



Quality Training Resources

DVD • TOOLKITS & ACTIVITY PACKS
BUSINESS BOOKS • INSTRUMENTS
E-LEARNING • STREAMED DELIVERY



**PREVIEW HUNDREDS
OF PROGRAMS
ON-LINE!**



- Attitude
- Coaching
- Communication
- Conflict Management
- Customer Service
- Diversity
- Emotional Intelligence
- Ethics
- Generational Issues
- Group Effectiveness
- Harassment
- Leadership
- Supervisory Skills
- *And many more!*

2010 Catalogue

www.owenstewart.com

About Us... and Training

Relevant. Believable. Engaging!

For more than 20 years, Owen-Stewart Performance Resources has been the leading provider of video-based interpersonal skills training resources that inspire people to be the *best* that they can be. Thousands of training professionals in Canada depend on us for training programs that deliver the highest return on their investment.



Why is training so important?

The innovation, flexibility and focus that is required to build truly dynamic organizations, come from well-trained and supported employees. One of the best ways to encourage and support individuals in your workforce is through professional development and training opportunities. As employees develop new skills, the work environment becomes infused with energy and creativity.

Here are our **TOP 10** reasons to consistently train your employees!

1 Helps maintain and improve quality and productivity.

Remember, if you're not training, your competition gains a leg up.

2 Acknowledges that your staff are professionals.

People will stay with your organization longer if you invest in their professional development.

3 Makes good financial sense.

Training pays for itself – by boosting efficiency, establishing and maintaining ethical standards, and making morale a priority.

4 Reinforces your staff's best efforts.

The good habits your people gain from training will spread throughout your organization.

5 Training emphasizes teamwork.

By consistently involving your employees in various training activities, your teams will just naturally work together more effectively.

6 Helps keep pace with our constantly changing world.

You need to stay on top of new technologies and enhancements in order to stay 'front of mind' with your customers.

7 It is stimulating and exciting.

New possibilities are explored, innovation is encouraged and the culture of your organization is enhanced.

Quality Training Made Easy!

Need help choosing the right training materials?

Our professional Account Managers will take the time to understand your objectives and help you choose from our incredible range of training products.

So call us today!

We're here to help your organization achieve all its goals!

1-800-263-3399

8 More cost effective than constantly recruiting & hiring.

Whatever challenges your organization is dealing with, eliminating training is only going to put you behind. Catching up costs a lot more than moving forward.

9 Training reinforces priorities.

In this dollar-strapped economic climate, the needs of your current staff can be prioritized toward specialized, focussed training.

10 Boosts morale.

Training gives your employees a burst of energy. They'll be more motivated and productive if you show them that you believe in them.

A Bit About Our Products...

At Owen-Stewart Performance Resources, we specialize in three main resource areas. These products compliment each other and can be used independently. They are all 'Trainer-Tested' and maintain the highest quality standards – offering total flexibility. And, they can be used right 'out of the box'!



VIDEO-BASED TRAINING PROGRAMS

Developed with engaging scripts and believable messages—we carry the best of the best. They're a flexible medium that allows you to train various numbers at any given time, and can be used repeatedly. Video also lends itself to the addition of written materials and other visual tools, allowing you to create custom training programs uniquely suited to your organization.



TRAINER PACKS & TOOLKITS

These resources are ideal for busy trainers, managers and supervisors. They provide an invaluable collection of instructional modules rich with development ideas, tools and techniques. Each module focuses on a specific learning objective and provides you with everything you need to facilitate a successful learning outcome. Training experience is not required with these resources!



BUSINESS BOOKS

Use these resources to get re-acquainted the written word. Our books cover a wide range of topics. Some can be read in one sitting, others will take a few days. Regardless, they all contain a terrific collection of ideas, strategies, tips and techniques that you'll want to refer to again and again. Help everyone in your organization independently become the best they can be.

Before You Buy...

You can preview all our products, absolutely **FREE** before you make your purchase decision. *We want you to be completely satisfied.*

You can preview videos either online at our website, or we can courier you a Preview DVD for 10-Days.

All of our **Trainer Packs & Toolkits** can be couriered to you **FREE**, for 10-Days. Not sure which ones you want to look at? Visit the Trainer Packs section at our website and download a **FREE** Module and Activity Summary for each one.

Ask for your **FREE Business Book!** We offer evaluation copies of most of our best-selling business books, at no charge to you!

So welcome to Owen-Stewart Performance Resources, your source for entertaining, educational, practical, and immediately applicable programs that will take your training further.

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WATCH FOR THIS E-LEARNING SYMBOL



English language programs marked with this symbol are also available as a **Blended Learning Pack**, which includes the DVD and an interactive self-study "E-Learning" CD-ROM. See page 26 for details.

Featured New Releases!

The 5 Waves of Trust

The ability to build trust is a key competency for leaders today. Great leaders don't dictate, they *influence*. And influence comes from a leader's ability to engender credibility and inspire people to both believe them and believe *in* them.

The 5 Waves of Trust contains eight separate video segments. The series is based on the premise that there are various layers of trust to which today's leaders must be attuned: *Self Trust*, *Relationship Trust*, *Organizational Trust*, *Market Trust* and *Societal Trust*. Each of the videos is designed to build awareness and spark discussion in one or more of these areas.

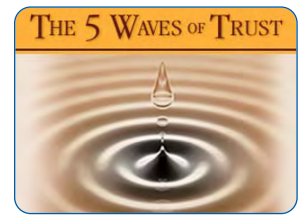
As a bonus, *The 5 Waves of Trust* DVD also contains a "tonesetter" video that you can show onscreen during breaks. The Tonesetter features a countdown clock, music and quotes related to the topic of trust.

KEY LEARNING POINTS:

- Build leaders' credibility in ways that boost employee engagement and productivity
- Reduce cost of poor performance associated with a climate of distrust
- Improve profits and results by illustrating the link between trust and customer loyalty

PROGRAM CONTENTS:

DVD, Discussion/Leader's Guide, Reproducible Participant Worksheets.



Making The Case for Trust:
The Speed of Trust (5:26)
The High Cost of Low Trust (1:02)
Wave One:
Self Trust (6:26)
Wave Two:
Relationship Trust (4:08)
Race to the Pole (10:58)
Wave Three:
Organizational Trust (5:50)
Wave Four:
Market Trust (5:10)
Wave Five:
Societal Trust (3:10)

43 MINUTES • DVD PURCHASE: \$955 • DVD RENTAL: \$495

Change and Innovation Through Brainstorming

Whether we pursue it, or it is forced upon us, change can make or break any business. The deciding factor is the attitude of the employees charged with adapting to the challenge and finding new solutions. Change can be resisted with fear and denial or embraced as fuel for innovation and transformation.

This fun and highly entertaining video is designed to kickoff any team meeting with a sense of energy and optimistic enthusiasm. Hosted by comedian and author, John Sweeney, and based on his best-selling book, *Innovation at the Speed of Laughter*, this 14 minute program introduces your team to the 8 *Secrets of a Brainstorming Session*.

John explores and explodes the most common myths and misconceptions that hamper effective brainstorming and challenges the team to accept the potential of every idea in their search for solutions.

PARTICIPANTS WILL LEARN TO:

- Look at Change as Fuel
- Accept All Ideas
- Defer Judgment
- Avoid Idea Smashers
- Reduce Status
- Declare Your Point of View
- Say, YES and...
- Re-Discover your Innovative Self

PROGRAM CONTENTS:

DVD, Four Meeting Warm-up Exercises, PowerPoint Presentation, Leader's Guide.

14 MINUTES • DVD PURCHASE: \$995 • DVD RENTAL: \$350



Learn the secrets of successful cross-generational communication.

Featured New Releases!

The Clarity Imperative

How Getting Everyone on the Same Page Makes Your Organization Stand Out

The world's most successful teams and organizations have one thing in common. Clarity. In these groups, everyone knows and can articulate what they do, the direction in which they're moving and what their culture is really all about.

In *The Clarity Imperative*, author and consultant John Jenson uses a variety of inspirational stories to introduce viewers to the importance of "consistent messaging". He shows that when people within a group or organization share the same understanding of "what we do", "our culture" and "our direction" – to the point where they can succinctly express these things to others – they are easily able to walk their talk. Ultimately the group separates itself from those that are trying to be all things to everybody.

Real-world employees from organizations in such diverse industries as food service, real estate, manufacturing, finance and healthcare provide examples of clarity in action.

KEY BENEFITS:

- Effective talent management
- Increased employee engagement
- Productivity improvement
- Improved sales and customer loyalty

PROGRAM CONTENTS: DVD, Leader's Guide with Reproducible Participant Worksheets and 10 Reminder Cards.

20 MINUTES • DVD PURCHASE: \$865 • DVD RENTAL: \$275



Get everyone in your organization on the same page.

Managing Four Generations in the Workplace

For the first time in history, there are four generations in the workplace at the same time. Each of these age groups has different expectations and different demands, and employers who cannot recognize these will lose their best employees and see their workplaces in turmoil.

In this scenario-based sequel to the best-seller *Mixing Four Generations in the Workplace*, Cam Marston helps supervisors and managers learn the techniques needed to handle cross-generational communications problems, avoid conflict, and maximize performance.

This program will teach you how to "Gen-Flex" or move into another generation's comfort zone. Do you remember the golden rule, "Do unto others as you would have them do unto you"? The golden rule would be great if we were all the same generation. But because people are different they need to be treated differently.

This is the basis for what we call Gen-Flexing, operating in another generation's world. Treat them as they want to be treated. Gen-Flex out your comfort zone into theirs.

PARTICIPANTS WILL LEARN TO:

- Describe the characteristics, attitudes, and values of each generation
- Identify specific actions a manager can take to coach, motivate, and get results from each generation
- Determine how your management approach may need to change when coaching, managing and retaining employees of different generations
- Discover ways to Gen-Flex™ in order to solve generational problems in the workplace

PROGRAM CONTENTS: 2-Program DVD, CD with Facilitator's Guide, Participant Guide and PowerPoint Presentation.

35 MINUTES • DVD PURCHASE: \$1045 • DVD RENTAL: \$395



Learn the secrets of successful cross-generational communication.

Featured New Releases!

The Sam Glenn Series

This series consists of 3 hilarious new programs featuring Sam's thoughts on attitude, change, and well... lizards! And they really couldn't have been released at a better time!

Sam Glenn, an author and motivational speaker, invigorates audiences with sidesplitting humour, inspirational insights, and candid simplicity. Sam is regarded as The Authority on Attitude™.

A Kick in the Attitude!™ (22 Minutes)

Let's face it, we can all benefit from a positive attitude. We can't control what goes on around us but we can control our perceptions, responses and actions, which ultimately form our attitude. That's the message in this video. It will inspire you, make you laugh, and help you improve employee attitude and customer relationships!

When Change Happens, Adjust Your Sail™ (22 Minutes)

Change is happening all around us and we all know that it can be very difficult for people to navigate. Sam uses the analogy of being on a small sailboat in the middle of a storm. Change is tossing us around and we need to adjust our sails to stay afloat. As Sam tells us in this video, we can adjust our sail and get out of the storm. We can overcome change.

Who Put A Lizard In My Lasagna™ (22 Minutes)

Learn how to bring your best attitude to every interaction you have with customers and co-workers. This film began as a practical joke with a small plastic lizard several years ago and is now a philosophy that guides Sam through his life. The Lizard Philosophy is all about bringing your best to every interaction.

PROGRAM CONTENTS:

DVD, Leader's Guide, PowerPoint Presentations.

66 MINUTES • DVD SET PURCHASE: \$835 • DVD SET RENTAL: \$545
DVD INDIVIDUAL PURCHASE: \$525 • DVD INDIVIDUAL RENTAL: \$250



Sam Glenn uses humour to spread his message about attitude & change.

Toxic Talk: What Would You Say?

Gossip, gripes, and rumors have become a national pastime in the workplace. Unfortunately, these forms of toxic talk can have serious repercussions for your employees, your managers and supervisors, and for the profitability and productivity of your entire organization.

Relationships and camaraderie at work are essential for an engaged workforce. However, the examples depicted in this training toolkit have crossed the line and have become damaging to employee relationships, employee morale and productivity.

Whether your organization already has a policy on toxic talk or you're just beginning to look at the effects damaging communication has on your productivity, this program will give your organization a chance to discuss some real issues affecting your workforce.

Using three open-ended scenarios (two videos and one audio), the training design focuses on how to respond if you become engaged in toxic conversation and helps participants to redirect potentially hazardous communication. The activities also help participants understand the different perceptions of those involved in toxic talk and how others are affected by this behaviour.

PROGRAM CONTENTS:

DVD, Leader's Guide, PowerPoint Presentation with Listening Case Study.

9 MINUTES • DVD PURCHASE: \$525 • DVD RENTAL: \$250



Don't let gossip, gripes and rumours take over your workplace.

Summary of 2009 Acquisitions and New Releases

Check out our newly acquired and BRAND NEW programs for 2009.

Please review the titles below and if you missed them, please call 1-800-263-3399, go to our website at www.owenstewart.com and order a FREE 10-Day Preview, or view them On-Line.



ATTITUDE

A Kick in the Attitude
Sam Glenn Series
Who Put a Lizard in my Lasagna?



BEHAVIOURAL STYLES

The Four Styles



COMMUNICATION

The 5 Communication Secrets
As Others See Us
Cross-Cultural Communication



CONFLICT MANAGEMENT

Jack Cade's Nightmare II



CULTURAL ISSUES

Global One: Cross Cultural Understanding
Global One: Intercultural Communicating
Global One: Intercultural Negotiation
Global One Series
Global Scenario Series



CUSTOMER SERVICE

Living the Brand: The Patagonia Story
The Multi-Cultural Customer



DIVERSITY

Building The Multicultural Team:
Diversity In The Workplace
Building The Virtual Team:
Communication Across Cultural Diversity
Cultural Awareness
Diversity Challenges:
What Would You Do?



DIVERSITY (cont'd)

Let's Get Together! Communicating Respect In A Diverse Workplace
Opening Lines: Facing Diversity
A Real World Guide To Diversity In The Workplace



EDUCATION

FISH! For Schools Classroom Experience
FISH! For Schools Combination Kit
FISH! For Schools Guided Journey



EMPLOYMENT LAW

Jack Cade's Nightmare I



FACILITATION

FISH! Trainer Tools
FISH! Culture Trainer Tools Combo
FISH! Trainer Tools Facilitation Pack



GENERATIONAL ISSUES

Generation Gaps... And How to Close Them
Managing Four Generations in the Workplace
Mixing Four Generations in the Workplace



HARASSMENT

Harassment Hurts: It's Personal
A Matter of Respect
A Real World Guide To Preventing Sexual Harassment In The Workplace
Toxic Talk: What Would You Say?



INNOVATION

Change and Innovation Through Brainstorming
Innovation at the Verge



LEADERSHIP

The 5 Waves of Trust
Flawless Leadership
Follow the Leader
The Leadership Secret of Gregory Goose



MEETING MANAGEMENT

The Invisible Meeting



NEGOTIATION

Getting to Yes



ORGANIZATIONAL EFFECTIVENESS

The Clarity Imperative



PERFORMANCE MANAGEMENT

Jack Cade's Nightmare III



RELATIONSHIP BUILDING

Little Things Mean A Lot: From Microinequities to Micro-Affirmations



SAFETY

No Injury, No Accident - Second Edition



STRESS MANAGEMENT

Humour, Risk and Change



TIME MANAGEMENT

The New Time of Your Life

Customer Favourites!

The 5 Waves of Trust

The ability to build trust is a key competency for leaders today. Great leaders don't dictate, they *influence*. And influence comes from a leader's ability to engender credibility and inspire people to both believe them and believe *in* them.

The 5 Waves of Trust is a power-packed DVD containing eight separate video segments. The series is based on the premise that there are various layers of trust to which today's leaders must be attuned: *Self Trust, Relationship Trust, Organizational Trust, Market Trust* and *Societal Trust*. Each of the videos is designed to build awareness and spark discussion in one or more of these areas.

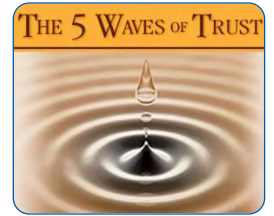
KEY LEARNING POINTS:

- Build leaders' credibility in ways that boost employee engagement and productivity
- Reduce cost of poor performance associated with a climate of distrust
- Improve profits and results by illustrating the link between trust and customer loyalty

PROGRAM CONTENTS:

DVD, Discussion/Leader's Guide, Reproducible Participant Worksheets.

43 MINUTES • DVD PURCHASE: \$955 • DVD RENTAL: \$495



Great leaders don't dictate
– they influence.

Emotional Intelligence

Most of us have been conditioned to believe that emotions are not welcome in the workplace, that team and work decisions should be based upon cold, logical reason. *Emotional Intelligence* shows how forward-thinking organizations are accessing the power of emotions to create better, more productive teams and team members. This important video illustrates how EI can be integrated into the workplace to enhance other knowledge and technical capabilities.

Viewers will come away with specific areas of improvement to focus on and a structured, step-by-step approach to developing the required emotional competencies to bring more creativity, energy and intuition to their work, whatever the industry or field.

PROGRAM CONTENTS:

DVD, Leader's Guide, Participant Workbook with EI Quiz, Discussion Segment Video, PowerPoint Presentation, 10 Pocket Reminder Cards.

25 MINUTES • DVD PURCHASE: \$1025 • DVD RENTAL: \$275 AVAILABLE IN FRENCH



Help to become better
workers and
communicators.

FISH! *The best-selling video of all time!*

Imagine a workplace where everyone chooses to bring energy, passion and a positive attitude with them each day. *FISH!* is about attitude and having fun at work. This best-selling film explores the tremendous synergy that can result when people are committed to their job and the people they work with. When you catch the energy of *FISH!* there is no limit to the potential you'll release. The *FISH!* Philosophy has become an extraordinary international phenomenon. Find out why people watch *FISH!* the first time because it's fun, but then watch it over and over because it's fundamental.

PROGRAM CONTENTS: DVD

FISH! The Complete Package – **ONLY \$959!**

Teaching the *FISH!* Philosophy just got easier with the introduction of *FISH! The Complete Package!* It comes with *FISH!* DVD, *FISH!* Facilitator's Guide, *FISH!* Playbook, and a *FISH!* Pack, which includes: 4-pack "Pete the Perch", 4-pack of *FISH!* Pens, 4-pack of *FISH!* Magnets, 6-pack of *FISH!* Sticky Notes and a Canvas Tote Bag.

18 MINUTES • DVD PURCHASE: \$849 • DVD RENTAL: \$350 AVAILABLE IN FRENCH



Live the *FISH!* philosophy
every day.

Customer Favourites!

FISH! Culture

Conversations don't just impact your culture. They ARE your culture...

Now, with **FISH! Culture** you too can experience a deeper exploration of how the four simple practices – *Be There, Play, Make Their Day, Choose Your Attitude* – can make a big difference in your company and ultimately help shape positive organizational change across the globe. The power behind **FISH! Culture** is its step-by-step process that will engage your employees in a 10-unit learning program. Journey forward with your organization – one conversation at a time.

PROGRAM CONTENTS:

One DVD of FISH! Culture that includes the FISH! Film, Audio Companion CD, FISH! Culture Facilitator's Guide, Personal Workbook.

80 MINUTES • DVD PURCHASE: \$1025 HALF PRICE IF YOU ALREADY OWN FISH! - ONLY \$512.50



Conversations don't just impact your culture. They are your culture!

Leadership: An Art of Possibility

Discover a new style of leadership that will give every employee within your organization the ability to participate in the vision! This film demonstrates that the single most important element of leadership is to create an organizational environment that can unlock the full potential of each and everyone inside that organization.

The leader's job is to SPEAK POSSIBILITY – and to do that you don't need to be the top guy in the elegant suit. You can speak possibility from any position, in any group of people, anywhere in the world. This leader keeps a possibility alive until every person involved in the project is enrolled in it. As Philharmonic Orchestra Conductor Ben Zander often says, when you are conducting an orchestra it doesn't work to have just some of the players involved. A great performance arises out of everyone's passion. And a great performance stirs the soul, rearranges one's molecules, connects one's being to the being of others.

PROGRAM CONTENTS: DVD and Leader's Guide.

26 MINUTES • DVD PURCHASE: \$1045 • DVD RENTAL: \$350 AVAILABLE IN FRENCH



Live in radiating possibility.
Become a part of the song.

The Practical Coach

Coaching is all about inspiring, encouraging, and challenging your team. It's as simple as noticing how your team is performing and then letting them know you notice. In other words, coaching is the process of letting people know that what they do matters to you. This film offers sensible advice to encouraging good work, correcting poor work, using good judgement and caring about each member of your team. Film and television personality Michael Horton hosts this lighthearted look at the everyday challenges and pleasures of coaching great work.

Show your team members that they matter:

- When they are doing great work—praise them.
- When they are doing poor work—correct them positively and in private.
- Use the 2-Minute Challenge when they get off track.

PROGRAM CONTENTS:

DVD, Leader's Guide on CD-ROM, Workbook and 10 Pocket Reminder Cards.

24 MINUTES • DVD PURCHASE: \$925 • DVD RENTAL: \$350 AVAILABLE IN FRENCH



Try the two-minute challenge.

Accountability

ACCOUNTABILITY THAT WORKS



What would your organization be like if no one ever asked; “Whose fault is this?” What if we could all let go of the ‘blame game’ and view accountability as a method for achieving increased personal and team effectiveness? This

film teaches that accountability is much more than a paper trail. The training program and workshop allow viewers to observe these processes at a manufacturing plant, software design firm and medical facility.

15 MINUTES • DVD PURCHASE: \$1095 • DVD RENTAL: \$275

Assertiveness

ASSERT YOURSELF: Learning to be Assertive



Assertive behaviour means saying what we want, need, feel, think or believe in, in ways that are direct, honest and appropriate, but also respecting the rights of those we are addressing – treating ourselves and

those we work with as professional adults. It doesn’t conflict with listening and accepting the views of others, such as a colleagues or customers, and is more likely to lead to a satisfactory solution to any problem. By behaving more assertively your staff can be more positive, more creative and better equipped to get their job done effectively.

28 MINUTES • DVD PURCHASE: \$1099
BLENDED LEARNING PACK: \$1399



STRAIGHT TALKING



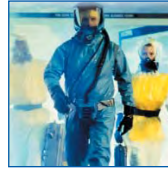
This program is designed to give your people the confidence they need to get their views and ideas noticed. Techniques of assertiveness are shown in action in a series of different settings from a management meeting to a one-on-one conversation between colleagues. *Straight Talking* shows that the basic rule of assertive behaviour is honesty, and demonstrates why aggressive behaviour doesn’t work in the long run.

27 MINUTES • DVD PURCHASE: \$1099
BLENDED LEARNING PACK: \$1399



Attitude

THE ATTITUDE VIRUS: Curing Negativity in the Workplace



Cure bad attitudes for higher productivity! Bad attitudes can threaten the essential functions of your organization. Employees will learn to take responsibility for their own attitudes and success, better attitudes will positively impact team results and underlying causes for unproductive attitudes will be resolved.

20 MINUTES • DVD PURCHASE: \$1025 • DVD RENTAL: \$275
ALSO AVAILABLE IN A WORKFORCE AND GOVERNMENT VERSION

FISH!



Imagine a workplace where everyone chooses to bring energy, passion and a positive attitude with them each day. *FISH!* is about attitude and having fun at work. This film explores the tremendous synergy that can result when people are committed to their jobs and their team members. When you catch the energy of *FISH!* there is no limit to the potential you’ll release.

FISH! THE COMPLETE PACKAGE – ONLY \$959!

Teaching the FISH! Philosophy just got easier with the introduction of *FISH! The Complete Package!* It comes with FISH! DVD, FISH! Facilitator’s Guide, FISH! Playbook, and a FISH! Pack, which includes: 4-pack “Pete the Perch”, 4-pack of FISH! Pens, 4-pack of FISH! Magnets, 6-pack of FISH! Sticky Notes and a Tote Bag.

17 MINUTES • DVD PURCHASE: \$849 • DVD RENTAL: \$350
AVAILABLE IN FRENCH

FISH! CULTURE



This 10-Unit Learning Program will have a lasting impact on the overall culture of your organization. *FISH! Culture* not only inspires people with the idea of *FISH!*, it lays-out a process for people to discuss and experience The FISH! Philosophy. When people use this process, they begin to see the possibility of living a more creative and rewarding work experience.

FISH! CULTURE IS 1/2 PRICE IF YOU ALREADY OWN FISH! ONLY \$512.50 AND YOU CAN KEEP YOUR OLD VIDEO OR DVD!

80 MINUTES • DVD PURCHASE: \$1025

FISH! STICKS



This video (the sequel to *FISH!*) is all about making a vision stick. It shows that keeping a vision alive is not only possible, but it's the whole point of having a vision in the first place. It demonstrates how attention day to day, even moment to moment, cannot only keep a vision alive, but make it more powerful.

16 MINUTES • DVD PURCHASE: \$849 • DVD RENTAL: \$350

THE SAM GLENN SERIES



This series consists of 3 hilarious new programs featuring Sam Glenn, an author and motivational speaker who invigorates audiences with his side-splitting humour, inspirational insights, and candid simplicity.

A Kick in the Attitude!™ (22 Minutes)

We can't control what goes on around us but we can control our perceptions, responses and actions, which ultimately form our attitude. That's the message in this video.

When Change Happens, Adjust Your Sail™ (22 Minutes)

Change is happening all around us and it can be difficult for people to navigate. Sam uses the analogy of being on a small sailboat in the middle of a storm. Change is tossing us around and we need to adjust our sails to stay afloat.

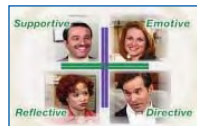
Who Put A Lizard In My Lasagna™ (22 Minutes)

Learn how to bring your best attitude to every interaction you have with customers and co-workers. This film began as a practical joke with a small plastic lizard several years ago and is now a philosophy that guides Sam through his life.

66 MINUTES • DVD SET PURCHASE: \$835 • DVD SET RENTAL: \$545
DVD PURCHASE EACH: \$525 • DVD RENTAL EACH: \$250

Behavioural Style

THE FOUR STYLES



One of the biggest problems in business is getting along with and communicating with others. And it's one of the top reasons why most people are limited

in their relationships and limited in their ability to communicate well – on or off the job. Research shows that communication styles fall into four basic categories. This film will teach you how to identify those styles and flex your own style to match that of the person you are communicating with.

22 MINUTES • DVD PURCHASE: \$1055 • DVD RENTAL: \$395

READY. SET. CHANGE!



As organizations change with increasing speed, so does the pace in which employees must respond. Employees need the skills to react smarter, adapt faster and engage together in the face of change.

Ready. Set. CHANGE! powerfully equips employees with the ability to positively and productively respond to any change—big or small. This must-have training program features classroom materials with multiple agenda options, video behaviour modeling and a Change Response Assessment.

44 MINUTES • DVD PURCHASE: \$995 • DVD RENTAL: \$300

TAKING CHARGE OF CHANGE



This film provides concrete strategies for helping you go beyond just managing change, so that you can smoothly transition from the known to the unknown. This program will help you deal

with change on an organizational level—supporting other individuals and groups through the change as well. Suitable for all organizations—including healthcare, government and education.

18 MINUTES • DVD PURCHASE: \$1055 • DVD RENTAL: \$275
ALSO AVAILABLE IN A HEALTHCARE VERSION
ORIGINAL VERSION AVAILABLE IN FRENCH

Coaching

DIMENSIONS OF COACHING



In today's business climate, a coach can be anyone who has the knowledge, willingness, and availability to help with a developmental need. An understanding of the concept and process of coaching can transform professionals into more valuable resources for each other and the organization. In this film, professional actors dramatize the use of coaching in realistic situations, and a narrator guides the audience through a simple, but highly effective model for using coaching in their own developmental programs.

25 MINUTES • DVD PURCHASE: \$695 • DVD RENTAL: \$195
AVAILABLE IN FRENCH

THE PRACTICAL COACH



Coaching is all about inspiring, encouraging, and challenging your team. It's as simple as noticing how your team is performing and then letting them know you notice. In other words, coaching is the process of letting people know that what they do matters to you. This film offers sensible advice to encouraging good work, correcting poor work, using good judgment and caring about each member of your team.

24 MINUTES • DVD PURCHASE: \$925 • DVD RENTAL: \$350
AVAILABLE IN FRENCH

WHEN THE COACH IS YOU



This video walks viewers through the practical steps to increasing success for coaches and learners in any organization. You'll visit an accounting office, a factory and service center as workers resist and stumble through the coaching process, finally learning to create positive outcomes. This important training tool explores the perspective of both coach and learner.

18 MINUTES • DVD PURCHASE: \$835 • DVD RENTAL: \$275
ALSO AVAILABLE IN GOVERNMENT & HEALTHCARE VERSIONS

Communication Skills

THE 5 COMMUNICATION SECRETS: Business Edition



This breakthrough how-to video reveals the communication skills that took President Barack Obama from a little-known Illinois state senator to become the President of the United States in just four years. You'll discover the remarkable power of your voice and body language through simple, effective techniques you can begin applying immediately. You'll learn the secrets of the brain's Four Languages – and how you can impress and persuade anybody. Master the most powerful secret of all – the one that every great speaker has, and that you have, too! World-renowned communication expert Richard Greene shows how you can use these powerful techniques to transform your career and your life!

48 MINUTES • DVD PURCHASE: \$495

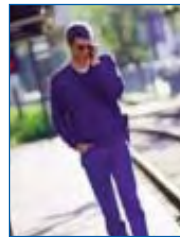
COMMUNICATING NON-DEFENSIVELY, Revised



Have you ever expressed an opinion that led others to become defensive or hostile – even if you didn't mean it personally? In this film, viewers gain a clear understanding of why all people are naturally defensive, as well as the symptoms and consequences of inappropriate defensiveness. Learn the five essential skills that will promote a productive work environment and avoid the defensiveness chain.

19 MINUTES • DVD PURCHASE: \$825 • DVD RENTAL: \$275
ORIGINAL VERSION AVAILABLE IN FRENCH

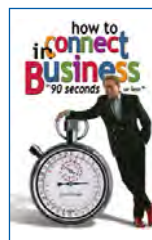
CROSS-CULTURAL COMMUNICATION



As our world becomes more interconnected, we increasingly encounter problems when communicating with people from other cultures. This can lead to problems ranging from employee frustration and decreased efficiency, to losing billion dollar deals. This lively, engaging film follows a manager floundering as she tries to understand her employees and their culture, as she fails to understand the manager's role in communication and diversity. Her employees only make matters worse by concealing important information and because they lack proper communication skills. Also available as part of the Global Scenario Series.

12 MINUTES • DVD PURCHASE: \$625 • DVD RENTAL: \$215

HOW TO CONNECT IN BUSINESS... in 90 Seconds or Less™



This film is fun, upbeat and hosted by a very entertaining personality, Nick Boothman. Boothman shows how to quickly make a natural human connection with anyone you meet. In business as well as life, the failure to build trust and rapport can be insurmountable, while the rewards of a good first impression are almost immeasurable. This humorous and motivational film shows the positive impact genuine connections with people can have on customer relationships, sales success and life.

19 MINUTES • DVD PURCHASE: \$925 • DVD RENTAL: \$350
AVAILABLE IN FRENCH
ALSO AVAILABLE IN A HEALTHCARE VERSION

NOBODY'S LISTENING



Listening with the intent to understand is crucial for communication between and amongst employees and supervisors. This humorous program shows what happens when a busy boss doesn't slow down long enough to hear what his employees are trying to tell him. Manager Ray only listens to his employee, Leo, with the intent to quickly respond and get out the door. As Ray is forced to repeat the same interaction with Leo over and over again, viewers observe what the consequences of bad listening are.

11 MINUTES • DVD PURCHASE: \$625 • DVD RENTAL: \$235

SPEAKING EFFECTIVELY: To 1 or 1000, 2e



In a well-known study, 3,000 people were asked what frightened them most. The number one answer was public speaking. This entertaining film gives viewers the skills so needed for confident

communication with audiences of one or one thousand. Host Steve Landesberg, of the "Barney Miller" TV show, and a team of actors show the most common ways speakers can botch a presentation. Then they show the four main components of effective speaking for an audience of any size.

21 MINUTES • DVD PURCHASE: \$955 • DVD RENTAL: \$275
AVAILABLE IN FRENCH

Conflict Management

DEALING WITH CONFLICT



This film offers proven methods for recognizing and resolving conflict, based on The Thomas Kilmann Conflict Mode Instrument. While the skills and insights presented here will enhance management's ability to resolve conflicts, they are for all employees—enabling everyone to work through conflicts with less dependence on superiors. Viewers will learn the five different positions people take when conflict arises.

20 MINUTES • DVD PURCHASE: \$925 • DVD RENTAL: \$275
AVAILABLE IN FRENCH
AVAILABLE IN A HEALTHCARE VERSION

EFFECTIVE PEOPLE SKILLS



Research shows that the most common cause of personal and professional failure is not lack of intelligence or technical ability, but ineffective personal skills. With the average cost of replacing an employee at \$75,000, teaching your workforce how to resolve conflicts in a positive manner is in everyone's best interest. This program is a suite of eight workshops that cover every conceivable type of conflict that occurs in your workplace, as well as related topics. Teach your employees the essential skills for resolving conflicts, enhancing collaboration and productivity, and infusing a spirit of teamwork and respect at your company.

50 MINUTES • DVD PURCHASE: \$800 • DVD RENTAL: \$195

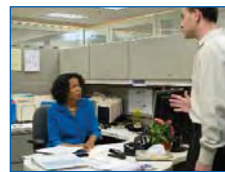
EVERYBODY WINS: How to Turn Conflict into Collaboration



Conflict is inevitable – because of a diverse workforce, constant change, stress from doing more with less, confusion over responsibilities, and miscommunication. This program will show viewers why conflict in the workplace happens and teach them to recognize the three most common conflict situations. It then outlines three easy steps to resolve conflict. Employees will have a clear, easy-to-use approach that will help them think things through and decide on the most appropriate course of action.

20 MINUTES • DVD PURCHASE: \$995 • DVD RENTAL: \$300

WHAT TO DO... WHEN CONFLICT HAPPENS



What causes the most stress across ALL occupations? It's the interpersonal conflicts we all experience on a daily basis—with co-workers and supervisors. Rather than a complicated model, this program introduces C.A.L.M. Three workplace scenarios in a variety of settings clearly depict each of these four steps:

- Clarify the issue
- Address the problem
- Listen to the other side
- Manage your way to resolution.

22 MINUTES • DVD PURCHASE \$1025 • DVD RENTAL: \$275

Creativity

CELEBRATE WHAT'S RIGHT WITH THE WORLD



This exciting film teaches what a powerful force having a vision of possibilities can be. In his 20-year career with National Geographic, Dewitt Jones has lived the vision of “celebrating what’s right with the world.” He reminds us to choose to see brighter possibilities and that they can become a reality if we truly believe in them.

24 MINUTES • DVD PURCHASE: \$795 • DVD RENTAL: \$250
AVAILABLE IN FRENCH

EVERYDAY CREATIVITY



This film teaches a surprising truth about creativity – it’s not a mysterious occurrence, but a ready tool that enables you to look at the ordinary and see the extraordinary. Featuring famed National Geographic photographer Dewitt Jones, this motivational and beautiful film is essential if you want your people to accomplish the extraordinary.

20 MINUTES • DVD PURCHASE: \$795 • DVD RENTAL: \$250
AVAILABLE IN FRENCH

Customer Service

GIVE’EM THE PICKLE



Your business is not what you sell, it’s who you serve. Meet Bob Farrell, founder of Farrell’s Ice Cream Parlor and Restaurant, as he serves up the most important aspect of any service business... taking care of the customer. What’s the best way to do that? By giving out pickles. Pickles are those special or extra things you do to make people happy. The trick is figuring out what your customers want and then making sure they get it.

18 MINUTES • DVD PURCHASE: \$925 • DVD RENTAL: \$350
AVAILABLE IN FRENCH

JOHNNY THE BAGGER



Celebrate the incomparable power of customer service delivered from the heart. This program features the true story of “Johnny,” a young man with Down syndrome who made a positive choice about his personal responsibility to provide from-the-heart service and changed the culture of an entire organization. Motivate your employees to take personal responsibility for creating a positive, memorable experience for all your customers.

15 MINUTES • DVD PURCHASE: \$995 • DVD RENTAL: \$300

THE PICKLE BUNDLE



Get all your Pickles in one great combo pack! Choose one copy each of Give’em the Pickle, Leadership Pickles and What’s Your Pickle? – or mix and match any combination of three from these great titles!

Give’em the Pickle! shows that your business is not what you sell, it’s who you serve. Bob Farrell explains that Pickles are those special or extra things you do to make your customers happy. The trick is figuring out what your customers want and then making sure they get it.

(18 MINUTES)

DVD PURCHASE: \$925 • DVD RENTAL: \$350

The Leadership Pickles! explains that just as customers need their pickles, so too do your employees. They want and need certain things from their leader and if they get them, they’ll follow you and achieve great things.

(17 MINUTES)

DVD PURCHASE: \$925 • DVD RENTAL: \$350

What’s Your Pickle? uses inspiring pickle stories from across the nation to reinforce the Pickle Philosophy and help your team integrate a pickle-giving culture into your workplace.

(17 MINUTES)

DVD PURCHASE: \$925 • DVD RENTAL: \$350

52 MINUTES • DVD SET PURCHASE: \$2225 • DVD SET RENTAL: \$900

SO HELP ME SERIES



This two-video set offers insight into great customer service from the perspective of employees and supervisors.

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. (18 MINUTES)

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.

(18 MINUTES)

36 MINUTES • DVD SET PURCHASE: \$995 • DVD SET RENTAL: \$395
DVD PURCHASE EACH: \$695 • DVD RENTAL EACH: \$295
AVAILABLE IN FRENCH

WAYMISH: Why Are You Making It So Hard... for me to give you my money?



A customer approaches your place of business, fully intending to buy something. Then, it happens... something frustrates the customer to the point where she changes her mind and leaves without spending a dime. The "it" is a "WAYMISH" and 2 out of 3 times, it results in the permanent loss of a customer. Can you afford to create unhappy customers who take their business elsewhere? Eliminate WAYMISHes and keep customers with this superb customer service program.

28 MINUTES • DVD PURCHASE: \$955 • DVD RENTAL: \$275

Decision Making

ABILENE PARADOX



Jump in the car and hit the road to Abilene. What you'll find is a road littered with anger, frustration, blame and failure. It's a journey during which deeply held, logical values fall victim to group dynamics, a road that takes you to group consensus where there is none. This updated version has a fresh, new look and a faster, more engaging pace and is part of an entire training program package.

26 MINUTES • DVD PURCHASE \$1025 • DVD RENTAL: \$275
ORIGINAL VERSION AVAILABLE IN FRENCH

GROUPTHINK 2e



People often seek unanimous agreement in spite of contrary facts pointing to another conclusion. The phenomenon is called groupthink. This award-winning film is the most definitive ever on the subject. Participants will learn about the eight groupthink symptoms, and strategies for avoiding it. They'll learn to recognize when disagreement is important for meeting objectives and value the freedom to make their own decisions.

22 MINUTES • DVD PURCHASE: \$925 • DVD RENTAL: \$275
AVAILABLE IN FRENCH

BUILDING THE MULTICULTURAL TEAM



Ideal for team building activities, this program will take you on an exciting journey to observe a global team in action. You'll watch a problem-plagued meeting between five managers from Asia, Europe, the Middle East, North America and South America, and discover powerful techniques for working effectively with other cultures. Also available as part of the **Global Scenario Series**.

14 MINUTES • DVD PURCHASE: \$625 • DVD RENTAL: \$215

DIVERSITY: FACE TO FACE



This is an innovative and unique training program that explores four main aspects of diversity in the workplace—stereotypes, similarities, unity and benefits—by listening to the stories and thoughts of characters who actually live and work in a diverse world. Through their eyes, we learn why diversity is so important, and are given the definitions and tools to understand more deeply our own roles in diverse workplaces, from smaller organizations to larger corporations. Everyone plays an important part in the complex mosaic that is our diverse world.

22 MINUTES • DVD PURCHASE: \$850 • DVD RENTAL: \$295

M.E.E.T. ON COMMON GROUND



Teach employees to recognize and respond to inappropriate or illegal situations professionally... and with respect. This straightforward video provides practical skills that all your employees can use to create a respectful and inclusive workplace. The program introduces an easy-to-grasp four-step process that is demonstrated in six timely realistic vignettes. Ultimately, your employees will learn how to "M.E.E.T." on common ground.

22 MINUTES • DVD PURCHASE: \$995 • DVD RENTAL: \$300

ON-LINE PREVIEWS

Visit www.owenstewart.com for a complete list of programs available for ON-LINE PREVIEWS.

A PEACOCK IN THE LAND OF PENGUINS

Experience Version



This animated, award-winning video featuring Perry the peacock and his exotic feathered friends illustrates employee empowerment, effective communication and team building skills within the context of diversity.

Participants will learn about the creativity of diversity, making empowerment a reality, appreciating differences and more.

10 MINUTES • DVD PURCHASE: \$625 • DVD RENTAL: \$225
AVAILABLE IN FRENCH

VILLAGE OF 100, 3rd Edition



If we shrunk the earth's population to a village of precisely 100 people, what would it look like? How many would be non-white; how many would be white? How many would have electricity? What percentage would

be wealthy; how many disabled? When you think about the earth's population in terms of these smaller numbers, it mirrors the population of our own workplace and shows the need for tolerance and understanding in a diverse society.

3 MINUTES • DVD PURCHASE: \$415

Employee Retention

KEEPING THE GOOD ONES



The message of this film is simple. Treat your team members as people first and employees second. In the end *Keeping the Good Ones* comes down to connecting with each member of your team

on a regular basis. The great news is that this doesn't cost the company a dime. Team members are people first, and employees second. Start each day off by connecting in a non-work way. This program will inspire managers and provide them with practical tools that they can use to keep the good people they already have.

25 MINUTES • DVD PURCHASE: \$925 • DVD RENTAL: \$350

A.C.T. WITH INTEGRITY:

Real Situations for Discussion



This film provides business ethics training that can serve as a vital complement to any business practices and legal compliance program. It has been designed in a modular format that consists of twelve "discussion-trigger" case studies. After each scenario, there is an opportunity to guide employees through an analysis of the issues involved and a discussion of the action or actions that should be taken to resolve each concern and maintain your organization's integrity.

36 MINUTES • DVD PURCHASE: \$995 • DVD RENTAL: \$300

ETHICS 4 EVERYONE



With issues of corporate integrity and accountability in the news daily, perhaps it's time for a refresher course in ethics. This film covers it all—

from taking home a few office supplies, to ethnic jokes, to insider trading, and more. Narrated by noted ethicist Eric Harvey, these lessons have helped more than 84% of Fortune magazine's "Most Admired Companies" turn values into value-added results. *Ethics 4 Everyone* beautifully illustrates the cause-and-effect of corporate and individual responsibility, offering doable solutions.

25 MINUTES • DVD PURCHASE: \$1025 • DVD RENTAL: \$275

THE MOMENT OF TRUTH



Our choices today determine who we will be tomorrow. Life doesn't come with a pause button. Ethical dilemmas demand instant clarity. *The Moment of Truth* addresses this problem head-on by giving employees a practical guide for making better decisions. By focusing in on six different ethical dilemmas, this film demonstrates that no matter where the pressure is coming from, anyone can make good decisions.

22 MINUTES • DVD PURCHASE: \$925 • DVD RENTAL: \$350

TIME FOR AN UPDATE?

Trade in your VHS tapes for DVDs. Almost every title is now available on DVD. Call for details.

FISH! CULTURE TRAINER TOOLS COMBO



Now you can get all your FISH! Training in one comprehensive package! This combo pack features the **FISH!** DVD and the **FISH! Culture** DVD, along with Leader's Guides and Workbook, as well as the NEW **FISH! Trainer Tools!** – affectionately called T2. T2 provides the tools to help a facilitator perform a FISH! training. It is a key ingredient to understand how to re-create the culture portrayed in all the FISH! programs and begin your FISH! journey.

80 MINUTES • DVD PURCHASE: \$1670

FISH! TRAINER TOOLS



This comprehensive package – affectionately known as T2 – provides the tools to help a facilitator perform a FISH! training. This flexible, time-saving package is based on proven

techniques and processes and is a key ingredient to understanding how to re-create the culture portrayed in all the FISH! programs and begin your FISH! journey. It also supports broader FISH! initiatives and culture transforming strategies. It includes: Facilitator Guide; Facilitator Examples DVD, Event & Sustainability Tools CD, Participant Workbook, and Activity Props.

PURCHASE: \$595

Generational Issues

GENERATIONS: M.E.E.T. for Respect in the Workplace



This program provides insights and strategies that will minimize generational conflict, promote respect and strengthen workplace communication and collaboration

to make any workplace more productive. Six thought-provoking video vignettes illustrate the most common generational issues in the workplace. Learn to use the M.E.E.T. approach (Make time to discuss; Explore differences; Encourage respect; Take personal responsibility) to resolve generational differences in a way that maintains respect and productivity.

42 MINUTES • DVD PURCHASE: \$995 • DVD RENTAL: \$300

MANAGING FOUR GENERATIONS IN THE WORKPLACE



For the first time in history, there are four generations in the workplace at the same time. Each of these age groups has different expectations and different demands, and employers who can't recognize these will lose their best employees and see their workplaces in turmoil. In this scenario-based sequel to the best-seller *Mixing Four Generations in the Workplace*, Cam Marston helps supervisors and managers learn the techniques needed to handle cross-generational communications problems, avoid conflict, and maximize performance.

35 MINUTES • DVD PURCHASE: \$1045 • DVD RENTAL: \$395

MANAGING GENERATION Y



Several generations are now in the workplace, and the youngest – Generation Y – are making their mark. They view the workplace very differently – they're looking for balance between their professional and personal lives. 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. This program explores a range of issues and strategies associated with attracting, retaining, effectively managing, and capitalizing on the strengths of Generation Y workers.

18 MINUTES • DVD PURCHASE: \$695 • DVD RENTAL: \$225

MIXING FOUR GENERATIONS IN THE WORKPLACE



Generation conflict costs billions of dollars in lost productivity to organizations worldwide – not to mention the incalculable effects on motivation and morale. Now there's help with generational expert Cam Marston's *Mixing Four Generations in the Workplace*. This program will educate and stimulate positive interaction among your people. It will also dramatically reduce workplace conflict and provide managers and supervisors with strategies for dealing with recruiting, retaining, and motivating, using the generational differences in a positive way.

34 MINUTES • DVD PURCHASE: \$845 • DVD RENTAL: \$395

Harassment Prevention

HARASSMENT HURTS: It's Personal



This film explores the pain and cost of harassment, covering such topics as age, race, sexual orientation, political affiliation, pregnancy, ethnicity, sexual harassment and much more. It explains harassment and uses personalized stories and detailed legal and policy definitions to cover all types of harassment in organizations and workplaces. Harassment hurts us all – from individuals to entire companies – and *Harassment Hurts: It's Personal* is a comprehensive program that explores issues of harassment, their ramifications and their remedies.

16 MINUTES • DVD PURCHASE: \$645 • DVD RENTAL: \$295

IN THIS TOGETHER



Why do people harass? Why are they mean or disrespectful? Maybe it's because they don't know any better. Or maybe they know better but do it anyway. Now you can help manage both scenarios with a program that addresses a variety of harassment and respect issues. It looks at the negative effects of discrimination and harassment with directness, honesty and insight.

18 MINUTES • DVD PURCHASE: \$925 • DVD RENTAL: \$350
AVAILABLE IN FRENCH

THE RIGHT SIDE OF THE LINE



Teasing. Hazing. Gossip. Retaliation. Everyone, regardless of position, title or level in an organization is responsible for creating a respectful and harassment-free workplace. This film helps participants take a proactive approach to creating and maintaining respectful organizational cultures in order to remain legally compliant, to ensure adherence to organizational policies and to thrive and prosper.

22 MINUTES • DVD PURCHASE: \$995 • DVD RENTAL: \$300

INNOVATIVE ALTERNATIVES

Most programs are available for On-Line Training.
Please call for pricing

TOXIC TALK: What Would You Say?



Gossip, gripes, and rumours have become a national pastime in the workplace. Unfortunately, these forms of toxic talk can have serious repercussions for your employees, your managers and supervisors, and for the profitability and productivity of your entire organization. Whether you already have a policy on toxic talk or you're just beginning to look at its damaging effects, this program is designed to give your organization a chance to discuss some real issues affecting your workforce.

9 MINUTES • DVD PURCHASE: \$525 • DVD RENTAL: \$250

Innovation

CHANGE AND INNOVATION THROUGH BRAINSTORMING



This fun and highly entertaining video is designed to kickoff any team meeting with a sense of energy and optimistic enthusiasm. Hosted by comedian and author John Sweeney, and based on his best-selling book, *Innovation at the Speed of Laughter*, this 14 minute highly engaging program introduces your team to the 8 Secrets of a Brainstorming Session.

14 MINUTES • DVD PURCHASE: \$995 • DVD RENTAL: \$350

INNOVATION AT THE VERGE



"*Innovation at the Verge* creates whole new categories of products and services, wonderful opportunities for improvement, and huge competitive advantages. The power of the Verge is in the combination of differences." — Joel A. Barker

Joel Barker has always believed the future is something you create, not something that happens to you. In this bold new program, Barker teaches how to create your own future by finding your next innovation. Through stories and examples, you will learn how to combine your ideas with the ideas of others as you meet at the Verge.

18 MINUTES • DVD PURCHASE: \$925 • DVD RENTAL: \$295

BEHAVIOURAL INTERVIEWING



This film shows how to conduct an effective interview and how past behaviour is the key to predicting future performance. Rather than using intuition (I'll know them when I see them), an interviewer can use the questioning techniques demonstrated here to retrieve relevant information based on the candidate's past experiences. This program covers the five stages of behavioural interviewing and shows the importance of being prepared.

25 MINUTES • DVD PURCHASE: \$1099
 BLENDED LEARNING PACK: \$1399
 AVAILABLE IN FRENCH



COVEY LEADERSHIP LIBRARY



Dr. Stephen R. Covey, best-selling author of *The 7 Habits of Highly Effective People*, is featured in this comprehensive library of videos on leadership development. The series includes the following titles, which can also be purchased individually:

- I Know Just What You Mean** (20 Minutes)
- Leading by Example** (20 Minutes)
- Mauritius: Celebrating Differences** (20 Minutes)
- Max and Max** (20 Minutes)
- Tearing Down Walls** (20 Minutes)

43 MINUTES • DVD SET PURCHASE: \$3195 • DVD SET RENTAL: \$975
 DVD INDIVIDUAL PURCHASE: \$755 • DVD INDIVIDUAL RENTALS: \$225

Leadership Skills

THE 5 WAVES OF TRUST



Great leaders don't dictate, they *influence*. And influence comes from a leader's ability to engender credibility and inspire people to both believe them and believe *in* them.

This power-packed DVD contains eight separate video segments and is based on the premise that there are various layers of trust to which today's leaders must be attuned. Each of the videos is designed to build awareness and spark discussion around these topics.

43 MINUTES • DVD PURCHASE: \$955 • DVD RENTAL: \$495

AN ART OF POSSIBILITY SERIES



Purchase this set and you'll own one of the most powerful training tools ever produced!

Leadership: An Art of Possibility (26 MINUTES)

This film demonstrates that the single most important element of leadership is to create an environment that can unlock the full potential of everyone in your organization.

DVD PURCHASE: \$1045 • DVD RENTAL: \$350

Attitude: Radiating Possibility (17 MINUTES)

Learn to transform old attitudes of negativity and doubt into new attitudes of courage and possibility! In this program, employees are expressively coached to accelerate their pace of interaction and to have courage in the face of fear.

DVD PURCHASE: \$945 • DVD RENTAL: \$350

43 MINUTES • DVD SET PURCHASE: \$1575 • DVD SET RENTAL: \$450

EXTRAORDINARY LEADER:

Going from Good to Great

This program demystifies leadership and explains five key insights that distinguish a truly extraordinary leader from a good or average leader. Based on the book by Jack Zenger and Joseph Folkman, this film helps leaders shift their way of thinking about leadership from the conventional idea that leaders are born, to the fact that anyone can be a great leader. Zenger and Folkman conclude that leaders who just move from "good" to "a little bit better" don't make much of a difference. It's not until one becomes a "great" leader that there will be a significant impact.

38 MINUTES • DVD PURCHASE: \$995 • DVD RENTAL: \$300

LEADERFISH!



The effective leader asks: "How can my relationships with others encourage them to grow in self-confidence, passion, skill and clarity of purpose?" **LeaderFISH!** gives you the skills to build these kinds of "helping" relationships. The **LeaderFISH! Personal Guide** offers challenging strategies and questions, ideas and exercises to help you honestly assess and improve your skills. The DVD contains thought-provoking films of real-life leaders exploring the thoughts and practices that lead to success. You can purchase this training program for a single leader **OR** purchase a package that includes the DVD and **six personal guides**. This package also gives you the option to purchase additional guides for only \$63.95 each.

57 MINUTES • DVD PURCHASE WITH 1 GUIDE: \$295
 DVD PURCHASE WITH 6 GUIDES: \$795

THE LEADERSHIP CHALLENGE



Leadership experts James Kouzes and Barry Posner bring their exceptional skill to the fore with this revised edition of their classic, *The Leadership Challenge*. From its initial launch to the present, this film has proven to be a groundbreaking model for anyone focused on leadership training. Watch as five remarkable leaders move structures, staff—and themselves—from ordinary to extraordinary by putting the five Leadership Practices into action.

26 MINUTES • DVD PURCHASE: \$795

THE LEADERSHIP PICKLES!



Bob Farrell's back... and this time he's giving out Leadership Pickles! Just as customers need pickles - those special things you do for them to keep them coming back—your employees need their pickles too. They want and need certain things from you as their leader. If they get them, they'll follow you and achieve great things. If they don't, their belief and respect for you as a leader may begin to slip. This film will inspire you to be the best that you can be.

16 MINUTES • DVD PURCHASE: \$925 • DVD RENTAL: \$350
AVAILABLE IN FRENCH

Management & Supervision

AFTER ALL, YOU'RE THE SUPERVISOR



Meet Alec, a top-notch CSR recently promoted to supervisor. Alec is excited and a bit overwhelmed by his new responsibilities—especially the challenge of moving from the role of friend/colleague to team

supervisor. Fortunately, he has a wise boss who guides him through the transition. A comprehensive training program for new and seasoned supervisors alike, here's an array of tools for use in your training sessions and as follow-up to help keep your training fresh.

20 MINUTES • DVD PURCHASE: \$1025 • DVD RENTAL: \$275
AVAILABLE IN FRENCH

A LEADER'S GUIDE TO DELEGATING

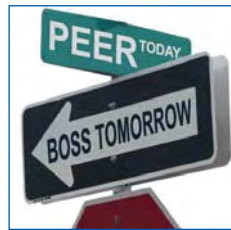


What's every top manager's secret to success? In a word: delegate, delegate, delegate. But getting work done through others can often be difficult because it inevitably

involves a loss of control. This program outlines a solid process for delegating and gives valuable insight to both new and experienced managers. Effective delegation accomplishes more than just the task at hand. It also builds trust for future delegations, helps employees develop new skills, reduces managerial stress and improves organizational productivity.

23 MINUTES • DVD PURCHASE: \$1025 • DVD RENTAL: \$275

PEER TODAY, BOSS TOMORROW



Making the leap from peer to boss is never easy. New managers frequently struggle to balance their old co-worker relationships with their new management responsibilities. Designed to help participants make a successful transition from "co-worker" to

"manager" or "supervisor," this film presents four proven strategies that will help new supervisors navigate changing relationships and prepare for the most difficult situations they're likely to encounter as they assume their new role.

22 MINUTES • DVD PURCHASE: \$995 • DVD RENTAL: \$300

PYGMALION EFFECT, Managing the Power of Expectations



It's a fact. Limited expectations bring limited results, high expectations lead to exceptional results. The phenomenon is known as the *Pygmalion Effect*, and it has been documented numerous times

in both business and education. The good news is that you can teach your managers how to create the positive results of the Pygmalion Effect with their employees, improving productivity and morale in the process. In this video, trainees get a complete overview of the Pygmalion Effect through real-life examples, dramatic vignettes and scenes from the classic movie "*Pygmalion*". **A Best-Seller!**

22 MINUTES • DVD PURCHASE: \$1025 • DVD RENTAL: \$275
ORIGINAL VERSION AVAILABLE IN FRENCH

THE INVISIBLE MEETING



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. 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 six effective techniques for making your conference calls more productive. This program reveals the “challenges” and “virtual rules” that both participants and meeting organizers need to know.

18 MINUTES • DVD PURCHASE: \$795 • DVD RENTAL: \$350

MEETINGS, BLOODY MEETINGS



This best-selling program defines the five disciplines that transform a gathering into a professionally run business meeting. In a nightmarish court, a cynical manager is found guilty of failing to properly prepare. The judge demonstrates how the rules for running a meeting parallel those of a court – and the chaos that would result if he ran his court in the same way. The nightmare is so vivid that the guilty-as-charged manager resolves to apply the rules – as will your staff when they view this humorous program.

30 MINUTES • DVD PURCHASE: \$1099
BLENDED LEARNING PACK: \$1399
AVAILABLE IN FRENCH



Negotiation

GETTING TO YES



In this workshop Roger Fisher, William Ury and Bruce Patton instruct the viewer on the techniques of Principled Negotiation made famous in their book, *Getting to Yes: Negotiating Without Giving In*. All of the strategies and techniques are demonstrated through the use of actual negotiations. This video allows participants to see the negotiating techniques in action.

FULL VERSION: 120 MINUTES
DVD PURCHASE: \$1055 • DVD RENTAL: \$375
SHORTCUT VERSION: 67 MINUTES
DVD PURCHASE: \$735 • DVD RENTAL: \$250

BE S.A.F.E. (NOT SORRY): PREVENTING VIOLENCE IN THE WORKPLACE



Keep all your employees educated on handling potentially disruptive and even dangerous threats from co-workers. Thousands of assaults and threats of violence occur in the workplace each and every year. In the pressure cooker of the contemporary workplace, violent behaviour can erupt at any time. Terminated, overworked, or stressed employees can and will pose very real threats. You, your employees, and even visitors to your company are at risk – every day. Do people within your organization know – really know – how to head off workplace threats, how to stay safe?

17 MINUTES • DVD PURCHASE: \$995 • DVD RENTAL: \$300

THE CLARITY IMPERATIVE: How Getting Everyone on the Same Page Makes Your Organization Stand Out



The world's most successful teams and organizations have one thing in common. Clarity. Everyone knows and can articulate what they do, the direction in which they're moving and what their culture is really all about. This film uses a variety of inspirational stories to introduce viewers to the importance of “consistent messaging”. When people within a group or organization share the same understanding of “what we do”, “our culture” and “our direction” – to the point where they can succinctly express these things to others – they are easily able to walk their talk.

20 MINUTES • DVD PURCHASE: \$865 • DVD RENTAL: \$275

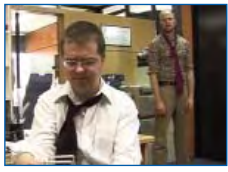
EMOTIONAL INTELLIGENCE



Most of us have been conditioned to believe that emotions are not welcome in the workplace, that team and work decisions should be based upon cold, logical reason. *Emotional Intelligence* shows how forward-thinking organizations are accessing the power of emotions to create better, more productive teams and team members. This important video illustrates how EI can be integrated into the workplace to enhance other knowledge and technical capabilities.

22 MINUTES • DVD PURCHASE: \$1025 • DVD RENTAL: \$275
AVAILABLE IN FRENCH
ALSO AVAILABLE IN A MANUFACTURING VERSION

THE VALUE OF MENTORING



Mentoring programs are a hot topic – if not being implemented in every workplace, they are certainly widely discussed and considered. This program demonstrates the value of effective workplace mentoring. 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 to maximize benefits. This DVD is an ideal resource for any organization considering or evaluating a workplace mentoring program.

25 MINUTES • DVD PURCHASE: \$595 • DVD RENTAL: \$225

Performance Management

DISCUSSING PERFORMANCE



Every job needs a good person. They need to be well trained and motivated to care about their organization. Supervisors or team leaders need to show that they appreciate employee's efforts and care about their work satisfaction. Learn how to make your performance feedback discussions more productive and focused to create a satisfying and productive work environment. Promote employee retention throughout your workplace with this powerful resource.

20 MINUTES • DVD PURCHASE: \$745 • DVD RENTAL: \$250

THE DREADED APPRAISAL



One of the world's best-selling learning resources, this film reveals the techniques required for effective appraisal interviewing. The program is highly watchable and illustrates some typical problems managers and team leaders are likely to face in their interviews. You'll learn how to turn the interview into a positive experience for both employer and employee.

25 MINUTES • DVD PURCHASE: \$1099
BLENDED LEARNING PACK: \$1399
AVAILABLE IN FRENCH



PAINLESS PERFORMANCE IMPROVEMENT



This training comedy combines highly entertaining hosts with dramatic and realistic coaching moments. Supervisors will relate to scenes of management gone awry as well as employee's favourite excuses and sidetracks.

It provides managers with a simple and proven technique to help team members improve their own poor performance without the drama, pain or conflict.

23 MINUTES • DVD PURCHASE: \$925 • DVD RENTAL: \$350

THE PERFORMANCE MATTERS SERIES



This two-part series give managers the insight they need to criticize their staff in a productive way and to give praise – both keys to improving performance.

The Need for Constructive Criticism (21 MINUTES)

Nobody enjoys being criticized and few managers look forward to having to criticize their staff. But it is a necessary part of managing. Learning how to handle criticism correctly means understanding the problem and being able to suggest a means of avoiding similar mistakes in the future.

The Importance of Praise (25 MINUTES)

Part 2 focuses on looking for reasons and opportunities to praise staff as a means of motivation and development. We learn that feeling unappreciated is at the top of the list of reasons why people consider leaving their jobs. This program illustrates that giving praise where it's due is a management tool that's powerful, cheap and easy to use.

46 MINUTES • DVD SET PURCHASE: \$1975
SET BLENDED LEARNING PACK: \$2525
INDIVIDUAL PURCHASE: \$1099 • INDIVIDUAL BLP: \$1399



THE PERFORMANCE REVIEW SERIES



This program consists of two parts for two distinct audiences – one for the manager and one for the appraisee. Using the highly effective 'wrong way-right way' approach, the program deals with the horrors of the performance appraisal in a dynamic way. It replaces misunderstanding and missed opportunities with a perfect meeting of minds! The set consists of *Every Manager's Nightmare* and *Every Appraisee's Dream*.

25 MINUTES • DVD PURCHASE: \$1639
BLENDED LEARNING PACK: \$1939



POSITIVE DISCIPLINE



This powerful training program helps your supervisors get beyond the belief that confronting negative performance has to be unpleasant and punitive in nature. It shows them how—when done right—performance discussions can actually be a tool for coaching and developing employees. *Positive Discipline* teaches a simple five-step process for correcting negative performance. The program's vignettes are set in different work environments and feature three different performance issues.

24 MINUTES • DVD PURCHASE: \$1025 • DVD RENTAL: \$275

Relationship Building

LITTLE THINGS MEAN A LOT:

From Microinequities to Micro-Affirmations



In a weakened economy, decreased resources produce stress. Devaluing behaviours – those that are toxic to productivity, innovation and engagement – explode. This film combats these problems with fresh, positive and proven approaches that put inclusion at the heart of performance. The “little things” are behaviours we all use, intentionally and unintentionally. This film shows how the ways we value and devalue our colleagues impact our workplace and its effectiveness.

22 MINUTES • DVD PURCHASE: \$1055 • DVD RENTAL: \$395

WORKING WITH YOU IS KILLING ME



From chronic complainers to idea-stealers, boundary pushers to just plain jerks, a toxic co-worker can ruin your day—and your life! Everyone—including the lucky few who've never had to work with a difficult person will benefit from this program. It shows how employees on any career path and at any level of an organization, can be undone by a problem co-worker. With authors Katherine Crowley and Kathi Elster as hosts, this program provides the antidote, showing exactly how to take responsibility for addressing the problem and putting a stop to it all.

23 MINUTES • DVD PURCHASE: \$1025 • DVD RENTAL: \$275

THE ART OF SELLING



The best thing about dealing with a good salesperson is that you don't feel like you're being sold to – you're just receiving good service. This film is designed to give your staff all the skills and techniques they need to approach sales opportunities with confidence. Several scenarios are used to demonstrate the right and wrong way to approach sales. Using humour and real-life examples, it covers the four key stages of selling, in both retail and financial sectors.

28 MINUTES • DVD PURCHASE: \$1099
BLENDED LEARNING PACK: \$1399



SELL IT TO ME! SERIES

Part 1: Preparing the Way shows the communication techniques that lead to successful sales. A series of light-hearted scenarios emphasize the importance of asking open-ended questions and the need to listen carefully to what the customer is actually saying. (23 MINUTES)

INDIVIDUAL DVD PURCHASE: \$1099

Part 2: Doing the Deal tackles customer objections. It explains how to set achievable objectives, prepare alternatives, and then put it all into practice by closing the deal. (23 MINUTES)

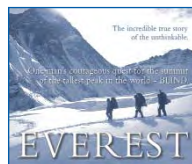
INDIVIDUAL DVD PURCHASE: \$1099

46 MINUTES • DVD SET PURCHASE: \$1849
SET BLENDED LEARNING PACK: \$2149



Team Building

EVEREST – CREATING GREATNESS



This expanded package, which includes the inspiring and best-selling *Everest* video along with companion materials, will teach you and your team a whole new mindset about creating greatness. It tells the story of blind climber Erik Weihenmayer's quest reach the summit of Mount Everest. The video segments and detailed Leader's Guide will help your leaders unleash every team member's contribution toward meaningful organizational goals, by increasing the level of engagement of the entire group. *Everest* can also be purchased separately.

EVEREST
14 MINUTES • DVD PURCHASE: \$695 • DVD RENTAL: \$225

EVEREST - CREATING GREATNESS

34 MINUTES • DVD PURCHASE: \$1055 • DVD RENTAL: \$425

FOUR WEEKS IN MAY



Danica Patrick drives her racecar at nearly 240 miles per hour in a sport dominated by men. To achieve success, she and her team need to be the best.

This training package will give you a template for success. The message works for any business, large or small, as you experience the excitement and teamwork at the Indy 500, one of the most challenging team competitions in the world. This package contains two award winning videos – *Four Weeks in May* and *T.E.A.M.W.O.R.K.*, an eight-module program you can use to address specific challenges in the workplace.

58 MINUTES • DVD PURCHASE: \$645 • DVD RENTAL: \$450

TEAM BUILDING: What Makes a Good Team Player?



The goal of this insightful film, is to focus on the team player as the cornerstone of a productive and successful team and how team players can complement, challenge and inspire one another to new performance

heights. Viewers will learn about understanding individual styles and maximizing team members' unique gifts. They will also learn about balancing team, individual and organizational goals.

18 MINUTES • DVD PURCHASE: \$855 • DVD RENTAL: \$275
ALSO AVAILABLE IN GOVERNMENT, MANUFACTURING AND HEALTHCARE VERSION

TWELVE ANGRY MEN



This program is a dynamic and engaging look at how to create effective teams through the lens of a classic movie. It presents a vivid example of a team fighting its way to success. In

scene after scene, we watch the interactions among members of a jury in a murder case. Charged by the judge to “do your duty,” this team of jurors must determine whether the accused is guilty or not guilty. This video shows us the parallels between the dramatic confrontations we see on the screen and certain behaviours familiar to work groups.

25 MINUTES • DVD PURCHASE: \$795 • DVD RENTAL: \$225

30 WAYS TO MAKE MORE TIME



Anyone who has demands placed on their time will benefit from this film. It provides three simple steps to put time management into action at work. Learning points include: planning and controlling time, making best use of the time

that's available, using time that might otherwise be wasted and, minimizing interruptions and disruption. The program helps people identify which tasks are most relevant and offers helpful hints to make themselves more efficient and effective.

20 MINUTES • DVD PURCHASE: \$950
AVAILABLE IN FRENCH

THE NEW TIME OF YOUR LIFE: The Fundamentals of Time Management

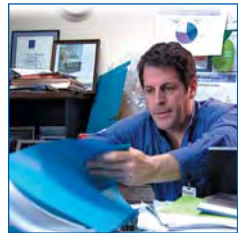


Viewers learn the importance of time in their business and personal lives, and six powerful ways to manage it. Major “how-to” steps featured in the video include the importance of listing goals, setting priorities, making a daily “to-do” list, starting with top

priorities (not bottom ones), handling each e-mail or paper only once, dealing with procrastination and asking this question frequently: “What’s the best use of my time right now?”.

21 MINUTES • DVD PURCHASE: \$925 • DVD RENTAL: \$395

TIME CHALLENGED



This film takes a humorously, good-natured look at overcoming the challenges of time management, as a supervisor works through his productivity dilemmas with a support group of recovering time-challenged individuals. At the core of this training

is the fact that we all get the same 24 hours a day, but how we use those hours greatly impacts our success or failure. Viewers will explore how to tackle time head-on, learning how to prioritize tasks and address common daily interruptions such as phone calls and e-mail.

20 MINUTES • DVD PURCHASE: \$855 • DVD RENTAL: \$275

Customer Favourite DVDs



ACCOUNTABILITY

- Who are "They" Anyway?



ATTITUDE

- Attitude Is Everything
- Bad Apples: How To Deal With Difficult Attitudes
- Fish Sticks
- FISH! Tales Complete Series
- How You Think is Everything
- Life Is Good ...And Work Can Be Too!
- Seeing Red Cars



CHANGE MANAGEMENT

- Jamie's School Dinners Series ♦
- Lessons From the New Workplace
- New Business Of Paradigms: Classic Version & 21st Century
- Riding the Wave: Strategies for Change



COACHING

- The Courage to Coach
- The Helping Hand ♦
- On-The-Job Coaching



COMMUNICATION

- Communication: The Non-Verbal Agenda ♦
- Communication Intelligence: Business Etiquette
- The Communication Toolkit
- Good Question ♦
- I Know Just What You Mean
- Nobody's Listening
- Put it in Writing
- Verbal Communication
- Working Without a Script



CONFLICT MANAGEMENT

- Managing Conflict in the Workplace
- Working with Aggression



CREATIVITY

- For the Love of It With Dewitt Jones ♦



CUSTOMER SERVICE

- Customer Service Toolkit
- Customers with a Difference
- Demanding Customers
- General Hospitable
- The Guest
- Inside Information
- An Invisible Man Meets The Mummy
- It's a Dog's World, 2nd Edition
- Remember Me ♦
- What's Your Pickle?
- Who Sold You This Then? Revised



DIVERSITY

- Just Be F.A.I.R.: A Practical Approach to Diversity in the Workplace



EMOTIONAL INTELLIGENCE

- Giving Feedback



EMPLOYEE DEVELOPMENT

- The Learning Needs Interview
- The Learning Plan Interview
- The Learning Review Interview



ETHICS

- L.E.A.D. With Integrity



HARASSMENT

- Harassment in the Workplace: Management Awareness
- Let's Get Honest™ & He Said, She Said™
- The Sexual Harassment Quiz



INTERVIEWING

- Hire for Attitude
- The Three Dimensional Interview



LEADERSHIP

- Leadership/Management Mix
- Managing Me ♦
- Would I Inspire Me? ♦



MANAGEMENT/SUPERVISION SKILLS

- Agree! ♦
- Discipline Without Punishment
- Front of the Class
- I Wish My Manager Would Just...



MEETING MANAGEMENT

- Basic Facilitation
- Going to a Meeting Series
- Meeting Robbers, Revised ♦
- Mining Group Gold ♦



MEETING OPENERS

- Complete Howler Series



MOTIVATION

- Who Says We Can't Do It? Lance Armstrong's Journey



ORGANIZATIONAL EFFECTIVENESS

- Curse of the Vanishing Employees
- Free Radicals of Innovation
- From No to Yes ♦
- The Grapevine
- Leadership and the New Science
- Living the Brand: The Patagonia Story
- Perception ♦
- Time: The Next Dimension of Quality
- Whale Done!™

Customer Favourite DVDs



PERFORMANCE MANAGEMENT

- The Appraisal Interview: Lessons For Both Parties
- Empowering Appraisal
- I'd Like A Word With You, Revised
- Let's T.A.L.K.: Handling The Difficult Performance Appraisal
- Performance Counselling ♦
- Performance Review ♦
- Solving Performance Problems: The Diagnostic Interview
- Solving Performance Problems: The Performance Improvement Plan



RELATIONSHIP BUILDING

- People ♦



RESPECT

- As Simple as Respect
- Let's Get Together! Communicating Respect In A Diverse Workplace
- We Need to M.E.E.T.: Managing for Respect in the Workplace



SALES

- Support the S.A.L.E. For Service and Support Professionals



STRESS MANAGEMENT

- Stressbusters!



TEAMWORK

- Five Star Teamwork
- Jamie's Kitchen: Fifteen Lessons on Teamwork ♦
- The Magic of We
- Teamwork in Crisis: The Miracle of Flight 232
- The Unified Team
- Workteams and the Wizard of Oz



TELEPHONE SKILLS

- The Really Angry Customer

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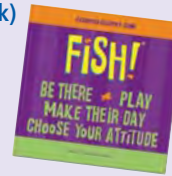
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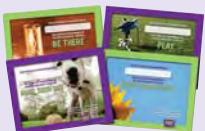
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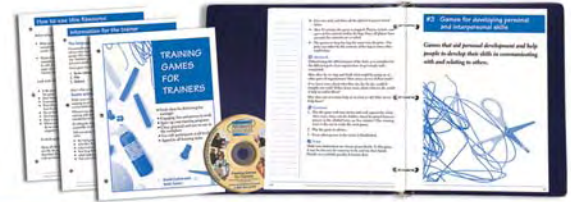


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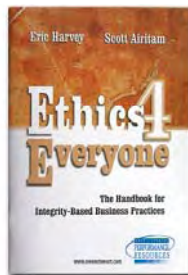
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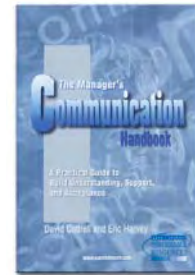
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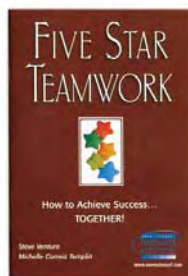
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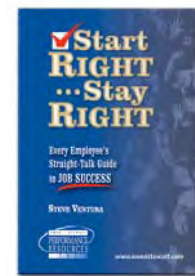
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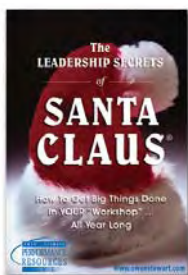


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