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Training Media Collection

Attitude is everything Discusses the importance of listening, how to use active listening gestures, how our attitudes affect the lives of others, the importance of going the extra mile. CRM Learning 2001, 1 DVD (15 minutes), link to catalog [651.7 A885](#)

Attitude! Examines the importance of attitude in personal and professional life. Includes eight techniques to help adjust attitudes. Crisp Learning Systems 1995, 1 VHS and 1 cassette tape (30 minutes), link to catalog [152.4 A885](#)

Between you and me: solving conflict for the public sector Discusses conflict at work and possible steps for solving those conflicts. Points covered include taking responsibility for solving conflict, uncovering both sides of the story, allowing ventilation of emotions, listening without judging or arguing, and asking for commitment to work on a solution. AMI American Media Inc. 1995, 1 VHS (23 minutes), link to catalog [650.13 B565](#)

But I don't have customers Program helps employees understand the importance of each person and his or her role in the organization. Teaches steps and techniques for defining internal customers and providing them with exemplary service to create a positive and productive work environment. American Media 1994, 1 VHS (21 minutes), link to catalog [650.13 B893](#)

Clown A thought-provoking and entertaining addition to diversity awareness training for all levels of organizations. Follows the lives of three "Clown-Americans" and their families as they make poignant observations about life on the other side of stereotypes inspired by their clown heritage. Combines drama and comedy to explore the effects of bias and racism in America. Coastal Human Resources 2003, 1 DVD (28 minutes) and 1 CD, link to catalog [658.3 C648](#)

Coaching skills for managers and supervisors Focuses on proven management techniques to inspire, motivate, counsel, lead, and create winners. Nightingale-Conant 1993, 6 cassette tapes, link to catalog [658.314 P973](#)

Conflict resolution This program looks at conflict in the workplace and how to master techniques to help team members find a win-win solution. Coastal Training Technologies Corp. 2006, 1 DVD (25 minutes) and 1 CD, link to catalog [303.6 C748](#)

Defensive driving for government employees Demonstrates how all types of government employees can use defensive driving techniques to avoid traffic accidents. The program covers familiarity with vehicle controls and handling, hazardous driving conditions, and safe and unsafe driving behaviors. The video emphasizes factors that can be controlled by the driver to promote safety: emotions, vehicle condition, driving speed, and concentration. Coastal Training Technologies 2004, 1 DVD (20 minutes), link to catalog [629.28 D313](#)

Five forbidden phrases Presents the five most frustrating phrases to which the public objects in either telephone or face-to-face situations. This program offers cures to help eliminate these turn-offs. Telephone "Doctor" 1995, 1 VHS (18 minutes), link to catalog [658.8 F565](#)

Give 'em the pickle! Discusses the secret to a successful business, which is doing those special or extra things ("pickles") to make customers happy. Outlines the four principles that will help ensure that your



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customers keep coming back: service, attitude, consistency, and teamwork. Media Partners 2002, 1 DVD (18 minutes) and 1 CD, link to catalog [658.812 G539](#)

Harassment and diversity This program teaches managers or supervisors how to recognize and prevent illegal harassment, and how to respond quickly and appropriately if there is a complaint of harassment. Kantola Productions LLC 2005, 1 DVD (20 minutes), link to catalog [658.4 H254](#)

Harassment is-- Explains behaviors and language that can create a hostile work environment or be considered harassment. Describes ways to avoid harassment in the workplace. Coastal Training Technologies Corp. 2006, 1 DVD (36 minutes), link to catalog [658.3 H254](#)

Hire for attitude In this video, a newly promoted manager needs to quickly hire a replacement for himself. Fortunately, he gets some valuable advice from a fellow employee who guides him through the entire hiring process, from planning through interviewing and evaluation. Focuses on utilizing recruitment resources, conducting a structured interview, and evaluating for attitude. Video Visions 2000, 1 DVD (20 minutes), link to catalog [658.311 H668](#)

How to conduct a meeting This video explains and demonstrates the process of running a meeting according to Robert's Rules of Order. Robert McConnell Productions 1998, 1 VHS (32 minutes), link to catalog [060.42 H847](#)

How to deal with negativity in the workplace Negativity in the workplace is an illness, has symptoms and is contagious - but it is curable. Neutralize the ill effects of negativity by turning problems into solutions. Spot negative people before you hire them, rebuild strained relationships, renew motivation and re-energize your team. Nightingale-Conant Corp 1995, 6 cassette tapes, link to catalog [658.314 H847](#)

How to handle the irate, angry, rude, unhappy, and sometimes abrasive caller Provides tips and ideas on how to handle difficult and complaining callers. Shows how to provide good customer service while dealing with angry callers. Telephone "Doctor" 1997, 1 VHS (11 minutes), link to catalog [658.8 H847](#)

How to hold successful meetings Are meetings a valuable business tool or a waste of time? When should a meeting be called and who should attend? Better yet, when should a meeting be avoided and who should not be invited? Jack Wilson and Associates 1994, 1 VHS (30 minutes), link to catalog [658.456 T584](#)

How to manage multiple projects, meet deadlines and achieve objectives In this three-video set, Mark Brewer provides an engaging and enjoyable presentation, sharing practical tools, how-tos, and some brilliant ideas for mastering how you spend your time, set your goals and get things done. Nightingale-Conant Corporation 1995, 3 VHS (30 minutes each), link to catalog [650.1 H847](#)

How to manage priorities and meet deadlines Do you have difficulty accomplishing your most important tasks - the ones most important to your career success? Do you feel disorganized? Do you forget things you must do, or lose track of appointments, dates, deadlines? Nightingale Conant 1993, 6 cassette tapes, link to catalog [650.1 P998](#)

How to treat every caller as a welcome guest, or, Whoever answers is the company Offers tips and suggestions for the switchboard operator or the receptionist who gives the first impression of the company. The Telephone "Doctor" 1989, 1 VHS (9 minutes), link to catalog [395.59 H847](#)



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Leader's Guide to Delegating Effective delegation accomplishes much more than the task at hand. It also builds trust for future delegations, helps employees develop new skills and reduces managerial stress. This workshop provides a plan for delegation, presented in five steps: analyze the task, choose the right delegatee for the task, assign the task, execute the task, and conduct regular feedback sessions. CRM Learning 2007, 1 DVD (23 minutes) and 1 CD, link to catalog [658.402 L434](#)

Leadership and the one minute manager Part of the Situational Leadership II program, this video, revised in 2000, teaches managers why there is no one-best leadership style, and how the most effective leaders use a combination of four styles - Directing, Coaching, Supporting, and Delegating. Featuring Ken Blanchard, this video illustrates the key concepts of SLII through some Hollywood movie clips. B & B Communications 2000, 1 DVD (45 minutes) and 1 CD, link to catalog [658.4 L434](#)

Mixing four generations in the workplace Addresses the conflict between generations in the workplace. Provides managers and supervisors with strategies for dealing with recruiting, retaining, and motivating and using the generational differences in a positive way. The generations discussed are: Matures, born prior to 1946; the Baby Boomers, born between 1946 and 1964; the Generation Xers, born between 1965 and 1980; the New Millennials, born after 1980. Learning Communications 2007, 1 DVD (34 minutes) and 1 CD, link to catalog [658.3 M685](#)

Parliamentary procedure made simple: the basics Presents the basics of parliamentary procedure. Makes Robert's Rules of Order easy to understand. Includes a meeting conducted from beginning to end according to Robert's Rules. Robert McConnell Productions 1994, 1 VHS (80 minutes), link to catalog [060.42 P252](#)

Partnering Chip R. Bell presents his lecture "to organizations about ways they can make distinctive service a powerful competitive advantage." Audio Video Campus 1995, 1 VHS (60 minutes), link to catalog [658.8 P273](#)

Positive discipline Training program for supervisors, using dramatizations of performance issues and how to solve them through positive discussion, not punitive action. CRM Learning 2006, 1 DVD (25 minutes) and 1 CD, link to catalog [658.314 P855](#)

Quality service in the public sector Helps employees improve their customer service skills and create satisfied customers with every encounter. American Media 1993, 1 VHS (24 minutes), link to catalog [658 Q1](#)

Supervising an employee with a disability Aimed at companies who want to hire, train or supervise people with disabilities. Presents tips and techniques from experienced employers that have successfully employed people with autism, learning and developmental disabilities, deafness, and physical disabilities. Includes overviews of methods for training, getting help and support from outside agencies, performance and social issues, accommodations, and communication techniques. Irene M. Ward & Associates 1999, 1 DVD (29 minutes), link to catalog [658.314 S959](#)

Ten performance standards for staff who work in the field of developmental disabilities Presentation of fictional cases intended to teach personnel how to follow ten principles of professional conduct when dealing with adults who suffer from developmental disabilities. YAI/National Institute for People with Disabilities 2001, 1 VHS (25 minutes), link to catalog [331.59 T289](#)



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The best of lessons in leadership: how to stay focused on the customer. Lessons in Leadership 1997, 6 cassette tapes, link to catalog [658.4 B561](#)

The difficult quest Combines outrageous comedy, customer interactions we can all relate to, and a cast of unforgettable characters to set a highly entertaining stage for some solid training on recognizing, understanding and taking care of difficult customers. Media Partners Corp 1996, 1 VHS (24 minutes), link to catalog [658.8 D569](#)

The essential blue eyed Jane Elliott conducts a diversity training workshop where an arbitrarily selected group of individuals is targeted to experience prejudice and bigotry. The workshop is based on the blue-eyed/brown-eyed exercise. California Newsreel 1999, 1 VHS (87 minutes), link to catalog [305.8 E78](#)

The extraordinary leader Explains five key insights that distinguish a truly extraordinary leader from a good or "average" leader. VisionPoint 2003, 1 DVD (25 minutes) and 1 VHS (25 minutes), link to catalog [658.4 E96](#)

The Telephone "Doctor" Includes the basic steps to becoming a more effective listener on the phone. Identifies effective questioning skills, plus how and when to use them. Telephone "Doctor" 1994, 1 VHS (22 minutes), link to catalog [658.8 D479](#)

Would I work for me? This program demonstrates a supervisor's behavior in realistic situations -- first as a newly appointed supervisor, and then as a more experienced manager who has learned from his mistakes. Video Visions 2004, 1 DVD (20 minutes), link to catalog [658.312 W938](#)