

## New Training Tools

### Product Information

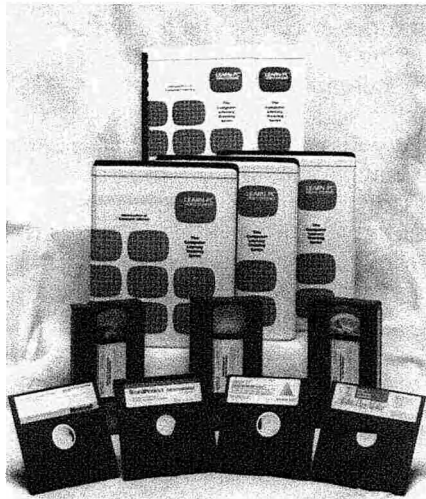
If you would like more information on a product listed in "New Training Tools," circle the corresponding number on the Reader Service Card at the back of the magazine and drop it in the mail. The manufacturer will send the information you need directly to you.

If you would like to telephone the manufacturer, you will find the phone number on the RSVP page. But please be sure to say that you read about the product in the *Journal*!

### Getting Literate . . .

You may think that a root directory is a catalog of tulip bulbs, or you may not know what the acronym DOS stands for or why people want to boot up the system rather than simply turn it on. And in your job, you may not have to work with computers at all. Your day will come, however—you'll have to work on a project for which you need to know a little something about those electronic workhorses. Worse, you may have to work on one yourself.

LEARN-PC Video Systems has introduced "The Computer Literacy Training Series," a three-part program designed for people who have computers in their organization—new computer users, experienced ones, and people who do not use computers at all. For neophytes, the course tries to dispel computer-phobia by showing exactly what a computer can and cannot do; for the more experienced, it describes the ways hardware and software can combine to create additional capabilities.



The three parts of the series are

- "Introduction to Computer Literacy";
- "Hardware: The Power of Your Computer";
- "Software: Productivity at Your Fingertips."

"The Computer Literacy Training Series" includes three videotapes, two guidebooks, and demonstration disks from other software manufacturers. It is available for \$495 in VHS or Beta, and \$595 in three-quarter-inch U-Matic. Additional guidebooks and disk sets are available for \$30 each. For more information, contact LEARN-PC Video Systems, Minneapolis, Minnesota.

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### . . . And Putting That Literacy To Work

Here are some software programs for the training and development professional.

#### Managing apprentices

If you manage an apprenticeship program, then perhaps this software is for you. "Apprentice-1," by Applied Technetronics, is designed to store required information concerning apprentices and to create prog-

ress evaluations, rosters, transcripts, and a variety of summary reports. It also maintains most of the necessary state, federal, and local records.

"Apprentice-1" runs on an IBM-PC or compatible, and requires DOS 2.0 or higher, a 512K memory, and a hard disk. The price is \$495. For more information, contact Applied Technetronics, Cygnet, Ohio.  
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### 1-2-3-60

For those who use Lotus 1-2-3 in training applications, InfoSource has released "Worksheets-on-a-Disk," a collection of more than 60 ready-to-use spreadsheets. Each may be modified to suit your needs, whether you need to track employees or create a project-management system.

"Worksheets-on-a-Disk" includes a disk and a manual that describes each application, and provides tips, troubleshooting hints, guidelines, and procedures. The program is available for either 5 1/4-inch or 3 1/2-inch disks. The price is \$59.95, and the program is not copy-protected. For more information, contact InfoSource, Inc., Maitland, Florida.

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### All the Software You Need

The second annual edition of *The Personnel Software Census* has just been published by Advanced Personnel Systems. It covers more than 850 microcomputer-based programs for such human-resource-management functions as compensation, benefits, employment, training management, career development, and safety.

Also covered are 65 human-

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resource-information systems.

A condensed version of *Microcomputers in Human Resource Management* (a loose-leaf, 450-page directory), *The Personnel Software Census* (90 pages) briefly describes each program and provides contact information for each of the 425 suppliers. The larger directory gives lengthier descriptions.

*The Personnel Software Census* is available for \$29.95. *Microcomputers in Human Resource Management* goes for \$125, plus \$95 for a series of six supplements. For more information, contact **Advanced Personnel Systems**, Roseville, California. **Circle 193 on reader service card.**

### Managing everyone

"The Human Asset Management System," recently released by People Sciences, is a training system designed to address employee and organizational development and career needs. With it, you can

- determine strengths and weaknesses;
- prepare strategic training plans;
- target training budgets to improve skills needed for the future;
- search for job candidates;
- track and schedule training courses;
- maintain training records.

Each employee completes an on-line skills profile and individual development plan. The system uses skills models that reflect industry standards for functions in information services, for example, or sales. The skills and proficiency standards are tailored to each position and depict the conditions and skills necessary for the organization. To help employees assess their proficiency, a skills glossary defines proficiency levels, and the company's course catalogue lists course descriptions aligned by skill.

The system runs on personal and mainframe computers, and is avail-

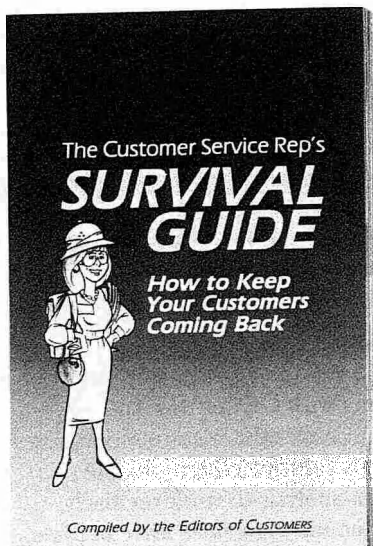
able at a base cost of \$16,500. For more information, contact **People Sciences, Inc.**, Parsippany, New Jersey.

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### Surviving the Customer

Is the customer always right? What is she thinking about while she's on hold? Why is that customer so angry that he's about to burst?

You can find some of the answers



in a new book compiled by the editors of *Customers*. It's called *The Customer Service Rep's Survival Guide: How to Keep Your Customers Coming Back* and it's published by Dartnell. Fully illustrated with humorous sketches, it contains entertaining stories, tips, and techniques designed to inspire customer-service reps to perform at their best.

The book is 112 pages long. You must buy at least 10 copies of it—the price for 10 is \$24.95. For more information, contact **Dartnell Corporation**, Chicago, Illinois.

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### Keeping Executives on Track

Many executives work hard, often at the expense of their personal lives. They work on their jobs, their careers, and their organizations, but by doing so, they run the risk of burnout and depression and often become what they fear most—ineffective.

The Center for Creative Leadership has published a report called *Why Executives Lose Their Balance*. Based on case studies, it examines the causes and consequences of spending too much time on the job and not enough time tending to personal needs.

There are three main sections:

- "The Time and Energy Imbalance," which discusses some of the unhappy side effects of imbalance and how managers begin to live a life too focused on work;
- "The Inner Imbalance," which looks at the characteristics of an imbalanced executive and how organizations often reinforce them through rewards and advancement;
- "Addressing the Imbalance," which shows how balance of personal and business life can enhance managerial effectiveness.

*Why Executives Lose Their Balance* is available for \$15. For more information, contact **Center for Creative Leadership**, Greensboro, North Carolina.

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### Telling 'Em What To Do

Learning to delegate can be difficult for many people. Some know how to do it naturally—just think of our parents, for goodness' sake—but most managers have to go through doing too much before they are comfortable with telling others to do things.

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The American Management Association has come out with an audio-cassette program titled *Successful Delegation*. It is designed to take the guesswork out of deciding how and what to delegate. Through a series of vignettes and workbook activities, managers learn to

- give employees the right amount of independence;
- spell out accountability in specific, measurable terms;
- match delegated tasks with abilities;
- monitor performance without engendering frustration in an employee;
- encourage subordinates to make decisions on their own.

The program includes six cassettes for six hours of learning and a workbook with self-review questions, role-playing exercises, a case study, and a pre- and post-test. *Successful Delegation* costs \$155 for AMA members and \$165 for others. For more information, contact American Management Association, Saranac Lake, New York.

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*"New Training Tools" is compiled and written by Eric R. Blume. Send items of interest to Tools, Training & Development Journal, 1630 Duke Street, Box 1443, Alexandria, VA 22313.*