lawrenceville, GA 30243-5131.

Please specify whether your organization is manufacturing- or service-oriented.

### Leading the Leaders

With the increasing emphasis on total quality management, innovation, and change, human resource managers need more practical resources for creating, evaluating, and nurturing executive development programs in their firms.

The Center for Creative Leadership offers managerial assessment instruments and a wide range of training products, publications, and programs on leadership.

The materials that are available through the Center for Creative Leadership include Tools for Developing Successful Executives; Bench-

### 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!*

marks, which is an instrument used to assess individual experiences and link learning to developmental strategies; and Positioning for Leadership, an assessment program that allows managers to review their careers and their aspirations.

For more information, contact Center for Creative Leadership, Greensboro, North Carolina.

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### Penandpencilphobia

Do you have a fear of writing? A lot of people do. The *ProcessWriting Workshop: A Guidebook for Facilitators*, by Stephen Gladis, may provide relief.

The workshop offers a 10-step process for decreasing writing apprehension and increasing positive writing attitudes. The package includes lesson plans, reproducible handouts, and overhead transparencies.

Much of the program is based on group work, discussion, and trainee presentations. The approach favors review and revision as a way of developing a piece of writing.

The price for the guidebook and binder of training materials is \$75. For more information, contact HRD Press, Amherst, Massachusetts.

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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.

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