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AGING WORKFORCE, THE TRAINING POINT ISSUES IN MANAGEMENT # 3

Fewer young people coming into the workforce has serious implications for employers, business owners and management. Coupled with this, there is a hidden and under-utilised pool of workers aged over 45. This program provides insights into the changing age demographic in the workforce and considers the benefits that older workers bring to organisations. The DVD and workbook enables users to explore the characteristics of an ageing workforce, dispel some of the myths that exist, and to identify a range of strategies that might be implemented to harness the power of the current and future workforce. This will in turn assist organisations to become more sustainable and service industries to remain viable.

LENGTH: 10 min.

PRODUCER: Training Point.Net

PRICING: Purchase: DVD: \$295.00

BASIC FACILITATION

Ask employees at your company what they think of meetings, and they'll probably roll their eyes and grumble, yet research shows that managers and team members spend from 20% to 40% of their time in meetings, and salespeople spend more than 40%. *Basic Facilitation* is an engaging half-day workshop that teaches facilitators how to run dynamic, effective meetings. Filled with a wealth of invaluable information, the *Basic Facilitation* video and workbook share practical skills on the meeting process and secrets for increasing productivity and improving group interactions. So instead of running meetings that meander and fail to interest participants, your facilitators will create effective group interactions that inspire and motivate employees to achieve individual and corporate goals.

LENGTH: 29 min.

PRODUCER: Workplace Publishing

PRICING: Purchase: DVD: \$695.00

CLOSING THE SALE SALES AND SERVICE MASTERCLASS

In this program, the experts discuss conventional notions of 'closing the sale' and challenge popular thinking about this most crucial of sales steps. The merits of the 'formula' approach versus a more instinctive, organic process are debated, with surprising results that challenge widely held beliefs. Appropriate use of language is also examined, including the importance of structuring questions. The areas discussed are applicable to a wide range of situations and offer fresh, motivating ideas to put into practice.

LENGTH: 12 min.

PRODUCER: Training Point.Net

PRICING: Purchase: DVD: \$295.00

DIMENSIONS OF COACHING

Coaching is one of the most powerful tools available for helping employees reach business and professional development goals. So why aren't companies realizing the tremendous benefits that come from it? Most companies rely solely on a manager-driven approach, failing to recognize that willing employees can mentor their peers. And many managers lack the skills to develop their staff. As a result, a company's greatest resource – its employees – remains underutilized and underdeveloped. *Dimensions of Coaching* teaches employees with expertise and availability how to help their coworkers to become productive and effective. Because the methods and tactics taught are based on considerable empirical research, it benefits all employees – from the most experienced manager, to the new hire. And by empowering all members of your team to help each other, your entire workforce will be better prepared to meet the challenges of the marketplace and perform at their peak.

LENGTH: 24 min.

PRODUCER: Workplace Publishing

PRICING: Purchase: DVD: \$695.00

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DIMENSIONS OF COACHING (FRENCH)

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PRODUCER: Workplace Publishing

PRICING: Purchase: DVD: \$695.00

EFFECTIVE PEOPLE SKILLS (SERIES: 8 TITLES)

EFFECTIVE PEOPLE SKILLS

Effective People Skills is a series of eight 1-hour workshops that cover every conceivable type of conflict that occurs in your workplace, as well as related topics. Most important, it teaches your employees essential skills for resolving conflicts, enhancing collaboration and productivity, and infusing a spirit of teamwork and respect at your company. Each workshop features an information-rich facilitator's guide and an engaging video that dramatizes a particular type of conflict and models an ideal response. The eight modules can be used individually or together, enabling you to tailor content to the unique needs of your organization. The 8 modules include: Determining the Right Response to Conflict; Handling Overt Conflict; Handling Covert Conflict; The Aikido Approach to Conflict; Working Collaboratively; Listening; Asserting; Giving and Receiving Feedback.

LENGTH: 50 min.

PRODUCER: Workplace Publishing

PRICING: Purchase: DVD: \$800.00

ENHANCING MORALE

TRAINING POINT LEADERSHIP #2

Morale is embedded into every workplace and has an all-pervasive effect on how employees communicate and perform, but it is not always obvious or easy to explain. This program investigates the link between workplace culture and morale, and the role that leaders play in creating and maintaining morale. Featuring dramatized scenarios and panel discussion, this program will assist in identifying current and potential issues and offers practical steps to develop a positive workplace culture that engenders good morale.

LENGTH: 12 min.

PRODUCER: Training Point.Net

PRICING: Purchase: DVD: \$395.00

FIVE STAR TEAMWORK

How is it that certain teams achieve extraordinary excellence, day after day, year after year and manage to stay committed to each other, their customers and their organization's mission? This new program features the remarkable team at the Four Seasons Restaurant in New York City - for 40 years one of the top-rated destination restaurants in the world - and the principles they live by. Your organization can use these principles to achieve the same level of consistent performance and daily excellence. Just as an example, one of the most important principles of the team is their commitment to each other. An uncommon promise that is one of the traits that set them apart from all others in any setting. They know that unless they take care of each other first they will not be able to provide the level of service required by the demanding clientele of the restaurant. *Five Star Teamwork* is a delightful video with a compelling cast of real-life characters. There are no experts, no actors and nothing is contrived.

LENGTH: 17 min.

PRODUCER: Workplace Publishing

PRICING: Purchase: DVD: \$725.00

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GENERATIONAL DIVERSITY

TRAINING POINT ISSUES IN MANAGEMENT # 4

Different ages working together is not new, but the phenomenon of three 'generations' - Baby Boomers, Gen X and Gen Y - all working together is both complex and fascinating. This program highlights the key features of different workforce age groups and the resulting issues for managers and those involved in recruiting, developing and retaining staff. The leader's guide, workbook and DVD combine to create a complete package of 'generation basics' which can be used to build a higher level of awareness and develop strategies to improve workplace relationships, tap into expertise, and retain talent. This program will be beneficial across many levels of an organisation, from business owners to trainers to team members working in cross-generational groups.

LENGTH: 8 min.

PRODUCER: Training Point.Net

PRICING: Purchase: DVD: \$295.00

GIVING LEADERSHIP AWAY

"To be a leader, you need to learn how to give leadership away". The first reaction of most new leaders is to take on more work - it's a natural reflex. How else can they be sure their project gets done right? But the more the leader takes on, the less motivated the team members become. The greatest challenge for team leaders is to let go of their work. The leader's job is to provide the tools, motivation, and direction the team members need to do the work themselves. Unfortunately, many leaders get no formal training in running a team. *Giving Leadership Away* can help both new and experienced leaders take on that challenge.

LENGTH: 20 min.

PRODUCER: Video Visions, Inc

PRICING: Purchase: DVD: \$695.00

GREENER WORKPLACE, A: PLANNING AND MANAGING SUSTAINABILITY

In recent years awareness around environmental issues has grown considerably. The philosophy of the green movement is no longer confined to lobby groups but has spread into governments and boardrooms around the world. Businesses are now expected not only to be 'good environmental citizens' but to be instrumental in leading changes in thinking and behavior. *A Greener Workplace* explores these issues, featuring interviews with leading consultants and businesses who have implemented successful environmental strategies. They discuss the processes undertaken and the benefits to their organization. What comes across clearly in this program is that a successful environmental strategy has to be endorsed and led from the top.

LENGTH: 18 min.

PRODUCER: Training Point.Net

PRICING: Purchase: DVD: \$695.00

HANDLING THE BAGGAGE

All sorts of different people make up a workplace. Everyone is impacted by a complex range of personal circumstances that go on outside of work - things shaped by personalities, relationships, finances and physical and social environments. Sometimes personal issues can dominate someone to the extent that their performance at work is affected - they bring their 'baggage' to work with them. This program, hosted by one of Australia's leading television and arts industry personalities, Michael Veitch, considers issues around identifying and dealing with emotional distress at work. *Handling the Baggage* contains valuable information and strategies for managers and employees alike.

LENGTH: 18 min.

PRODUCER: Training Point.Net

PRICING: Purchase: DVD: \$695.00

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HAS THAT BUCK STOPPED YET?

Responsibility - every individual in every workplace has it, but sadly, there are some who just don't take it... Taking responsibility is critical to an organization's success, and when everyone takes their responsibility seriously, a workplace functions effectively. This animated program features Tom - an experienced employee responsible for inducting Buck, a new recruit, into the organization. When Tom tries to pass the buck on Buck, we see the consequences of employees not taking responsibility as they should. It provides excellent discussion-starting material on the importance of individuals taking on responsibility in the workplace, and the subsequent benefits to the individuals concerned, on work teams and on entire organizations.

LENGTH: 7 min.

PRODUCER: Training Point.Net

PRICING: Purchase: DVD: \$495.00

HIRE FOR ATTITUDE

Why focus on attitude? Quite simply, skills can be taught. Attitude cannot. You've probably had the experience of hiring someone who you thought was perfect for the job - only to find out that they could not work within the organization. With fewer people doing more work these days, organizations cannot afford costly hiring mistakes and the resulting turnover. Finding the right person with the right attitude and mind-set is a top priority. In this video, a newly promoted manager needs to quickly hire a replacement for himself. He gets some valuable advice from a fellow employee who guides him through the entire hiring process, from planning through interviewing and evaluation.

LENGTH: 20 min.

PRODUCER: Video Visions, Inc

PRICING: Purchase: DVD: \$695.00

HOW DO YOU PUT A GIRAFFE INTO A REFRIGERATOR?

From the animators of the best-selling video *Who Moved My Cheese?*

If meetings and training sessions are an essential part of your organization, you know the importance of getting off to a good start. If your goal is to get everyone to contribute, this quick and quirky video is the way to achieve it. It will challenge your employees to think right out of the gate - and out of the box. Using fun riddles and entertaining animation, this short video will supercharge everyone's brain before the real business of the meeting begins. In addition to making them smile, the video will encourage your employees to participate - and to think in fresh ways.

LENGTH: 5 min.

PRODUCER: Advanced Knowledge, Inc.

PRICING: Purchase: DVD: \$295.00

INVISIBLE MEETING, THE

As travel costs rise and budgets shrink, conference calls are rapidly replacing face-to-face meetings. Unfortunately, many people have not yet learned the skills needed to make this type of meeting effective. We have all participated in ineffective conference calls, wasting everyone's time and energy. Often participants don't take a conference call as seriously as a regular meeting, but in reality, a conference call is a meeting—a "virtual meeting" with some very unique challenges. *The Invisible Meeting* demonstrates 6 effective techniques for making your conference calls more productive. This engaging program reveals the "challenges" and the "virtual rules" that both participants and meeting organizers need to know. *The Invisible Meeting* will make your conference calls more effective, saving your organization time and money.

LENGTH: 18 min.

PRODUCER: Video Visions, Inc

PRICING: Purchase: DVD: \$795.00

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IT'S ALL ABOUT CULTURE

The culture of any workplace is shaped by its people. It's always unique, because people are unique, and as personnel changes in a workplace, so too does the culture - often in small, but significant ways. The elements that build a workplace culture are common to all places of employment, and they permeate all aspects of operations, as well as impacting on image, within organizations and outside of them. Creating and building an appropriate and positive workplace culture is paramount to success. This program covers important aspects of identifying, building and changing a workplace culture. We hear from three different organizations about their corporate cultures - multimedia games designer and developer Firemint, surf and ski wear giant Oakley; and Australia's Bendigo Bank. It is an ideal resource for prompting thought, discussions and action on this important topic.

LENGTH: 20 min.

PRODUCER: Training Point.Net

PRICING: Purchase: DVD: \$695.00

LEADER MADNESS

Leadership is a powerful substance that can be easily abused. The key to using it wisely lies within each of us. This is the message of the entertaining training program *Leader Madness*. The program demonstrates six warning signs of ineffective leadership, showing how seemingly insignificant actions can develop into destructive leadership practices. Each scenario clearly identifies a critical moment of choice when the leader either motivates or alienates a work group. The wrong choices are played out with engaging humor, encouraging each of us to take a fresh look at our own leadership practices.

LENGTH: 21 min.

PRODUCER: Video Visions, Inc

PRICING: Purchase: DVD: \$795.00

LEADERSHIP IN ACTION

TRAINING POINT LEADERSHIP #1

Leaders in the workplace are often managers and supervisors, but they can be found at all levels within an organisation. This program investigates leadership traits and explores strategies for enhancing leadership potential. Participants are encouraged to reflect on their own behaviour and to consider personal development pathways. This program will benefit decision-makers, managers and team leaders and those aspiring to leadership roles.

LENGTH: 13 min.

PRODUCER: Training Point.Net

PRICING: Purchase: DVD: \$395.00

LEADERSHIP: WHAT'S TRUST GOT TO DO WITH IT?

Trust is the foundation of leadership. Yet trust in the contemporary workplace is a vanishing characteristic. Precisely when organizations need employee involvement, trust levels are low and people are disengaged. Team leaders and middle managers are caught in the middle of a trust crisis. This video tells the story of a team leader who regains the active participation of his team using three essential trust building behaviors: openness, credibility and trusting others. "Trust is like money. It's tough to get and easy to lose."

LENGTH: 18 min.

PRODUCER: Video Visions, Inc

PRICING: Purchase: DVD: \$695.00

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LEADERSHIP: WHAT'S TRUST GOT TO DO WITH IT? (FRENCH)

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LENGTH: 18 min.

PRODUCER: Video Visions, Inc

PRICING: Purchase: DVD: \$695.00

LESSONS FROM GEESE

Lessons from Geese will start every meeting with an invigorating and upbeat message about working as teams. Developed from well-known facts about how geese fly together, this meeting starter will help you and your viewers focus on key issues surrounding teamwork. Community; Trust and the ability to follow; Share the hard work and work to people's strengths; Encourage the team; Stand by your team. The program is made up of 2 parts. The first 2 minutes relates well-known facts about geese to workplace issues. It is followed by a 30-minute loop of the geese footage which can be played while expanding the information in the video into a training session.

When purchased in DVD format the following languages are included: English, French, Dutch, Polish, Danish, Hebrew, Spanish, Chinese, Hungarian, Norwegian, Portuguese, Swedish, and Lithuanian.

LENGTH: 32 min.

PRODUCER: Dynamic Training Media

PRICING: Purchase: DVD: \$375.00

LESSONS FROM GEESE (FRENCH)

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LENGTH: 32 min.

PRODUCER: Dynamic Training Media

PRICING: Purchase: DVD: \$375.00

MANAGEMENT STYLES - AUTHORITARIAN AND DELEGATIVE

TRAINING POINT ISSUES IN MANAGEMENT # 2

Management styles can be broadly categorized into four types. In this program, we examine two styles - authoritative and delegative. As two recruitment companies meet for their annual 10-pin bowling showdown, the characteristics of each management style are examined. This program is an ideal stimulus for thought and discussion about the benefits, disadvantages and implications of adopting different approaches to management in relation to the diversity of people and staff encountered in any workplace.

LENGTH: 9 min.

PRODUCER: Dynamic Training Media

PRICING: Purchase: DVD: \$295.00

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MANAGEMENT STYLES - PATERNALISTIC AND COLLABORATIVE

TRAINING POINT ISSUES IN MANAGEMENT # 1

Management styles can be broadly categorized into four types. In this program, we examine two types - paternalistic and collaborative. Observed through the eyes of a waiter, as two groups of employees and their managers arrive for their regular Friday business lunch, the characteristics, benefits and disadvantages of each style are examined. The program provides a springboard for further discussion regarding management styles in relation to the diversity of staff found in any workplace.

LENGTH: 9 min.

PRODUCER: Dynamic Training Media

PRICING: Purchase: DVD: \$295.00

MANAGING DIFFICULT CUSTOMERS AND COMPLAINTS

SALES AND SERVICE MASTERCLASS

Drawing upon recent behavioural science research, three experts provide insight into how sales people can most productively manage difficult customers and complaints. Each of the experts has wide ranging experience in dealing with complaints at many levels - from simple product returns to major real estate deals being threatened with catastrophe. Excellent practical advice is offered that will assist sales people, helping them to work through the solutions in logical stages. The program also shows how to effectively resolve conflict, whilst preserving and reinforcing a positive relationship with the customer.

LENGTH: 13 min.

PRODUCER: Training Point.Net

PRICING: Purchase: DVD: \$295.00

MANAGING GENERATION Y

Three generations are now in the workplace, and the youngest - Generation Y - are making their mark. They view the workplace very differently from Baby Boomers or Generation X. Having grown up with technology, they are digital natives - information and communication has always been instant. They want to go a long way in a short time; they often don't settle for just being told - they want to know why; and being constantly connected with a social network is, more often than not, critical to survival. Featuring comments from author and director of Essence Communications Penny Burke, James Masini from Hippo Jobs and Susan Lin, the Young Australian Businessperson of the Year, this program explores a range of issues and strategies associated with attracting, retaining, effectively managing, and capitalizing on the many strengths of Generation Y workers.

LENGTH: 18 min.

PRODUCER: Training Point.Net

PRICING: Purchase: DVD: \$695.00

MANAGING ME

As the leader of any group, problems are inevitable. So...how do you react? Do you lead with your gut... or your head? This is the dilemma that the host of *Managing Me* grapples with. When problems arise at work, we can choose to react with either impulse or reason. As each situation plays out, the better reaction is clear. Viewers recognize that how you react often has a far greater impact - on morale, on retention, on productivity - than any specific program ever could. The key to managing other people is learning how to manage you.

Key Training Points:

1. Don't attack. Teach.
2. Don't take sides. Mediate.
3. Don't blame. Solve.
4. Don't close doors. Open doors.
5. Don't argue. Negotiate.
6. Don't avoid. Confront.

LENGTH: 16 min.

PRODUCER: Video Visions, Inc

PRICING: Purchase: DVD: \$795.00

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MANAGING ME (FRENCH)

As the leader of any group, problems are inevitable. So...how do you react? Do you lead with your gut... or your head? This is the dilemma that the host of *Managing Me* grapples with. When problems arise at work, we can choose to react with either impulse or reason. As each situation plays out, the better reaction is clear. Viewers recognize that how you react often has a far greater impact - on morale, on retention, on productivity - than any specific program ever could. The key to managing other people is learning how to manage you.

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LENGTH: 16 min.

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OVERCOMING OBJECTIONS

SALES AND SERVICE MASTERCLASS

This program examines tried and true techniques to help sales and service people overcome customer objections. The panel takes a detailed look at specific language techniques that help defuse volatile confrontations, and how to practice anti-resistance techniques so that the sales person works with the customer, not against them. Examples are provided through role plays - excellent models for analysis and discussion.

LENGTH: 16 min.

PRODUCER: Training Point.Net

PRICING: Purchase: DVD: \$295.00

PEOPLE

People is a visually engaging 4-minute launching point to any training session you're conducting. It won't interfere with the skills you teach; it only reinforces what you've already developed. *People* was originally inspired 7 years ago by a mere three lines from a poem, and was more recently impassioned by observing the outpouring of global humanity after the unfortunate tragedies of our new century. It's interesting to observe how the world drops all of its prejudices and differences and rushes to the aid of those in need, regardless of race, religion, country or political differences during times and events such as these. *People* beautifully illustrates the potential of these universal human traits of kindness, generosity, and respect in our workplaces. This powerful program gets to the heart of the one thing that unites all people on earth. This one thing is the key to success in all our relationships. *People* is NOT a meeting opener. It is a session anchor, an essential tool for every program you conduct.

LENGTH: 4 min.

PRODUCER: Workplace Publishing

PRICING: Purchase: DVD: \$375.00

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LENGTH: 4 min.

PRODUCER: Workplace Publishing

PRICING: Purchase: DVD: \$375.00

PHONE AS A FRIEND, THE SALES AND SERVICE MASTERCLASS

As all sales and service people know, using the phone in a positive, professional and effective manner is a vital skill. In this program, we examine the potential for the phone to become one of the sales person's most valuable tools. Experts explain how to leave clear, simple messages, when to call, how to log each contact and offer other tips on using the phone to maximise potential sales. A retail sales manager takes us through some useful recommendations about using telephone and SMS technologies to obtain catalogue orders and advertise promotions.

LENGTH: 13 min.

PRODUCER: Training Point.Net

PRICING: Purchase: DVD: \$295.00

PRESENTING WITH IMPACT SALES AND SERVICE MASTERCLASS

Examines how sales people can present their products and services with greater impact. The panel share their thoughts on presentational style and examine the importance of product knowledge, organisation and order of information, and the often touted superiority of focusing on benefits rather than features. Years of experience provide a sound basis for the experts' advice about the best methods of approaching product and service presentation. They also discuss a range of presentational challenges, from simple off-the-shelf products to more complicated presentations involving big ticket items and intangible products and services.

LENGTH: 16 min.

PRODUCER: Training Point.Net

PRICING: Purchase: DVD: \$295.00

SELLING YOURSELF FIRST SALES AND SERVICE MASTERCLASS

In this program, psychologist Peter Quarry leads a discussion about how effective sales people must first sell themselves. The panel of sales and service experts offers fresh insights based on new research. They examine the dynamics of first impressions, building rapport, and strategies for building trust - critical elements in securing sales and providing quality service. Michael Schiffner offers some specific tools to overcome the de-motivation that affects all sales people sporadically. Also examined is the role of physical fitness and attitude in producing the positive energy required to succeed in retail.

LENGTH: 12 min.

PRODUCER: Training Point.Net

PRICING: Purchase: DVD: \$295.00

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SO HELP ME - EMPLOYEE EDITION

SO HELP ME

What do customers value most in customer service? Solving their problems. Recent research shows that handling customer problems quickly and correctly will retain or even build customer loyalty. Customers who don't get their problems solved will leave and not return. *So HELP Me (Employee Edition)* illustrates realistic customer service problems that can frustrate both customers and employees. The video provides solutions to these problems that satisfy everyone: the customer, the organization and the employee. These solutions include: working with policy to solve problems, helping customers outside your department, actively listening, treating every customer as your own, and defining customer needs. *So HELP ME (Employee Edition)* demonstrates employees giving the kind of service that turns dissatisfied people into loyal customers. As one customer service provider in the video says, "...at the end of the day it makes me feel like I'm doing something useful. Instead of adding to people's frustrations, I'm actually helping them out."

LENGTH: 16 min.

PRODUCER: Video Visions, Inc

PRICING: Purchase: DVD: \$695.00

SO HELP ME - SUPERVISOR EDITION

SO HELP ME

How do supervisors affect customer service? We all know that frontline service people directly impact customer satisfaction. But we don't often look at how much a supervisor's behaviour influences the service a customer ultimately receives. *So HELP Me (Supervisor Edition)* takes a fresh look at customer service by showing the direct connection between a supervisor's behaviour and the way employees treat customers. When employees are listened to, respected, and encouraged, they will do the same for their customers. Supervisory behaviours that promote excellent service include: telling people what they're doing right, helping employees find solutions, focusing on people rather than numbers, empowering people to do their jobs, and turning mistakes into opportunities for growth. *So HELP Me (Supervisor Edition)* demonstrates supervisory practices that facilitate excellent customer service. The result is not only a better service provider, but also a loyal and satisfied customer.

LENGTH: 18 min.

PRODUCER: Video Visions, Inc

PRICING: Purchase: DVD: \$695.00

TALK ISN'T CHEAP

Miscommunication costs your organization money. In today's workplace, an environment of empowerment and shared responsibility for the bottom line, everyone is accountable for these costs. If organizations are to be profitable, everyone must take responsibility for clear communication. This video demonstrates practical, effective techniques for improving communication in the workplace by dramatizing how expensive and careless a communication error can be.

LENGTH: 19 min.

PRODUCER: Video Visions, Inc

PRICING: Purchase: DVD: \$695.00

TEAMWORK: WHAT'S TRUST GOT TO DO WITH IT?

Have you ever been on a team where you couldn't seem to get anything done? It is quite possible that the team members did not trust one another, a main impediment to effective teamwork. This video demonstrates how to build and maintain trust among team members. It follows a team which is stuck and unable to move forward on a crucial project. One team member, Walter, is especially frustrated, blaming the other team members for the lack of progress. His office mate, Sean, suggests that the underlying problem may be a lack of trust. He guides Walter through the building blocks of trust: openness, credibility and respect.

LENGTH: 19 min.

PRODUCER: Video Visions, Inc

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TWELVE ANGRY MEN: TEAMS THAT DON'T QUIT

This video is designed to support the work of teams and of individuals interested in teamwork within their organization. One key idea is accountability - not quitting until the team has made a decision all can support, no matter how difficult the process. Using clips from the classic movie "Twelve Angry Men", starring Henry Fonda and a stellar support cast, the video presents a vivid example of a team fighting its way to success.

LENGTH: 24 min.

PRODUCER: Advanced Knowledge, Inc.

PRICING: Purchase: DVD: \$795.00

VALUE OF MENTORING, THE

Mentoring programs are undoubtedly a hot topic - if not yet being implemented in every workplace, they are certainly widely discussed and considered. Amidst issues with bumbling employees, fluctuating staff commitment, anger management and a surreal encounter with a tow truck owner, John Andrews, co-founder and MD of marketing firm Andrews and Andrews, implements a mentoring program at the company. Andrews teams two young and relatively inexperienced employees - Tess and David - with two longer-serving staff members - Bernadette and Ben. The results vary dramatically! In this program, the aims and benefits of a mentoring program are explored. Effective and ineffective strategies are examined, laying the groundwork for further discussion regarding the value of mentoring programs, their objectives and the most appropriate means of implementing them. This DVD is an ideal resource for any organization considering or evaluating a workplace mentoring program.

LENGTH: 25 min.

PRODUCER: Dynamic Training Media

PRICING: Purchase: DVD: \$595.00

WHAT CUSTOMERS LOVE AND HATE

SALES AND SERVICE MASTERCLASS

This program offers a wealth of information about what customers love, and what they hate. Drawing on recent surveys conducted in Australia, psychologist Peter Quarry adjudicates as a panel of sales and service experts discuss how customers' needs and wants can best be met. Each panel member discusses how to avoid turning a customer off and how to engage their interest in a product. Viewers are challenged to assess their current methods and style, and apply the principles uncovered by the latest behavioural studies that show why people buy, and why they don't.

LENGTH: 12 min.

PRODUCER: Training Point.Net

PRICING: Purchase: DVD: \$295.00

WHO ARE "THEY" ANYWAY?

Here's the scenario in many organizations: Employees blame management for their problems; managers are frustrated and blame employees for not taking initiative; and departments blame each other. "They never listen;" "they spend all the money while we make it;" "they never tell us what's going on;" "they think they can get away with that?" Grumbling and complaining provide the soundtrack for the daily drama that gets enacted in businesses large and small. And everyone thinks it's someone **else's** job to do something! Things fall between the cracks; orders don't get processed; deliveries are late; paperwork slows to a crawl; quality suffers; complaints increase but never get addressed; the buck gets passed endlessly from department to department; and the ultimate losers are the organization's customers. Do any of those things ever happen in your organization? Hopefully it is not too late to find out just who are "they" anyway? For when we find the answer to that question, we'll find the answer to our problems. This entertaining and enlightening program, *Who Are "They" Anyway?* is designed to help you and your organization make the shift from looking for "them" to blame to realizing that there IS no "them" and beginning to accept **personal accountability**. The training designs, participant handouts, group's discussion questions, and individual exercises are all aimed at providing a powerful catalyst to **help everyone in the organization understand that personal responsibility is a choice**.

LENGTH: 17 min.

PRODUCER: Dynamic Training Media

PRICING: Purchase: DVD: \$495.00

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WORKING CONSTRUCTIVELY IN A SALES TEAM

SALES AND SERVICE MASTERCLASS

Psychologist Peter Quarry leads our panel of experts in this discussion about working constructively in a sales team. This program takes a detailed look at the dynamics of teamwork and offers fresh insights that challenge some widespread misconceptions about how to get the most out of a sales team. The panel also discuss the mutual benefits of teamwork and provide sound advice about working together to achieve common goals, motivating each other and conflict resolution. The panel discusses specific points of best practice that will get your sales team fired up and functioning at their best.

LENGTH: 13 min.

PRODUCER: Training Point.Net

PRICING: Purchase: DVD: \$295.00

WOULD I FOLLOW ME?

If you could be on the receiving end of your own leadership style, how do you think you'd answer this question: Would I follow me? Most people in leadership positions are unaware of how the people they lead really see them. But how a leader is perceived is crucial to the productivity of any group. The video, *Would I Follow Me?* demonstrates one leader's behavior and the results in two different situations: first as a newly appointed leader, and then five years later after he has learned a few lessons about leadership. Viewers will learn effective leadership behaviors and appreciate the impact those behaviors have on the success of their work group.

LENGTH: 18 min.

PRODUCER: Video Visions, Inc

PRICING: Purchase: DVD: \$695.00

WOULD I FOLLOW ME? (FRENCH)

If you could be on the receiving end of your own leadership style, how do you think you'd answer this question: Would I follow me? Most people in leadership positions are unaware of how the people they lead really see them. But how a leader is perceived is crucial to the productivity of any group. The video, *Would I Follow Me?* demonstrates one leader's behavior and the results in two different situations: first as a newly appointed leader, and then five years later after he has learned a few lessons about leadership. Viewers will learn effective leadership behaviors and appreciate the impact those behaviors have on the success of their work group.

LENGTH: 18 min.

PRODUCER: Video Visions, Inc

PRICING: Purchase: DVD: \$695.00

WOULD I INSPIRE ME?

When workers know their work makes a difference, productivity rises and so does job satisfaction. What does it take to inspire a work group to greater commitment and productivity? It's not charisma. Rather, it's behavior that any well-intentioned leader can emulate, as this program demonstrates. This program follows Tom, a competent manager, on his quest to find out what makes Elliot, an exceptional manager in his organization, so inspiring to his workers. He learns that Elliot found what was meaningful in their work, and communicated that – in words and actions – to everyone on his team. The *Would I Inspire Me?* training program gives viewers practical ways to make work life more meaningful, productive, and rewarding for themselves and their team.

LENGTH: 16 min.

PRODUCER: Video Visions, Inc

PRICING: Purchase: DVD: \$795.00

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WOULD I WORK FOR ME?

Trying to get more out of the people you supervise, trying to get them to go that extra mile, isn't easy. But most employees will tell you that what affects their productivity more than anything else is their immediate supervisor. A good supervisor inspires people to give their all; a bad one inspires them to leave. Unfortunately, most supervisors are unaware of how the people they manage really see them. To be successful, supervisors must recognize and put into practice behaviors that inspire people, rather than alienate them. This video demonstrates one supervisor's behavior and the results in two different situations; first as a newly appointed supervisor, and then in imagined "what might have been" scenes after he has learned a few hard lessons about supervising people. As he shares the lessons he has learned as a supervisor, viewers will recognize some of their own misguided behavior and the negative and positive effects of management on people's motivation and productivity.

LENGTH: 20 min.

PRODUCER: Video Visions, Inc

PRICING: Purchase: DVD: \$695.00

YOU'VE GOT CUSTOMERS

In spite of all the attention given to customer service, it seems to be getting worse. Why? Customers want action! Delivering exceptional customer service requires action -- meeting customers needs, knowing your product or service, following through, and solving problems. By following the trials of an employee with his first customer service job, you will learn six key customer service techniques which could be used for any business, anywhere. Remember, the success of your business is keeping your customers happy.

LENGTH: 20 min.

PRODUCER: Video Visions, Inc

PRICING: Purchase: DVD: \$695.00

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