

SOUTHWEST TRAINING INSTITUTE--SINCE 1988

Streamed Video Learning Solutions Library

This award-winning Video Training Collection includes learning programs that assist organizations in developing respectful and productive workplace relationships. The video training programs include powerful dramatizations, insightful expert commentaries, comprehensive facilitation materials, reproducible participant handouts, PowerPoint slides, and more. We make it as easy as possible for you to use the flexible materials to develop a training curriculum geared towards the specific needs of your organization. The programs can be easily customized, providing you with valuable, personalized training tools at affordable prices.

Our Video Training Programs have been used by over 15,000 major corporations and government agencies in 14 countries including most of the Fortune 500. These organizations have expressed confidence in the quality and effectiveness of these media tools. Southwest Training Institute is committed to providing the most innovative and effective training programs available. We seek to continuously improve our methods and products to better serve the needs of our diverse customers.

Our Video Programs can be delivered through the Internet or through your internal InTRANet or can be Instructor-Led. We provide 20% discounts for schools, colleges, not-for-profits, and government. This special discount cannot be combined with volume discounts. Volume discounts begin when two or more video programs are purchased. Individual programs can be rented for short term (1 week) usage for \$295 per title plus shipping.

FREE Video Training Program Online Film Previews (Spanish & English) Are Available Through The Following Link: http://qmr.us/4DACTION/QMR_sendGuidesPreviews?Dist=564

TITLE	PROGRAM DESCRIPTION	VIDEO DURATION
	MENTORING SKILLS (Single-Part Series) WINNER of International Telly Award in the Training Category and “Platinum Best of Show” from the Aurora Awards	
1. INSIGHTS TO BETTER MENTORING	Mentoring is critical in today’s organizations, but how do you learn to be a better mentor? What about the people being mentored – the mentees? How can they maximize the benefits of the time they invest? “Insights to Better Mentoring” is an educational program that presents four successful mentors and their mentees in a revealing and insightful expose’ of what works best in these complex but essential relationships. The four pillars of effective mentoring are presented. The pillars provide insight to improve any mentoring relationship within the organization. We explore the fundamentals that make these relationships more rewarding. Also available with Chinese subtitles.	26 Minutes Comprehensive Facilitator’s Guide, PowerPoint, Reproducible Handouts, and program transcripts

	<p align="center">GENERATIONAL ISSUES (2-Part Series) This new generation (also known as Gen Y, Millennials, the Internet Generation...) is fresh, energized and smart – in short, they're AWESOME.</p> <p align="center">WINNER of International Telly Award in the Training Category</p> <p align="center">A "GLOWING" 4-Star review from Training Media - The reviewer's conclusion: <i>"I highly endorse AWESOME! It is a great catalyst for the organizational conversations that need to happen to ensure generational peace."</i></p>	
<p>2. AWESOME! Available in English, Spanish, & French</p>	<p>"AWESOME!" is one program in two parts. Part 1, "A New Generation at Work", presents 24 Gen Y employees from all employment sectors (finance, government, education, technology, manufacturing, service, hospitality, etc.) providing insights into who they are, how they think, and what they need to succeed.</p> <p>Part 2, "Engaging Gen Y", presents the perspective of current managers and business owners. Taken together, these two 10-minute videos provide a complete training that is enlightening, energizing and entertaining.</p> <p>This is a timely new release. By some measures, Gen Y is the largest generation in history and their impact on all areas of the economy will be enormous. At the same time, this generation is culturally different and often misunderstood. "AWESOME!" seeks to help organizations bridge these differences and maximize the effectiveness and productivity of their younger employees. Also available with Chinese subtitles.</p>	<p>20 Minutes</p> <p>Comprehensive Facilitator's Guide, PowerPoint, Reproducible Handouts, and program transcripts</p>
<p>3. DON'T PANIC—A RECIPE FOR SUCCESS IN TIMES OF STRESS</p>	<p>What happens when eight fascinating people with experience successfully navigate challenging or stressful situations at work come together to cook a meal? Insights fly along with the food in Don't Panic! A Recipe for Success in Times of Stress. In this entertaining and thoughtful video, cooking serves as a metaphor for working through a challenge together. After the flames die down, the participants enjoy the meal they've created and explore insights gleaned from their dialogue.</p>	<p>24 minutes</p> <p>Reproducible Facilitator's Guide, Participant Handouts and transparencies and PowerPoint Slideshow</p>
	<p>SEXUAL HARASSMENT</p>	
<p>PATTERNS (3-Part Series)</p>	<p>Patterns is intended to explore the behavioral side of sexual harassment, arming employees and managers with the tools they need to effectively prevent incidents in the first place, and to respond</p>	

	appropriately when they either feel harassed or are aware of harassment occurring.	
4. PREVENTING SEXUAL HARASSMENT	Looks at four common patterns of inappropriate behavior- the habitual harasser, the smitten harasser, the bully, the jilted harasser. How we respond to harassment will be most effective when we recognize why the behavior is occurring. This program arms employees with the information and insights to help them determine the best way to get the behavior to stop. A series of dramatizations bring each pattern to life. Attorneys, human resource professionals, and a troupe of exceptional actors take us through the legal, psychological, cultural and moral issues. Also AVAILABLE in SPANISH.	26 minutes Reproducible Facilitator's Guide, Participant Handouts and transparencies and PowerPoint Slideshow
5. RESPONDING TO SEXUAL HARASSMENT	Examines the legal liability issues and questions of personal responsibility that managers and supervisors must face. Using dramatizations, we explore different patterns of how managers often respond to sexual harassment incidents, including the ostrich, the chameleon, the wounded tiger, and the mother hen and present more effective alternatives. Finally we discuss how incidents should be investigated and best resolved.	26 minutes Reproducible Facilitator's Guide, Participant Handouts and transparencies and PowerPoint Slideshow
6. RIGHTS AND RESPONSIBILITIES	A brief introduction to the issue of sexual harassment prevention intended for new employees. This orientation program describes what sexual harassment is, how it is damaging to the person being harassed, the harasser, and the work group and organization, and what employees' rights and responsibilities are in this area. Also AVAILABLE in SPANISH.	10 minutes Reproducible Facilitator's Guide, Participant Handouts and transparencies and PowerPoint Slideshow
7. PATTERNS INTERACTIVE LEARNING	Interactive, e-learning version of PATTERNS (programs 1 & 2). This will include the full video for the programs but also integrates the handouts and other support materials and includes periodic quizzes in addition to the final post-test. This format meets all state sexual harassment law requirements.	2 Hours This program will fully conform to CA & CT requirements (2 hours of interactive training).
	WORKPLACE HARASSMENT (2-Part Series)	
YOU CAN STOP HARASSMENT	You Can Stop Harassment is intended to encourage employees, supervisors, team leaders and managers in public and private sector organizations to take responsibility to help end all forms of harassment in their workplaces. Also AVAILABLE in MULTI-MEDIA VERSION. WINNER of the Cindy Award "Best Training Video"	
8. TAKING RESPONSIBILITY	Understand...what illegal harassment is and its impact at work, the need to support our co-workers in facing up to harassment, how to confront harassment to make it stop, how to defuse disrespectful or	26 minutes Comprehensive Facilitator's Guide, Reproducible

	harassing situations, that not all harassment is intentional, that it's the impact of our behavior that counts, not our intentions, the importance of setting appropriate boundaries. Also AVAILABLE in SPANISH.	Handouts
9. THE RESPONSIBLE LEADER	Understand...the importance of modeling appropriate behavior, the liabilities managers and organizations face, how to handle a harassment complaint, the danger of retaliation.	25 minutes Comprehensive Facilitator's Guide, Reproducible Handouts
	ETHICS (2-Part Series)	
COMPLIANCE IS JUST THE BEGINNING	How do you make better ethical decisions at work? Just because a particular choice is <i>legal</i> does not make it right. Seeing legal compliance as the goal of ethics rather than the starting point can lead to poor decision making with disastrous consequences for the individuals involved and their organizations. Compliance is essential, but it's not enough. WINNER of International Telly Award in the Training Category	
10. 3 STEPS TO ETHICAL DECISIONS	This film introduces the process. We hear from a former Enron executive as well as six ethics experts who discuss the pressures people can feel that may lead them to make poor decisions. We explore the importance of being aware of our core values as well as the standards of behavior expected by our organizations and our communities. Most importantly, we learn the 3 steps we can each take when faced with a tough ethical choice to help us make the best possible decision. These are: 1) The Compliance Test 2) The Ripple Effect 3) The Gut Check	24 Minutes Comprehensive Facilitator's Guide, PowerPoint, Reproducible Handouts
11. ETHICAL SITUATIONS TO CONSIDER	This video program presents us with eight dramatized scenarios. These stories represent familiar ethical issues most of us will face at some time. By discussing these situations and applying the <i>3 Steps</i> process in each case, employees gain valuable practice and reinforcement.	32 Minutes Comprehensive Facilitator's Guide, PowerPoint, Reproducible Handouts
	E-MAIL AND THE LAW (Single-Part Series)	
12. E-MAIL ESSENTIALS	Organizations and individual employees are facing litigation arising out of the illegal use of their e-mail systems. Messages that employees thought had been deleted are being discovered in back-up tapes and elsewhere by high tech detectives and used as evidence in lawsuits. Productivity that is supposed to be enhanced by the speed and power of e-mail is, in many organizations, being negatively impacted as employees use their e-mail for personal communication, to run their own private businesses, to send jokes (some of which are inappropriate or offensive) to their co-workers or to "flame" those they	24 -29 Minutes Reproducible User Guide and Facilitator's Guide Reproducible Participant Handouts Bibliography, E-mail Etiquette Dictionary, Discussion Questions and Exercises.

	don't like. Available in public management version, public employee version, private management version, private employee version, and network ready multimedia version.	
	COMMUNICATION SKILLS (4-Part Series)	
DIALOGUE—NOW YOU'RE TALKING	Dialogue—Now You're Talking explores the six basic rules of dialogue and provides practical video-based examples and training exercises aimed at helping to implement dialogue in your organization. "Best Training Video"- –Training Media Review	
13. COMMUNICATING IN A DIVERSE WORLD	What is dialogue (contrasting debate and dialogue), Initiating Dialogue (how to do it, where to do it), The Skills of Dialogue -Suspension (of judgment, decision making and status); Listening (with empathy, for understanding, showing you care); and Discovery (uncovering and sharing hidden assumptions in yourself and others) are included in this program. Includes a dramatization of how dialogue helps us communicate across job functions, helping improve relations between people at different levels within the organization as well as between different departments or areas of expertise. Also AVAILABLE IN SPANISH.	25 Minutes Facilitation Guide with Reproducible Participant Handouts & PowerPoint Slideshow
14. DIALOGUE FOR CULTURAL UNDERSTANDING	We apply the skills of dialogue outlined in Program #13 (above) to challenges faced in a culturally-diverse work environment. We see a dramatization that demonstrates how dialogue can be used to open communication, uncover hidden assumptions, break down stereotypes, and facilitate more productive relationships.	24 Minutes Facilitation Guide with Reproducible Participant Handouts & PowerPoint Slideshow
15. DIALOGUE BETWEEN GENDERS	A dramatized dialogue shows us how the skills we learned in Program #13 (above) can be used to overcome misunderstandings, break down gender stereotypes and improve communications between men and women at work.	21 Minutes Facilitation Guide with Reproducible Participant Handouts & PowerPoint Slideshow
16. DIALOGUE AMONG GENERATIONS	We demonstrate how the skills of dialogue can be used to bridge the personal and professional style differences that exist between employees of different ages. We uncover how divergent personal and world views common to people of different generations can lead to misunderstandings and distrust and how dialogue can help overcome age barriers and build more productive workplace relationships.	25 Minutes Facilitation Guide with Reproducible Participant Handouts & PowerPoint Slideshow
	DIVERSITY AWARENESS (4-Part Series)	
THE DIVERSITY SERIES	The Diversity Series focuses on the legal, ethical and practical definitions of diversity and addresses some of the complex issues	

	organizations and employees face. We explore issues of communication styles, workplace values, conflict, stereotypes, fear and building productive workplace relationships with those who are different from us in a variety of ways. Also AVAILABLE in FRENCH.	
17. ON THE THRESHOLD OF CHANGE	We explore the definition of diversity and how it can impact our work lives. We examine the changing workforce and the issues these changes raise as a process - not a problem. Conflict is viewed as an element in this process and we consider the communication skills we need to productively navigate these changes.	17 minutes Reproducible Facilitator's Guide, Handouts and Transparencies
18. GENDER AND SEXUAL ORIENTATION WORKPLACE ISSUES	Begins by dispelling many of the popular stereotypes about men and women, gays and lesbians. We discuss what IS acceptable workplace behavior and the fears and concerns that challenge mutual respect and lead to conflict.	20 minutes Reproducible Facilitator's Guide, Handouts and Transparencies
19. RACE, ETHNICITY, LANGUAGE AND RELIGION WORKPLACE ISSUES	Takes on the stereotypes that have divided people for centuries. A distinguished collection of managers, line workers and consultants share their experiences and insights.	20 minutes Reproducible Facilitator's Guide, Handouts and Transparencies
20. AGE AND PHYSICAL ABILITY WORKPLACE ISSUES	Begins by dispelling some of the mythology that surrounds people who are young, old or differently abled. We evaluate our fears and look at how we can integrate all qualified employees regardless of age or physical ability.	18 minutes Reproducible Facilitator's Guide, Handouts and Transparencies
	LEADERSHIP	
AMERICANS WITH DISABILITIES ACT (2-Part Series)	Americans with Disabilities Act on video is intended to inform viewers about the opportunities and legal responsibilities organizations and individuals face under the Americans with Disabilities Act.	
21. FOCUSING ON ABILITY	Title I provisions of the ADA. These are the sections of the law that impact the employment relationship between current and prospective employees with disabilities and their employers. A pamphlet prepared by the EEOC entitled "Your Responsibilities as an Employer" is also included with the video.	25 Minutes Facilitation Guide with Reproducible Participant Handouts
22. REASONABLE ACCOMMODATIONS	Reasonable Accommodations is an exploration of the heart of the ADA - accommodating persons with disabilities and integrating them into the workforce. We recommend that employees view both programs in the series for the most comprehensive training.	21 Minutes Facilitation Guide with Reproducible Participant Handouts
	CUSTOMER SERVICE (2-Part Series)	
CUSTOMER SERVICE	Customer service interactions can be complex under the best of conditions. Add issues of	

	language, race, gender, religion, age or disability into the mix, and we often find otherwise competent employees acting in ways ranging from mildly inappropriate to inexcusably rude.	
23. 5 VALUES OF GREAT CUSTOMER SERVICE	The 5 Values of GREAT Customer Service presents a values-based training approach to meeting this challenge. The video component, when taken together with the exercises and activities in the facilitation guide, offers a comprehensive approach to developing customer service relationships built on a foundation of respect. Also AVAILABLE in SPANISH. Also available with Chinese subtitles.	24 minutes Facilitation Guide with Reproducible Participant Handouts
24. DIFFUSING HOSTILITY THROUGH CUSTOMER SERVICE	Takes a strong customer service training approach to the issue of working with hostile customers. Important communications skills are taught which will help employees turn difficult customer service challenges around. However, where abusive customers cross the lines of acceptable behavior, employees are empowered to put their physical and emotional safety first. Also AVAILABLE in SPANISH.	25 minutes Reproducible Facilitator's Guide, Participant Handouts and Transparencies
	CHANGE MANAGEMENT (2 or 3-Part Series)	
THE NEW WORKPLACE	The New Workplace has been designed to promote thinking and discussion in a wide range of work environments, including public and private sector organizations large and small. If a company or agency is facing change processes stemming from technological advances, global competition, downsizing and/or a stronger focus on meeting customer needs, it can benefit from this training resource. Available in Union and Non-Union versions.	
25. MAKING THE CHANGE 26. MAKING THE CHANGE – UNION VERSION	Making the Change (for all employees) and Leading the Change (for organizational leaders), are divided into major concept themes, and each of the segments are tied together by an animated folktale. With both videos, a distinguished collection of practitioners and researchers - leaders on change - join in conversation with CEO's, managers, line workers and consultants. They share their vision of how we can most benefit from the turbulent process we find ourselves in. Also AVAILABLE in FRENCH & SPANISH.	24 minutes Facilitation Guide with Reproducible Participant Handouts
27. LEADING THE CHANGE	Similar learning points are made as in the above film, but with emphasis from the leader's perspective. With both videos, a distinguished collection of practitioners and researchers - leaders on change - join in conversation with CEO's, managers, line workers and consultants. They share their vision of how we can most benefit from the turbulent process we find ourselves in. Also AVAILABLE in FRENCH, SPANISH, ITALIAN, GERMAN, & PORTUGUESE.	23 minutes Facilitation Guide with Reproducible Participant Handouts

	LEADERSHIP DEVELOPMENT	
MILLENNIUM LEADERSHIP CAPSULES FOR THE 21ST CENTURY (7-Part Series)	Millennium Leadership Capsules For the 21st Century is a SEVEN-part training series designed to assist managers, supervisors and team leaders in their efforts to draw a bridge between the management skills they need and the leadership concepts their organizations are embracing. There is an additional program of Coaching and Performance Feedback scenes to compliment the series.	
28. LEADERSHIP IS...	The overview module. You'll explore the language and concepts of leadership. What is a leader? Leadership and management. Who can be a leader? Becoming a leader. Leaders and followers. Why lead? Also AVAILABLE in SPANISH & FRENCH.	15 minutes Reproducible 3-part Facilitator/ Participant Guide
29. THE LEADER AS COACH	Investigates the coaching skills which are vital to any organization's learning and success. Coaching in the 21 st century organization. What does a coach do? Effective coaching. Who can coach whom? The leader as coach. Also AVAILABLE in SPANISH.	15 minutes Reproducible 3-part Facilitator/ Participant Guide
30. THE LEADER AS MENTOR	In the fast changing world of the new organization, mentoring has become essential for preserving and passing down the history, culture and experience senior managers have accumulated. Mentoring in the 21 st century organization. What does a mentor do? Effective mentoring. Getting started. The leader as mentor.	15 minutes Reproducible 3-part Facilitator/ Participant Guide
31. HOW LEADERS PROVIDE PERFORMANCE FEEDBACK	Explores the skills needed to support employee development in learning organizations. Topics covered: The fear factor. What is performance? How do you best provide performance feedback? Who should provide performance feedback to whom? Feedback and Leadership.	15 minutes Reproducible 3-part Facilitator/ Participant Guide
32. BEGINNING EMPLOYMENT RELATIONSHIPS	The 21 st century organization requires different kinds of relationships with employees. Employment interviews. What you need to know about...the position you're hiring for; the candidate you're interviewing; Preparing for the interview. The interview. The leader's responsibility.	15 minutes Reproducible 3-part Facilitator/ Participant Guide
33. ENDING EMPLOYMENT RELATIONSHIPS	The reasons why employees leave organizations are many and complex. Some are performance related, others are not. In either case, the termination process doesn't have to be traumatic. Why employment relationships end. Inappropriate termination. Alternatives. Termination procedures. After the relationship ends.	15 minutes Reproducible 3-part Facilitator/ Participant Guide
34. IN COMPLIANCE	The millennium leadership--leadership and compliance. A quick course in the complex world of EEO compliance issues. What is EEO? Affirmative action? Diversity? What is a protected class? Three	15 minutes Reproducible 3-part Facilitator/ Participant Guide

	types of discrimination. What is harassment? This program is <u>most</u> suitable for American Organizations.	
	COACHING & PERFORMANCE (Single-Part Series)	
35. MILLENNIUM COACHING AND PERFORMANCE FEEDBACK (TRAINING SCENES)	An additional resource for the Millennium Leadership Series (items #28-#34) that consists of eight dramatizations. Each training scenario begins by setting up a coaching or performance feedback situation culminating at a Decision Point. Here you are presented three options as to how the scene should continue. These options are then played out and the consequences of the choices made are explored by a panel of management and human resource experts. Also AVAILABLE in SPANISH & FRENCH.	60 minutes Reproducible 3-part Facilitator/ Participant Guide
A MANAGER'S GUIDE (2-Part Series)	A Manager's Guide provides an excellent overview of the fundamental management skills needed to survive and thrive in today's complex work environments. Also AVAILABLE in SPANISH.	
36. SURVIVING THE SLINGS AND ARROWS	Focuses on the skills needed to navigate the legal and behavioral challenges managers can face. Participants should understand... appropriate & effective hiring practices, EEO compliance issues, how to handle workplace harassment, respectful termination procedures, and performance management fundamentals.	25 Minutes Facilitation Guide with Reproducible Participant Handouts
37. TO LEAD OR NOT TO LEAD	Takes a look at the communication, organizational and leadership skills that managers needs to excel. Teaches the fundamentals of effective communication, how to be a supportive coach, conflict management dos and don'ts, basic time management concepts, and, the keys to being an effective leader. The programs combine dramatized scenarios that demonstrate the key learning points in each section and expert commentaries that underscore and reinforce the training.	25 Minutes Facilitation Guide with Reproducible Participant Handouts
SUBTLE SEXUAL HARASSMENT (2-Part Series)	Subtle Sexual Harassment - Intended to take the titillation out of sexual harassment training and allow employees to go beyond the obvious causes most of us already recognize as wrong. In so doing, we open our eyes and minds to the more subtle aspects and impacts of our own behavior.	
38. THE ISSUE IS RESPECT	Tackles complex issues. What one employee may consider sexual harassment, another may find perfectly acceptable. Both men and women can be and are victims of hostile work environments and subtle Quid Pro Quo behavior. The standards by which such behavior is measured are changing. Attorneys, psychologists, human resource professionals and a troupe of exceptional actors take	28 minutes Reproducible Facilitator's Guide, Participant Handouts

	us through the legal, psychological, cultural and moral issues. Also available in a PG version; available in SPANISH.	
39. MANAGEMENT'S NEW RESPONSIBILITIES	An extension of the above program (#33) in both style and content. We examine the legal liability issues and questions of personal responsibility that managers and supervisors must face. We also explore how we can create a workplace free of sexual harassment, the elements of a good sexual harassment policy and how to handle complaints once they are received.	28 minutes Reproducible Facilitator's Guide, Participant Handouts
	CONFLICT RESOLUTION (3-Part Series)	
THE RESPECTFUL WORKPLACE- REDEFINING WORKPLACE VIOLENCE	The Respectful Workplace is a three-part training series designed to help organizations address the behavioral and values issues that can allow conflicts to escalate. The series treats workplace violence as an outgrowth of hostility, harassment, bullying and intimidation which has not been effectively dealt with and arms employees and managers with the tools they will need to ensure respectful workplace relations. <i>"Redefining Workplace Violence"- Winner Telly and Cindy Awards</i>	
40. OPENING THE RIGHT DOORS	Teaches employees skills for dispute resolution and diffusing hostility. We learn to take responsibility for eliminating intimidation; bullying and harassment form our workplace culture. Also AVAILABLE in SPANISH & FRENCH. Also sold in a 2-part series along with "Managing Harmony" (Item #42) as an Employee Relations Package.	25 minutes Reproducible Facilitator's Guide, Participant Handouts and Transparencies
41. DIFFUSING HOSTILITY THROUGH CUSTOMER SERVICE	Takes a strong customer service training approach to the issue of working with hostile customers. Important communications skills are taught which will help employees turn difficult customer service challenges around. However, where abusive customers cross the lines of acceptable behavior, employees are empowered to put their physical and emotional safety first. Also AVAILABLE in SPANISH.	25 minutes Reproducible Facilitator's Guide, Participant Handouts and Transparencies
42. MANAGING HARMONY	Defines the role leaders must play in creating and supporting a non-violent, respectful workplace. We explore the organizational costs of inappropriate behavior, diffusing hostile situations, aligning policy and behavior with the organization's values, how conflict can be a positive force, and the organization's responsibility to provide effective avenues for dispute. Also AVAILABLE in SPANISH. Also sold in a 2-part series along with "Opening the Right Doors" (Item #40) as an Employee Relations Package.	26 minutes Reproducible Facilitator's Guide, Participant Handouts and Transparencies
	SUCCEEDING AT WORK (Single-Part Series) Winner- Crystal Shooting Star "Best Program" –	

	American Corporate Awards Winner- Cindy Award “Best Training Video”	
43. SUCCEEDING AT WORK-THE ADVENTURE BEGINS	Succeeding at Work--The Adventure Begins is intended to help new employees in public and private sector organizations explore the behaviors and interpersonal skills that will be essential to their success. After viewing the problem and working through the printed support materials, employees will have a clearer idea of...their organization’s mission, their performance objectives, their organization’s core workplace values, policies on harassment and diversity, appearance and punctuality standards, respectful communication issues, customer service practices, the need to take responsibility for their own success. Also AVAILABLE in SPANISH & FRENCH.	18 minutes Comprehensive Facilitator’s Guide, Customizable Participant Workbooks
TRAINING SCENES LIBRARY (7-Part Series)	Training Scenes Library consists of seven volumes of training dramatizations addressing a variety of workplace issues. Each film is offered in open or closed captioning formats.	
44. SUBTLE SEXUAL HARASSMENT	Intended to provide trainers, managers and employees with powerful tools that can stimulate discussion and promote behavioral changes around the issue of workplace sexual harassment. Issues addressed include: pressure to conform to the values of your team, sexual talk as a form of harassment, dating among employees, employee/supervisor relationships, discussing discomfort about a sexual issue, hazing or initiation rites, fitting into nontraditional work environments, rumors and gossip as harassment, when customers harass employees.	28 minutes Facilitator’s Guide and Participant Handouts
45. DIVERSITY	Intended to provide trainers, managers and employees with powerful tools that can stimulate discussion and promote behavioral changes around the issue of diversity in the workplace. Issues addressed include: the strength diversity brings to an organization, the organizational costs of fear and prejudice, the personal costs of intolerance, stereotyping and its impact on productivity, sexual harassment as a diversity issue, confronting inappropriate workplace behavior, the role of third parties in cultural boundaries, and the invisible costs of workplace discrimination. Also AVAILABLE in FRENCH.	18 minutes Facilitator’s Guide and Participant Handouts
46. CUSTOMER SERVICE - THROUGH DIFFUSING HOSTILITY	Intended to provide trainers, managers and employees with powerful tools that can stimulate discussion around the complex issues of dealing with hostile customers. Topics covered: Recognizing a customer’s hot button, showing a customer that you hear them and you care about their concerns, keeping organizational procedures from angering a customer, determining a customer’s needs, providing creative alternatives to meet customer needs, keeping the	14 minutes Facilitator’s Guide and Participant Handouts

	customer informed, putting customer and employee safety first. Also AVAILABLE in FRENCH.	
47. CONFLICT RESOLUTION - THE RESPECTFUL WORKPLACE	Intended to provide trainers, managers and employees with a resource to use in developing conflict resolution skills. Issues addressed: valuing differences among team members, keeping stereotypes from coloring perceptions, communicating to diffuse hostile situations, working together in a downsizing organization, mediating disputes between employees, settling conflicts that have become personal, clarifying organizational values, looking to our interests, not our positions, resolving conflicts between employees and their supervisors, hearing the other side in a dispute, identifying help within your organization. Also AVAILABLE in FRENCH.	18 minutes Facilitator's Guide and Participant Handouts
48. MILLENNIUM COACHING AND PERFORMANCE FEEDBACK	Designed to help team leaders, supervisors, managers and others in the workplace learn from the skills needed to provide on-going, effective feedback to their team members and the coaching skills needed to maximize employee potential. Issues addressed: Always Late, I Like Things Just As They Are, GREAT Stuff, Attitude, Maximizing Potential, Do You Smell Something?, Lest I Offend You, and Feedback.	60 minutes Facilitator's Guide and Participant Handouts
49. YOU CAN STOP HARASSMENT	Intended to provide trainers, managers and employees with a resource to use in helping to prevent all forms of workplace harassment. Issues addressed include: sexual harassment between coworkers, racial harassment by a supervisor, sexual orientation harassment by coworkers, religious harassment and retaliation by a supervisor, racial and sexual harassment by a coworker, ethnic and religious harassment by a coworker, sexual and same sex harassment by a supervisor.	28 minutes Facilitator's Guide and Participant Handouts
50. PATTERNS	Intended to provide trainers, managers and employees with a resource to use in addressing the behavioral issues that lead to sexual harassment at work. Themes addressed include: The Habitual Harasser, The Bully, The Smitten Harasser, The Jilted Harasser, The Ostrich, The Chameleon, The Mother Hen, and The Wounded Tiger.	20 minutes Facilitator's Guide and Participant Handouts

NOTE: Each program comes with a comprehensive facilitation guide as well as reproducible participant handouts, PowerPoint (some programs) so that anyone in the organization can lead the video training session. We offer 20% discount to our non-profit, government, & education client organizations. Quantity discounts are available (see below).

VIDEO PROGRAM PURCHASE + SHIPPING

Single Video Title	\$625
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2-Titles	\$1,063
3-Titles	\$1,463
4-Titles	\$1,875
7-Titles	\$2,932
7-Day Rental	\$295
PATTERNS “Rights and Responsibilities” (10” film)	\$395

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