

## Communication Cornerstones: Building Trust

Learn how to be an effective manager with this new trainer's video. Using a unique comparison between good and bad management styles, this program is certain to captivate and educate your employees. Each vignette demonstrates the most effective way to manage, as well as the negative results of managing poorly. The trust employees have for their managers is directly affected by the communication styles that managers use. *Communication Cornerstones: Building Trust* will help managers with their communication skills so they can build the trust of employees or keep it at a good level.

- Be open and honest
- Address problems head on
- Use face to face contact
- Actively listen
- Give constructive feedback

(24 min) **DuPont.** #26-HR20-D-DVD \$845

**Handbook Available**

## Communication Breakdown

*Communication Breakdown*, will identify and prescribe a "fix" for the seven most important communication problems that can derail your organization. We've illustrated seven common "communication breakdowns":

- Believing there is one reality
- Choosing the wrong method
- Responding defensively
- Failing to share information
- Failing to be direct
- Breaching confidentiality
- Failing to listen

Equip your employees to prevent a Communication Breakdown at work!  
(24 min) **DuPont.** #26-HR71-DVD \$945

## Communication Nightmares: Solutions to Your Top Communication Problems

Communication Nightmares shows specific examples of how to maintain a conversation with someone who is defensive, a poor listener or a discussion dominator, and how to turn that challenging situation into an effective conversation. Participants will learn more about the way they communicate with their co-workers and the way their co-workers respond to them.

- Define the basic problem of an issue
- See the situation from the other's point of view
- Ensure your words, body language and tone of voice all send a consistent message
- Give and get feedback
- Lighten up a heated discussion

(26 min) **DuPont.** #26-HR54-DVD \$845

## Media Relations: What to Do When the News is You

It's 3:15 on an average workday when suddenly there's an explosion. The media converge on your facility within minutes. This important program teaches managers, supervisors and even line workers who may be interviewed by the press how to handle this and other delicate situations.

- What information to release
- Proper way to handle an interview
- Choosing a spokesperson
- Building a good relationship with the media
- Avoiding negative publicity

(25 min) **DuPont.** #26-S80-DVD \$495

## You're Not Listening

Most people would agree that listening is critically important to success. Yet studies have shown that we listen at only 25% efficiency.

Fortunately, effective listening is easy and can be improved through practice. In *You're Not Listening*, a series of vignettes identify poor listening habits and demonstrate how they can be overcome. Viewers learn these six essential skills for effective listening:

- Use attentive body language.
- Use thinking speed constructively.
- Maintain silence/observe.
- Avoid prejudice.
- Avoid jumping to conclusions.
- Be an active listener.

(26 min) **DuPont.** #26-HR79-DVD \$745

## Exceeding Expectations

Watch as this award-winning video teach your employees and organization how to create customers so loyal, they will actually brag! Exceeding Expectations! Starring Harry Anderson, will teach you and your organization how to Create a Relationship, not just a sale; Really listen t the customer; Avoid "I Don't Know"; Create true customer loyalty.

(14 min) **DuPont.** #26-HR103-DVD  
\$695

## Social Media: Reduce the Risk

The course educates organizations and their employees about reducing risks such as revealing trade secrets and proprietary information, defamation of a company brand, failure to comply with social media policies and codes of conduct, digital harassment and other problems associated with social media interactions. The course can be used to accompany the rollout of an organization's social media policy or as standalone training to heighten awareness.

- Content
- Scope and applicability
- Consequences of violation
- Management of the policy
- Freedom of speech
- Safe practices
- Transparency
- Privacy
- Accuracy of information

(21 min) **DuPont.** #26-HR122-DVD  
\$945

## Office Politics: Not Necessarily The Truth

*Office Politics* starring Harry Anderson, will help get your organization's internal customer service, political climate, and communication skills where they need to be to prosper in today's business world! (24 min) **DuPont.** #26-HR105-DVD \$695

## Power of Communication

Communication is the key to any organization. Meet the Human Dynamo: Dr. Alvin Nerd, whom you'll discover is anything but a Human Dynamo. **DuPont.** #26-HR108-DVD \$295

## Power of Ideas

New ideas are a powerful force that keeps organizations thriving. Dr. Sheldon Leach's "dual personality" will help the group generate nothing but laughter! **DuPont.** #26-HR110-DVD \$295.