

## **DO YOU NEED TRAINING MATERIALS FOR YOUR NEXT OFFICE MEETING?**

We can lend you informative DVD training programs that can spice up your meeting and teach valuable lessons to your employees.

### **POPULAR DVD<sub>s</sub> AVAILABLE:**

#### **TIME MANAGEMENT**

*26 minutes* – You'll learn how to prioritize, plan – and stick to it! You'll learn to focus on the activity with the biggest payout and take action now for results in the future.

#### **PROFESSIONAL EMAIL ETIQUETTE**

*26 minutes* – You'll learn best practices, openings and closings, grammar, proper formatting, subject lines and more.

#### **THE WELL MANAGED MEETING**

*22 minutes* – You'll learn to stick to your agenda, guide participation, control problem attendees and end on time.

#### **DEALING WITH THE IRATE CUSTOMER**

*21 minutes* – You'll learn to connect with the angry customer, show empathy or apologize if appropriate, use positive language and more.

#### **THE ART OF CUSTOMER SERVICE**

*10 minutes* – You'll learn attention, respect and time (ART).

#### **LEADERSHIP AT EVERY LEVEL**

*24 minutes* – You'll learn how to take initiative, treat everyone fairly, admit your mistakes and build community.

### **OTHER DVD<sub>s</sub> INCLUDE:**

- Price Negotiations – *63 minutes*
- Preventing Sexual Harassment – *28 minutes*
- Workplace Violence – *17 minutes*
- Performance Appraisals – *18 minutes*
- The Power of Discipline – *21 minutes*
- Performance Coaching – *17 minutes*
- Breakthrough Listing – *20 minutes*
- Telephone Courtesy – *20 minutes*
- How to Write and Deliver Great Speeches – *35 minutes*