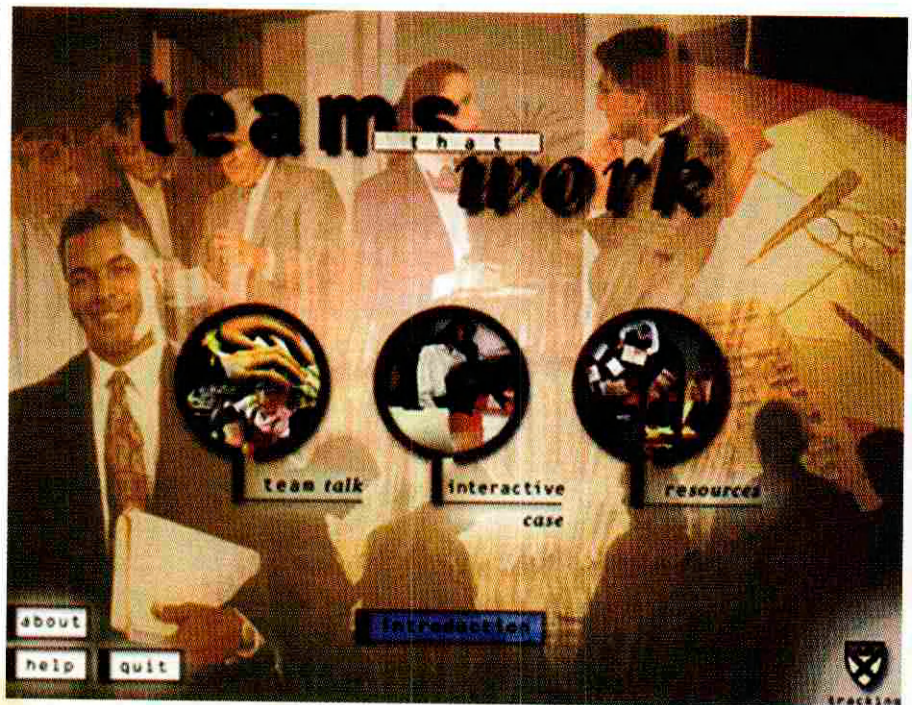# ■ New Learning Tools

by Sacha Cohen

TEAMS THAT WORK CD-ROM

Harvard Business School's *Teams That Work* CD-ROM is designed to help managers maximize team performance.

The program is divided into three modules: Team Talk, Interactive Case, and Resources. In Interactive Case, managers navigate using a built-in appointment calendar to listen to voice messages, read e-mail and memos, follow meeting agendas and notes, and watch videos of teams interacting. Then, they make decisions for the teams in the video.

The Resources module includes articles from *Harvard Business Review*, notes and cases from the Harvard Business School collection of teaching materials, as well as worksheets and checklists for identifying and managing team problems.

Teams That Work is available for IBM-compatible PCs with 12MB of RAM recommended. Drivers must be compatible with QuickTime for Windows 2.0. A SoundBlaster or compatible sound card and Microsoft Windows 3.1 or later is required.

Pricing is based on the number of users and begins at approximately $450 per seat for 25 to 49 users. For more information, contact Harvard Business School Publishing, Boston, Massachusetts, 617/495-6700. *Circle 261 on reader service card.*

THE INTERNET AS A RESARCH TOOL

An audiocassette-based training program from OneOnOne Training teaches you how to find business and professional information on the Internet. The course is delivered on four audiocassettes, so you can listen while you work.

Each tape includes such information as
▶ how to navigate through the World Wide Web and the Internet
▶ how to configure, use a browser, and load URLs
▶ how to use search engines including Yahoo! and Lycos
▶ how to locate people and organizations on the Net
▶ how to send and receive e-mail
▶ how to use Archie, Veronica, and Telnet.

The training program also includes an indexed quick-reference guide. For more information about *How To Use the Internet as a Research Tool* training program, contact OneOnOne Training, Addison, Illinois, 800/424-8668; Web site http://www.oootraining.com. *Circle 262 on reader service card.*

WEB@SSESSOR

Create and administer any test electronically via the Internet or an intranet with Web@ssessor from ComputerPREP. This skill-assessment tool includes multiple-choice, true-false, and fill-in-the-blank questions. You can customize, administer, grade, analyze, and archive questions and answers over the Web.

Trainees can access and take tests online from their workstations by submitting a pre-assigned password. Results are reported automatically to trainer and trainee.

The benefits for trainees can include reduced test anxiety, improved learning potential, equal access to testing, tests delivered just-in-time, automatic feedback, and confidential test results.

The benefits for trainers can include
▶ timely assessment of trainees
▶ cost-effective test delivery
▶ simple administration
▶ easy justification of training efforts.
For more information about Web@ssessor, contact ComputerPREP, Phoenix, Arizona, 800/228-1027; Web site http://computerprep.com. *Circle 263 on reader service card.*

ONLINE ORGANIZATIONAL TRAINING

Pinnacle Multimedia offers Pinnacle *Learning Manager,* a software program designed to manage, distribute, and integrate an organization's training initiative. PLM launches any Windows program and works with all major CBT authoring tools.

With this product, trainers can distribute course information, manage students, and collect the progress and results of training automatically. Other benefits include automatic recertification, advanced password security and protection, and compatibility with LAN and WAN connections.

For more information, contact Pinnacle Multimedia, Draper, Utah, 800/738-9800.

Circle 264 on reader service card.

101 RECOGNITION SECRETS

If you think that raises and promotions are the biggest motivators in the workplace, think again. According to motivational expert Rosalind Jeffries, what most American workers really want is praise and recognition.

In her book, *101 Recognition Secrets: Tools for Motivating and Recognizing Today's Workforce,* Jeffries shares tips, suggestions, and strategies for using recognition to motivate employees. For example, you can write an employee a personal congratulations note for excellent performance in handling a difficult customer or grant employees a day or two of leave for special events in their lives.

Jeffries's book explains
▶ the most common reason people give for quitting their jobs
▶ how Taco Bell, Motorola, Xerox, IBM, and other companies recognize their employees
▶ the top 10 ways employees say they would like to be recognized.

The book is based on responses from 10,000 managers and employees. *101 Recognition Secrets: Tools for Motivating and Recognizing Today's Workforce* costs $6.95. For more information, contact Performance Enhancement Group, Chevy Chase, Maryland, 301/654-8449.

Circle 265 on reader service card.

PERFORMANCENET

Here's an application that offers six approaches to coaching, development, and performance improvement.

PerformanceNET is a Windows-based software application that lets users
▶ identify and use competencies to improve employee performance
▶ determine what makes the best employees stand out
▶ put results of previous competency studies to work
▶ automatically provide employees with feedback from peers, subordinates, team members, managers, and customers.
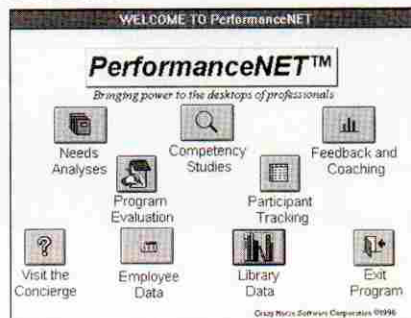
Included in the software is a library of more than 500 performance dimensions including skills, competencies, tactics, and critical roles; competency studies; document templates for preparing cover letters, questionnaires, and reports; tools for program evaluation and participant tracking; and feedback and coaching tools.

For more information about PerformanceNet, contact Crazy Horse Software, Ipswich, Massachusetts, 508/356-0750; Web site http://members.aol.com/mystoplane/welcome.htm.

Circle 266 on reader service card.

SUCCESS THROUGH DIVERSITY

A collection of paperback guidebooks on organizational success through diversity is available from Richard Chang Associates.

The five titles in the series are
▶ *Capitalizing on Workplace Diversity*
▶ *Successful Staffing in a Diverse Workplace*
▶ *Team Building for Diverse Work Groups*
▶ *Communicating in a Diverse Workplace*
▶ *Tools for Valuing Diversity.*

In *Capitalizing on Workplace Diversity,* readers learn how to choose staff for successful diversity, build organizational awareness and commitment, create a diversity vision, communicate effectively in a diverse workplace, and manage diversity issues. Included in each book are case studies, self-assessments, worksheets, charts, and illustrations.

Each 110-page guide costs $12.95. For more information, contact Richard Chang Associates, Irvine, California, 714/756-8096.

Circle 267 on reader service card.

TRAIN AND TRACK ONLINE

Version 3.60 of Digital Trainer Professional multimedia CBT software is now available from MicroMedium. The product lets trainers and human resource practitioners distribute and track the performance of training over intranets and the Internet.

The new version supports the JPEG compressed-image format and the latest just-in-time training technology. This means that employees can view Web pages directly within the program.

Digital Trainer Professional version 3.60 supports Netscape Navigator, Microsoft Internet Explorer, and most other browsers running on Windows 95, 3.1, or NT.

The Small-Business Edition of Digital Trainer Professional version 3.60 costs $279.95. The Corporate Edition costs $975.95 and includes additional performance-tracking software.

For more information, contact MicroMedium, Research Triangle Park, North Carolina, 919/558-9225; Web site http://www.micromedium.com.

Circle 268 on reader service card.

SUBSTANCE-ABUSE PREVENTION HANDBOOK

Preventing Substance Abuse in the Workplace, by Richard Largent, is designed to help HRD managers and executives identify and deal with substance-abuse problems in their

organizations.

This 180-page how-to book provides specific guidelines for implementing a prevention program.

The book explains

▶ how substance abuse affects an organization's productivity and profits
▶ how to write a drug-free workplace policy
▶ how to investigate suspected substance abuse legally and effectively.

The guide also features a section on drug and alcohol testing programs. Included are a pre-employment drug-screening questionnaire, an informed-consent and release-of-liability form, and a drug-testing requisition form.

Preventing Substance Abuse in the Workplace costs $49.95. For more information, contact Target Investigations, Kentwood, Michigan, 616/281-0248.

Circle 269 on reader service card.

THREE PATHS TO HAPPINESS

According to Robert E. Lindberg, author of *Finding Personal Happiness: Three Magical Paths*, there are only three ways to find deep, sustaining contentment. But you only have to follow one of these psychological paths to achieve that goal.

The book provides techniques for achieving fulfillment in those essential elements of one's being: the heart, the mind, and the soul.

Finding Personal Happiness guides readers through thought-provoking exercises and real-life incidents. Lindberg tells how to discover the energy, creativity, and motivation to succeed.

The 314-page book costs $22.95. For more information, contact Psychological Insights Press, San Antonio, Texas, 800/694-8060.

Circle 270 on reader service card.

STRESS-BUSTING CD-ROM

InnerFlow Software offers *Natural Stress Relief*, a combined CD-ROM and audiotape program for Macintosh and Windows-based computers. The product is based on the work of Geoffrey D'Arcy, founder of the stress and pain clinic at the Marino Center for Progressive Health in Cambridge,
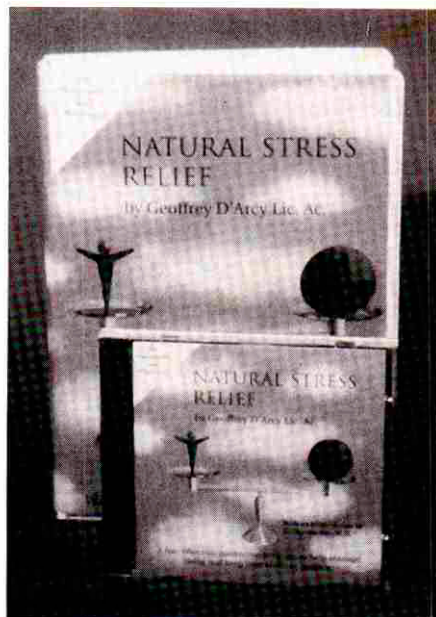
Massachusetts.

The software can be used as a tool to improve employee health and performance and to keep health care costs down. With the CD-ROM you can

▶ measure your stress-coping skills
▶ track and analyze your stress
▶ peruse a library of information about stress and mind-body relation.

The *Natural Stress Relief* program costs $79.95. For more information, contact InnerFlow Software, Wakefield, Massachusetts, 800/928-9868.

Circle 271 on reader service card.

BENCHMARKS OF TEAM EXCELLENCE

In her diagnostic instrument, Benchmarks of Team Excellence, Jesse Stoner helps teams identify and measure their performance against these six key indicators of team excellence: alignment, team effectiveness, empowerment, passion, commitment, and results.

After team members complete, score, and interpret the assessment and their results, they can find out how to improve their scores.

Benchmarks of Team Excellence costs $6.75 for participant material, and $25 for the facilitators' guide. For more information, contact HRDQ, King of Prussia, Pennsylvania, 800/633-4533.

Circle 272 on reader service card.

MANUALS THAT REENERGIZE HRD

Do you want to reenergize your role as an HRD professional and find ways to measure HRD's business value? According to Jacob-Cameron Publishing, its series of six manuals can help. The publications include

▶ *How To Conduct a Human Resources Effectiveness Audit*
▶ *Waking Up the Organization to Internal Customer Service*
▶ *Vanguard Staffing Practices*
▶ *The Right Person for the Job*
▶ *The Vanguard Daily Performance Management System*
▶ *A Tool Kit for Reenergizing Your Organization's TQM Program.*

In *How To Conduct a Human Resources Effectiveness Audit*, you will learn how to develop a values-oriented mission statement, how to conduct an HR self-audit, how to measure the HR function against best practices, and how to interpret an HR audit. Here are some subjects covered in the audit:

▶ departmental organization
▶ compensation
▶ employee benefits
▶ personnel policies and workplace rules
▶ training and development
▶ safety, health, and wellness
▶ labor relations
▶ recruitment and selection.

For more information about the manuals, contact Jacob-Cameron Publishing, Point Richmond, California, 510/236-2075.

Circle 273 on reader service card.

COURSE BUILDER

Course Builder is an interactive multimedia authoring tool for creating instructional software. The product features an easy-to-use, intuitive development interface, which integrates built-in question and scoring templates with graphics and lively animation.

Course Builder lets you create interactive applications using text, graphics, sound, animation, QuickTime movies, and video-device control—without writing a script or lines of programming code. Other features include full

256-color display, automated scoring and reports, progress bookmarks, and integrated display transitions.

The product is intended for creating computer-based training modules, interactive simulations, animated presentations, self-paced tutorials, public information kiosks, and electronic testing programs.

Course Builder is delivered complete with step-by-step guided tours, examples, and supporting software utilities. The software costs $995. It authors in the Macintosh environment but can be played back on MS Windows 3.1 or higher.

For more information, contact Discovery Systems International, Knoxville, Tennessee, 615/690-8829.
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ERGOKNOWLEDGE CD-ROM

A one-hour, CD-ROM-based multimedia training course that teaches users the principles and practices of healthy office ergonomics is available from Graphic Media.

"Repetitive strain injuries are the fastest growing occupational disease of the 1990s resulting in costly workers' compensation claims and lost productivity. Organizations need a very cost-effective way to train their employees on good ergonomic practices and then ensure [that] behavior changes," says

Lite Tools

Remember those sleepovers when you pored over the Ouija board hoping for answers to life's mysteries? Does Tommy like me? Will I graduate from junior high? Well, now you can conjure those fond memories of brushes with the Great Beyond with the Ouija mousepad. This kitchy desk accessory may not help you see into the future, but it certainly makes a good conversation piece.

The Ouija mousepad costs $16.95. Not a bad price for the wisdom of the ages. To order, call Wireless, 800/663-9994.
Circle 276 on reader service card.

Michael Loftus, executive vice president of Graphic Media.

The CD-ROM offers
▶ multimedia instructional design
▶ self-paced training methods
▶ real-time interactive practice and feedback
▶ complete database documentation of user results
▶ a closed-captioning option
▶ animation, video clips, illustrations, and sound
▶ quizzes and reviews
▶ easy-to-use controls for computer beginners.

ErgoKnowledge runs on Windows 3.11 or higher, or Macintosh. A 2x CD-ROM drive, 8-bit SoundBlaster card, 6 megabytes of hard disk space, and a 256-color VGA monitor are recommended.

For more information or for a free 30-day product evaluation, contact Graphic Media, Portland, Oregon, 800/845-2439.
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Send press kits and items of interest to **New Learning Tools,** *Training & Development, 1640 King Street, Box 1443, Alexandria, VA 22313-2043. E-mail tools@astd.org.*