



Quality Media Resources



Training Videos & E-Learning Programs

Conflict Management
Customer Service
Diversity
EEO Compliance

Leadership Skills
Management Skills
Workplace Harassment
And much more...

Call us: 800/800-5129

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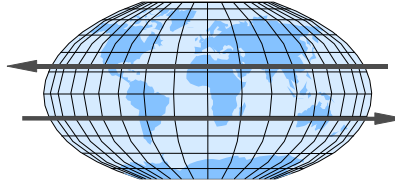
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Change Management

The New Workplace

Changing Relationships Between Employees & Employers



Program 1

Making the Change

For all employees
23 Minutes

Program 2

Leading the Change

For organizational leaders
23 Minutes

Series Objectives

The New Workplace has been designed to promote thinking and discussion in a wide range of work environments, including public and private sector organizations. If you are facing changes stemming from technology advances, global competition, acquisition, downsizing and/or a stronger focus on meeting customer needs, you can benefit from this training resource.

Program Contents

Each of the programs, ***Making the Change*** (for all employees) and ***Leading the Change*** (for organizational leaders), are divided into major concept themes, and each of the segments are tied together by an animated folktale. With both videos, a distinguished collection of practitioners and researchers - leaders on change - join in conversation with CEO's, managers, line workers and consultants. They share their vision of how we can most benefit from the turbulent processes we find ourselves in.

Change breeds fear. The best way to address these fears is to open a dialogue within an organization, admitting to what we know and, more importantly, what we don't know.

Also check out ...

- | | |
|-------------------------------|-------|
| ? <i>The Diversity Series</i> | p. 7 |
| ? <i>A Manager's Guide</i> | p. 14 |

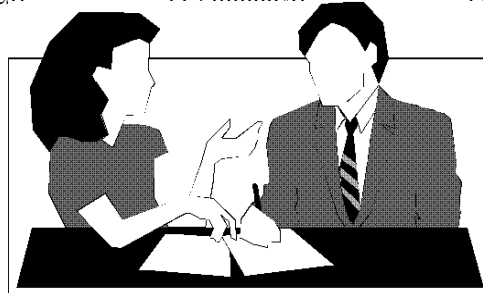
MILLENNIUM

Coaching & Performance Feedback Series

Program 1
**Coaching & PF
Training Scenes**
(60 minutes)

Program 2
**The Leader
as Coach**
(15 minutes)

Program 3
**Providing
Performance Feedback**
(15 minutes)



Series Objectives

This series includes 2 Capsules from QMR's **MILLENNIUM Series** (see p. 9 for details) and **Coaching & Performance Feedback Training Scenes**, consisting of 8 dramatizations designed to deepen the exploration of the skills needed for effective communication.

Program Contents

Scenario #1 - Always Late addresses chronic performance issues, accommodating personal challenges and appropriate peer feedback.

Scenario #2 - I Like Things Just as they Are investigates workplace fear and resistance to change.

Scenario #3 - Great Stuff looks at positive performance feedback, coaching exceptional employees and creating learning environments.

Scenario #4 - Attitude explores overcoming peer cynicism and peer coaching for managers.

Scenario #5 - Maximizing Potential deals with coaching under-performing employees and coaching more experienced team members.

Scenario #6 - Do You Smell Something? focuses on counseling around personal issues and uncomfortable situations.

Scenario #7 - Lest I Offend You discusses feedback and EEO concerns and the impacts of delayed feedback.

Scenario #8 - 360° Feedback looks at how to receive feedback as a team leader.

Coaching

The *Respectful* Workplace

Redefining Workplace Violence

Program 1
**Opening the
Right Doors**
(25 minutes)

Program 2
**Diffusing Hostility
through Customer Service**
(25 minutes)

Program 3
Managing Harmony
(26 minutes)

Series Objectives

The *Respectful Workplace* is a 3-part training series designed to help organizations address the behavioral and values issues that can allow conflicts to escalate. The series treats workplace violence as an outgrowth of hostility, harassment, bullying and intimidation which has not been effectively dealt with and arms employees and managers with the tools they will need to ensure respectful workplace relations.

Program Contents

Program 1, **Opening the Right Doors**, teaches employees skills for dispute resolution and diffusing hostility. We learn to take responsibility for eliminating intimidation, bullying and harassment from our workplace culture.

Program 2, **Diffusing Hostility through Customer Service**, takes a strong customer service training approach to the issue of working with hostile customers. Important communications skills are taught which will help employees turn difficult customer service challenges around. However, where abusive customers cross the lines of acceptable behavior, employees are empowered to put their physical and emotional safety first.

Program 3, **Managing Harmony**, defines the role leaders must play in creating and supporting a non-violent, respectful workplace. We explore the organizational costs of inappropriate behavior, diffusing hostile situations, aligning policy and behavior with the organization's values, how conflict can be a positive force, and the organization's responsibility to provide effective avenues for dispute resolution.

Also check out ...

- | | |
|----------------------------------|------|
| ? <i>Dialogue</i> | p. 4 |
| ? <i>You Can STOP Harassment</i> | p. 8 |



To Order Call: 800/800-5129

The 5 Values of GREAT Customer Service

Serving Diverse Populations

Program Objectives

By viewing the video program and working through the support materials, participants will...

- ? Better understand how to provide ALL customers with GREAT service
- ? Be aware that how customers perceive the service we offer and how we perceive the needs of our customers may depend on their (and our own) personal and cultural perspectives
- ? Develop a values-based approach to customer service
- ? Become familiar with the G R E A T acronym and know how to apply it to our relations with our customers

Program Contents

The 5 Values of GREAT Customer Service opens with a series of 5 dramatizations. Each of these underscores one of the values we will explore.

Show Respect

Every customer is your most important customer

Personalize

Avoid preconceived notions and stereotypes

Pay Attention

Assess how customers want to be served and adjust

Show You Care

Present a positive, supportive attitude

Advocate

Stay on your customer's side

A diverse group of customers share their personal experiences and feelings to help bring the impact of the 5 Values to life.

Also check out ...

- ? *Diffusing Hostility ...* p. 5
- ? *The Diversity Series* p. 7

Customer Care

The Diversity Series

| | | |
|--|---|---|
| <u>Program 1</u> On the Threshold of Change 17 Minutes |  | <u>Program 2</u> Gender & Sexual Orientation Workplace Issues 20 Minutes |
| <u>Program 3</u> Race Ethnicity Language & Religion Workplace Issues 20 Minutes | | <u>Program 4</u> Age & Physical Ability Workplace Issues 18 Minutes |

Series Objectives

The Diversity Series is a 4-part training series designed for managers and employees. We focus on the legal, ethical and practical definitions of diversity and address some of the complex issues organizations and employees face. We explore issues of communication styles, workplace values, conflict, stereotypes, fear and building productive working relationships with those who are different from us.

Program Contents

Program 1, **On the Threshold of Change**, is the overview module. We examine the changing workforce and the issues these changes raise as a process - not a problem. Conflict is viewed as an element in this process and we consider the communication skills we need to productively navigate these changes.

Program 2, **Gender & Sexual Orientation Workplace Issues**, begins by dispelling many of the popular stereotypes about men and women, gays and lesbians. We discuss what is acceptable workplace behavior and the fears and concerns that lead to conflict.

Program 3, **Race, Ethnicity, Language & Religion Workplace Issues**, takes on the stereotypes that have divided people for centuries. A distinguished collection of managers, line workers and consultants share their experiences and insights.

Program 4, **Age and Physical Ability Workplace Issues** begins by dispelling some of the mythology that surrounds people who are young, old or differently abled. We evaluate our fears and look at how we can integrate all qualified employees regardless of age or physical ability.

Diversity

To Order Call: 800/800-5129

Harassment - All Forms

You Can STOP Harassment

Program 1
Taking Responsibility
For all employees
26 Minutes



Program 2
The Responsible Leader
For organizational leaders
25 Minutes

Series Objectives

You Can STOP Harassment is intended to encourage employees, supervisors, team leaders and managers in public and private sector organizations to take responsibility to help end sexual, racial, religious, and other illegal harassment in their workplaces.

After viewing Program 1, **Taking Responsibility**, and working through the printed support materials, participants should understand...

- ? what illegal harassment is and its impact at work
- ? the need to support our co-workers in facing up to harassment
- ? how to confront harassment to make it stop
- ? how to defuse disrespectful or harassing situations
- ? that not all harassment is intentional
- ? that it's the impact of our behavior that counts, not our intentions
- ? the importance of setting appropriate boundaries

In addition to the objectives above, after viewing Program 2, **The Responsible Leader**, and working through the printed support materials, participants should understand...

- ? the importance of modeling appropriate behavior
- ? the liabilities managers and organizations face
- ? how to handle a harassment complaint
- ? the danger of retaliation

Program Contents

You Can STOP Harassment is comprised of short dramatizations that explore common harassment issues. Each scenario is analyzed by a diverse group of legal, human resources and communications experts.

Also check out ...

- | | |
|-----------------------------------|------|
| ? <i>The Respectful Workplace</i> | p. 5 |
| ? <i>The Diversity Series</i> | p. 7 |

Also available
in CD -Rom or
Online Versions

Also available
in CD -Rom or
Online Versions

Subtle Sexual Harassment

Program 1
The Issue is Respect
For all employees
28 Minutes



Program 2
Management's New Responsibilities
For organizational leaders
28 Minutes

Series Objectives

Subtle Sexual Harassment is intended to take the titillation out of sex harassment training and allow employees to go beyond the obvious cases most of us already recognize as wrong. In so doing, we open our eyes and minds to the more subtle aspects and impacts of our own behavior.

Program Contents

Program 1, **The Issue is Respect**, tackles complex issues. What one employee may consider sexual harassment, another may find perfectly acceptable. Both men and women can be and are victims of **hostile work environments** and subtle **Quid Pro Quo** behavior. The standards by which such behavior is measured are changing. Attorneys, psychologists, human resource professionals and a troupe of exceptional actors take us through the legal, psychological, cultural and moral issues.

Program 2, **Management's New Responsibilities**, is an extension of the first program in both style and content. We examine the legal liability issues and questions of personal responsibility that managers and supervisors must face. We also explore how we can create a workplace free of sexual harassment, the elements of a good sexual harassment policy and how to handle complaints once they are received. Updated to comply with Recent Supreme Court decisions.

Also check out ...

- ? *The Respectful Workplace* p. 5
- ? *The Diversity Series* p. 7
- ? *You Can STOP Harassment* p. 8

Harassment - Sexual



Series Objectives

QMR's new 3-program series, **PATTERNS**, is intended to explore the behavioral side of sexual harassment, arming employees and managers with the tools they need to effectively prevent incidents in the first place, and to respond appropriately when they either feel harassed or are aware of harassment occurring.

Program Contents

Program 1, Preventing Sexual Harassment, looks at 4 common patterns of inappropriate behavior – the habitual harasser, the smitten harasser, the bully, and the jilted harasser. How we respond to harassment will be most effective when we recognize why the behavior is occurring. This program arms employees with information and insights to help them determine the best way to get the behavior to stop. A series of dramatizations bring each pattern to life. Attorneys, human resource professionals and a troupe of exceptional actors take us through the legal, psychological, cultural and moral issues.

Program 2, Responding to Sexual Harassment, is an extension of the first program in both style and content, and we recommend that managers view both parts of the series. Program 2 examines the legal liability issues and questions of personal responsibility that managers and supervisors must face. Using dramatizations, we explore different patterns of how managers often respond to sexual harassment incidents, including “the ostrich”, “the chameleon”, “the wounded tiger” and “the mother hen” and present more effective alternatives. Finally we discuss how incidents should be investigated and best resolved.

Program 3, Rights & Responsibilities, is a brief introduction to the issue of sexual harassment prevention intended for new employees. This orientation program describes what sexual harassment is, how it is damaging to the person being harassed, the harasser, the workgroup and the organization, and what an employees rights and responsibilities are in this area.

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MILLENNIUM Leadership Capsules for the 21st Century



Series Objectives

Leadership

MILLENNIUM - Leadership Capsules for the 21st Century is a 7 part training series (6 parts outside the US) designed to assist managers, supervisors and team leaders in their efforts to draw a bridge between the management skills they need and the leadership concepts their organizations are embracing.

Program Contents

Capsule #1 - Leadership Is... is the overview module. Here we explore the language and concepts of leadership. Topics include: What is a leader? Leadership and management. Who can be a leader? Becoming a leader. Leaders and followers. Why lead?

Capsule #2 - The Leader as Coach investigates the coaching skills which are vital to any organization's learning and success. Topics include: Coaching in the 21st century organization. What does a coach do? Effective coaching. Who can coach whom? The leader as coach.

Capsule #3 - The Leader as Mentor. In the fast changing world of the new organization, mentoring has become essential for preserving and passing down the history, culture and experience senior managers have accumulated. Topics include: Mentoring in the 21st century organization. What does a mentor do? Effective mentoring. Getting started. The leader as mentor.

Capsule #4 - How Leaders Provide Performance Feedback explores the skills needed to support employee development in learning organizations. Topics include: The fear factor. What is performance feedback? How do you best provide performance feedback? Who should provide feedback to whom? Feedback and Leadership.

Capsule #5 - Beginning Employment Relationships. The 21st century organization requires different kinds of relationships with employees. Topics include: Employment interviews. What you need to know about ... the position you're hiring for; the candidate you're interviewing; yourself. Preparing for the interview. The interview. The leader's responsibility.

Capsule #6 - Ending Employment Relationships. The reasons why employees leave organizations are many and complex. Some are performance related, others are not. In either case, the termination process doesn't have to be traumatic. Topics include: Why employment relationships end. Inappropriate termination. Alternatives. Termination procedures. After the relationship ends.

Capsule #7 - In Compliance is a quick course in the complex world of EEO compliance issues. Topics include: What is EEO? Affirmative action? Diversity? What is a protected class? Three types of discrimination. What is harassment? The ADA. Leadership and compliance. This program is most suitable for American organizations.

For information on **Capsule #8 - Coaching & Performance Feedback Training Scenes**, see page 3.

Also check out ...

- | | |
|----------------------------|-------|
| ? <i>The New Workplace</i> | p. 2 |
| ? <i>Dialogue</i> | p. 4 |
| ? <i>A Manager's Guide</i> | p. 14 |

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The ADA on Video

Program 1
Focusing on Ability
25 Minutes

Program 2
Reasonable Accommodations
21 Minutes



Series Objectives

The ADA on Video is intended to inform viewers about the opportunities and legal responsibilities organizations and individuals face under the Americans with Disabilities Act. It is an excellent way to allay fears and misconceptions about the ADA while sensitizing employees to the benefits of a diverse workforce that includes persons with different abilities.

Program Contents

Program 1, *Focusing on Ability*, is a 25-minute overview of the Title I provisions of the ADA. These are the sections of the law that impact the employment relationship between current and prospective employees with disabilities and their employers.

Program 2, *Reasonable Accommodations*, is a 21-minute exploration of the heart of the ADA - accommodating persons with disabilities and integrating them into the workforce.

Both programs combine the experiences and testimonies of a wide variety of differently-abled employees and managers who have first hand experience in applying the principles outlined in the ADA.

Also check out ...

- | | |
|------------------------------|-------|
| ? <i>Diversity Series—#4</i> | p. 7 |
| ? <i>MILLENNIUM—#7</i> | p. 10 |

E-mail Essentials

Legal & Appropriate Use of E-mail

Program Objectives

E-mail Essentials is intended to help employees in public and private sector organizations think through the appropriate and inappropriate uses of this powerful communications tool. After viewing the program, employees will have a clearer idea of...

- *how e-mail works*
- *what if any privacy you can anticipate*
- *what personal uses of organizational e-mail are appropriate*
- *some of the rules of e-mail etiquette*
- *the illegality of e-mail harassment*
- *confidentiality concerns*
- *disclosure issues (public sector version)*

Program Contents

E-mail Essentials is made up of short theatrical dramatizations that explore each of the issues the program seeks to address. A diverse group of legal, human resources and technology experts discuss the significance of each scenario and suggest guidelines to use in determining whether you are using your e-mail system in a manner that is legal, appropriate and consistent with the values of your organization.

There are management and employee versions of the program available for public and private sector organizations.



Legal Use of E-Mail

To Order Call: 800/800-5129

A Manager's Guide

Management Skills

Program 1

Surviving the Slings & Arrows
26 Minutes

Program 2

To Lead Or Not To Lead
25 Minutes



Series Objectives

A Manager's Guide is intended to provide new and experienced managers in public and private sector organizations with an overview of the fundamental skills needed to be successful in the work they do.

Program Contents

There are two programs in the series:

Program 1—*Surviving the Slings & Arrows* focuses on the skills needed to navigate the legal and behavioral challenges managers face.

Program 2—*To Lead Or Not To Lead* takes a look at the organizational, communication and leadership skills managers need to excel.

After viewing Program 1 and working through the material in the Facilitation Guide, participants should understand...

- ? Appropriate & effective hiring practices
- ? EEO compliance issues
- ? How to handle workplace harassment
- ? Respectful termination procedures
- ? Performance management fundamentals

After viewing Program 2 and working through the printed support materials, participants should understand...

- ? Fundamentals of effective communication
- ? How to be a supportive coach
- ? Conflict management dos and don'ts
- ? Basic time management concepts
- ? The keys to being an effective leader

Also check out ...

- | | |
|---------------------|-------|
| ? <i>Dialogue</i> | p. 4 |
| ? <i>MILLENNIUM</i> | p. 10 |

Succeeding at Work

The Adventure Begins

Program Objectives

Succeeding at Work - The Adventure Begins is intended to help new employees in public and private sector organizations explore the behaviors and interpersonal skills that will be essential to their success. After viewing the program and working through the printed support materials, employees will have a clearer idea of...



their organization's mission
their performance objectives
their organization's core workplace values
policies on harassment and diversity
appearance and punctuality standards
respectful communications issues
customer service practices
the need to take responsibility for their own success

Program Contents

Succeeding at Work - The Adventure Begins takes place aboard the Space Cruiser Success as it rockets through the galaxies. As the story unfolds, the crew learns valuable lessons about how they should treat each other, communicate with each other, serve their internal and external customers and value the diverse skills and backgrounds they each bring with them.

Succeeding at Work - The Adventure Begins is entertaining and insightful. A great deal of information is covered in a relatively short time. We introduce a fascinating and diverse crew of humans and aliens, each with strengths and challenges that will look strangely familiar to us.

The program is divided into modular segments making it easy to further explore the issues raised, moving from the general principals outlined in the video to the specific practices at your workplace. You can run the video straight through or stop and start it as a tool to trigger more in-depth study and discussion on each topic. The program is designed to be flexible and can be easily adapted to fit your organization's needs and time constraints.

Orientation

Quality Media Resources, Inc.

US Price List

Any QMR program can be licensed for \$525

Discount Schedule Per Item in US Dollars

| <u># of Items</u> | <u>Discount</u> |
|--------------------------|---------------------------|
| 1 | \$525 each |
| 2 | 15% (\$446.25 ea.) |
| 3 | 22% (\$409.50 ea.) |
| 4 | 25% (\$393.75 ea.) |
| 5 | 30% (\$367.50 ea.) |
| 6 - 20 | 33% (\$351.75 ea.) |
| 21-50 | 40% (\$315.00 ea.) |
| 51-100 | 45% (\$288.75 ea.) |
| 101-200 | 50% (\$262.50 ea.) |
| 201-300 | 55% (\$236.25 ea.) |
| 301-500 | 60% (\$210.00 ea.) |
| 501-1000 | 65% (\$183.75 ea.) |
| 1000 + | 70% (\$157.50 ea.) |

Each Program Includes a Facilitator's Guide and Handouts.

Discounts apply to any QMR programs in any combination.

Discounts will be applied to cumulative orders received within 90 days.

1 Week Rental Price: \$195 per item - no discounts.

**Questions?
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