

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-DVD \$845**
Handbook Available



The Sid Story

This video, featuring Dennis Franz, star of TV's hit series *NYPD Blue*, dramatizes the story of a manager who learns the value of feedback. It shows how positive reinforcement can enable managers and supervisors to motivate even the most difficult employees to do their best.

- Establish a positive, predictable working environment
 - Measure performance and give encouraging feedback
 - "Planned spontaneous recognition"
- (20 min) **DuPont. #26-HR59-DVD-ITE \$845**

Leadership: Reach for the Stars

In this innovative program, Apollo 11 astronaut Buzz Aldrin teaches employees that everyone has the potential to develop into a consistent and effective leader by learning the right set of characteristics and behaviors – and by reaching for the stars. Employees are encouraged to:

- Explore the possibilities and visualize what might be
- Evaluate expectations, build commitment and develop trust
- Define leadership
- Leadership characteristics
- Management and leadership: What's the difference?

• Maintaining leadership
(21 min) **DuPont. #26-HR9-DVD \$645**
Handbook Available