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LEADERSHIP EXCELLENCE

4003	ACHIEVING COMPETITIVE ADVANTAGE: NEUTRALISING COMPETITION [Wharton]	53	\$495	14450/-
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3986	APOLLO 13 LEADERSHIP (Jim Belasco) [LEARN COM] <i>Leadership, teamwork and crisis management strategies.</i>	30	\$595	9750/-
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4378	EXPLODING THE MYTHS OF LEADERSHIP [ATS]	23	\$595	7750/-
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1825	JOURNEY TO EXCELLENCE [BBC-BI] <i>Mike Robson's approach to Quality.</i>	55	£249	9950/-
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2615	THE PYGMALION EFFECT: MANAGING THE POWER OF EXPECTATIONS [CRM] (NEW VERSION) <i>How to use the power of positive expectation to inspire peak performance.</i>	24	\$995	11950/-
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2016	HELPING COLLEAGUES HANDLE PROBLEMS	13	\$300	3600/-
2017	OVERCOMING RESISTANCE TO CHANGE	12	\$300	3600/-

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0583	A CASE OF WORKING SMARTER, NOT HARDER [CRM] <i>Time management for productivity and positive change.</i>	15	\$595	7140/-
0898	DO IT NOW [BBP] <i>Conquering procrastination.</i>	30	\$525	7875/-

2035	MANAGING TIME (Peter Drucker) [BNA] <i>Make the most efficient use of time.</i>	22	\$550	8950/-
5044	THE NEW TIME OF YOUR LIFE: THE FUNDAMENTALS OF TIME MANAGEMENT [LEARN COM]	20	\$895	8950/-
2492	A PERFECTLY NORMAL DAY [BBP] <i>Time management skills - Managing crises and interruptions.</i>	27	\$525	7875/-
2550	PLANNING AND GOAL SETTING: TIME WASTE OR MANAGEMENT TOOL (Peter Drucker) [BNA] <i>Importance of planning to make best use of time.</i>	20	\$550	8950/-
xxxx	THE PROFESSIONAL MANAGER: TIME MANAGEMENT [RD]	25	£185	6250/-
3086	A TEAM OF TWO (Alan Lakein) [BBP] <i>Team Building for better time management.</i>	31	\$570	8550/-
3111	TELEPHONE: TOOL OR TYRANT? [BBP] <i>Time management and the telephone.</i>	31	\$525	7875/-
3149	TIME AND TERRITORY MANAGEMENT - TURNING TIME INTO GOLD [BBP] <i>Wasting time is like throwing money away.</i>	30	\$495	7425/-
3151	TIME IS MONEY [BBP] <i>Importance of developing good time management techniques.</i>	28	\$525	7875/-
3152	TIME MANAGEMENT: KEEPING THE MONKEY OFF YOUR BACK [BBP] <i>Monkey-Time-Management theories of William Oncken Jr.</i>	30	\$595	8925/-
3153	TIME MANAGER, THE (Claus Moeller) [BBC-BI] <i>Be a conductor of time not it's puppet.</i>	24	£195	6150/-
3154	TIME OF YOUR LIFE (Alan Lakein) [BBP] <i>Take control of your time instead of letting it control you.</i>	27	\$570	8550/-
3155	TIME TO THINK [KK] <i>Spare time to plan and avoid chaos</i>	25	£850	11445/-
3155	TIME TRAP II (Dr. Alec Mackenzie) [LEARN COM] <i>Effective time management - Time management is really self management.</i>	23	\$695	9750/-

MEETINGS

0112	ABILENE PARADOX [CRM] <i>Managing meetings.</i>	28	\$845	9940/-
xxxx	CONDUCTING A POSITIVE MEETING [Meridian]	13	\$ 99	3150/-
1613	HOW TO CONDUCT A MEETING [AIMS]	17	\$150	1375/-
1614	HOW TO CONDUCT A MORE PRODUCTIVE MEETING [Ambrose]	30	\$400	3135/-
4648	HOW TO RUN A SUCCESSFUL MEETING IN HALF THE TIME [BBP]	13	\$395	7950/-
4873	MAKING MEETING COUNT [Phoe/BFA]	14	\$210	3950/-
2012	MANAGEMENT: CONDUCTING EFFECTIVE MEETINGS [AIMS] <i>Techniques for conducting productive and efficient meetings.</i>	18	\$365	7375/-
4980	MEET WITH SUCCESS [Major Dev]	25	\$395	6950/-

4989	MEETING ROBBERS [CRM]	21	\$845	9940/-
xxxx	THE PROFESSIONAL MANAGER: THE SALES MEETING [Richard Denny] <i>Planning the agenda. Structuring a successful event. What never to include.</i>	26	£185	6250/-
xxxx	THE PROFESSIONAL MANAGER: PREPARING MEETINGS AND CONFERENCES [Richard Denny] <i>Creating the environment. Communicating a message. Holding attention.</i>	25	£185	6250/-

DECISION MAKING

0112	ABILENE PARADOX [CRM] <i>Inappropriate group decision.</i>	28	\$845	9940/-
0514	THE BUCK STOPS HERE [BBP] <i>Importance of having courage to make a decision and then stand by it.</i>	06	\$200	3000/-
0583	A CASE OF WORKING SMARTER, NOT HARDER [CRM] <i>Decision making.</i>	15	\$595	7140/-
0829	DECISION MAKING: CRITICAL THOUGHT IN ACTION [Disney]	26	\$350	6080/-
1110	EFFECTIVE DECISIONS (Peter Drucker) [BNA]	22	\$650	8950/-
1510	GROUP THINK [CRM] (Dr. Irving Janis) (NEW VERSION) <i>Group decision.</i>	25	\$895	9940/-
1610	HOW TO DEFINE GOALS AND OBJECTIVES [CRM] <i>Solid bases for realistic decisions.</i>	18	\$595	4900/-
xxxx	THE PROFESSIONAL MANAGER: DECISIONS, GOALS AND PLANS [RD]	29	£185	6250/-

THINKING SKILLS AND CREATIVITY

0495	BRAIN POWER (Dr. Karl Albrecht) [Coronet] <i>How to sharpen 'Brain Power' by sensitising perception.</i>	12	\$370	4440/-
1201	EVEN EAGLES NEED A PUSH (David McNally) [Mentor Media] <i>Creativity for high achievement and excellence.</i>	25	\$795	10750/-
1702	IDEA POWER (Dr. Karl Albrecht) [Coronet] <i>Convergent and divergent thinking patterns to sharpen thinking and problem solving skills.</i>	15	\$550	5800/-
1708	IMAGINEERING (Dr. Michael Le Bouef) [Coronet] <i>Creative strategies for getting most of brainstorming and co-operative efforts.</i>	17	\$495	5400/-
2260	MIND BENDING [GSV] <i>Creative thinking can be stimulated and used to solve problems and develop ideas.</i>	35	£310	6840/-
5043	NOBODY MOVED YOUR CHEESE [Ross Shafer]	16	\$395	6950/-
5146	PIGEON HOLED IN THE LAND OF PENGUINS [CRM]	12	\$495	6795/-
5369	RETHINKING THE LABOUR CONTRACT - EMPLOYMENT STRATEGIES FOR THE POST-REENGINEERING ERA [Wharton]	52	•575	13860/-
6503	TEAM CREATIVITY [CRM]	22	\$845	9950/-

3124	THINKING IN ACTION (Dr. Edward de Bono's Thinking Kit) [BBC-BI] <i>6 core lessons of about 13 minutes each on 2 cassettes.</i>	75	£249	7975/-
3266	USE YOUR HEAD [BBC-Ed] Tony Buzan's Guide to Mind Mapping and Effective Learning. <i>9 parts of 23 minutes each on 2 cassettes.</i>	202	£249	7975/-
3317	WAY YOU WERE, THE [BBP] <i>Unlock the hidden creativity.</i>	08	\$300	4500/-
3376	WHY DIDN'T I THINK OF THAT II? [LEARN COM]	27	\$595	8850/-
xxxx	RETHINKING FOR RESULTS [MTS Pub] Set of 3 Videos	113	\$975	10750/-
	A) TRANSFORMATION AND NEW REALITIES	27	\$325	4500/-
	B) BEYOND RE-ENGINEERING: ZERO-BASED ORGANIZATION	51	\$325	4500/-
	C) PRODUCTIVITY OF THE KNOWLEDGE WORKER AND THE SERVICES WORKER	25	\$325	4500/-

PROJECT MANAGEMENT

2020	MANAGERS CAN AVOID WASTING TIME [Coronet]	30	\$650	7800/-
2029	MANAGING PROJECTS [BBC-BI] <i>Basic project management techniques - Taking the critical path.</i>	24	£195	6750/-
5260	PROJECT MANAGEMENT [VM]	63	•475	13860/-

CONFLICT MANAGEMENT

9999	ART OF RESOLVING CONFLICTS IN THE WORKPLACE [Kontala]	37	\$355	6950/-
0699	CONFLICT: CAUSES AND RESOLUTIONS [CRM] <i>How to use conflict for creative problem solving.</i>	33	\$595	7140/-
xxxx	CONFLICT AT WORK [N&S]	22	\$395	6950/-
4214	CONFLICT COMMUNICATION SKILLS [AIMS] (NEW VERSION)	16	\$295	6950/-
0698	CONFLICT RESOLUTION (Lester R. Bittel) [AIMS] <i>Constrictive confrontation and behaviour modification.</i>	29	\$525	7875/-
0697	CONFLICT ON THE LINE [CRM] <i>How not to handle conflict.</i>	15	\$595	5900/-
0700	CONFRONTING CONFLICT (Saul Gallerman) [BNA]	32	\$550	8950/-
0727	COPING WITH CONFLICT [KK]	21	£325	4950/-
0825	DEALING WITH CONFLICT [CRM]	21	\$845	9250/-
4475	FIVE STAR TEAMWORK (Stephanie R. Glidden/Steven Katten) [Workplace Publishing]	18	\$725	9950/-
1507	GRID APPROACH TO CONFLICT SOLVING (Blake & Mouton) [BNA]	32	£550	8950/-

4990	MANAGING CONFLICT IN THE WORKPLACE [AIMS]	19	\$395	7875/-
5167	PEER PRESSURE [Ross Shafer]	15	\$495	7950/-
5533	STRAIGHT TALK ON TEAMS: MANAGING CONFLICT [BBP]	21	\$395	5950/-
3365	WHEN I SAY NO, I FEEL GUILTY [BBP] <i>Face conflict with greater ease and confidence.</i>	31	\$595	8550/-
3541	YOU'VE GET YOUR JOB - I'VE GOT MINE [KK] <i>Different responsibilities but the same aim - that is resolving conflict.</i>	22	£750	11445/-

CHANGE AND INNOVATION

0605	CHANGES! (Ken Blanchard) [LEARN COM] <i>Coping with difficult changes.</i>	16	\$550	8850/-
4146	CHANGE: MAKING IT WORK FOR YOU [AIMS]	16	\$495	7375/-
3568	CLASSICAL CHANGE [KK] <i>Adapt to survive: act, don't just react.</i>	09	£770	6750/-
xxxx	COPING WITH CHANGES IN THE WORKPLACE [Meridian]	16	\$ 99	3150/-
0761	CREATING EXCELLENCE [Coronet]	65	\$850	8850/-
4476	FINDING THE UP IN UPHEAVAL [LEARN COM]	24	\$795	11950/-
4589	HOW IN HELL DO WE MANAGE [CRM]	13	\$495	5990/-
1693	I WANT TO CHANGE, BUT I DON'T KNOW HOW [BBP] (NEW VERSION) <i>Successful self change.</i>	31	\$595	8925/-
2021	MANAGERS WITH IMPACT: VERSATILE AND INCONSISTENT (HBR) [Coronet] <i>Commitment to change.</i>	32	\$650	7800/-
4889	MANAGEMENT OF INNOVATION [VM]	50	• 175	8750/-
2023	MANAGING CHANGE (Dr. Rosabeth M. Kanter) [BBC-BI]	25	£199	8450/-
4992	MANAGING PEOPLE THROUGH CHANGE [LEARN COM]	19	\$650	9750/-
2017	OVERCOMING RESISTANCE TO CHANGE [Coronet]	12	\$300	3600/-
5149	PARADIGMS OF PERCEPTION [LEARN COM]	26	\$595	9750/-
5334	RACE WITHOUT A FINISH LINE [CRM]	12	\$495	6795/-
1857	RIDING THE WAVE: STRATEGIES FOR CHANGE [CRM]	17	\$845	9950/-
3070	TAKING CHARGE OF CHANGE [CRM] <i>Managing change at organisational and personal level and helping managers to embrace and institute changes.</i>	21	\$845	9950/-
6503	TEAM CREATIVITY [CRM]	22	\$845	9950/-
5603	THIS THING CALLED CHANGE [BBP]	09	\$395	7425/-

xxxx	RETHINKING FOR RESULTS [MTS Pub] Set of 3 Videos	113	\$975	10750/-
	A) TRANSFORMATION AND NEW REALITIES	27	\$325	4500/-
	B) BEYOND RE-ENGINEERING: ZERO-BASED ORGANIZATION	51	\$325	4500/-
	C) PRODUCTIVITY OF THE KNOWLEDGE WORKER AND THE SERVICES WORKER	25	\$325	4500/-

TOTAL QUALITY MANAGEMENT (TQM)

The secret of every successful business is found in one important word - Quality.

*Unless all members of any organisation accept that **Quality** is the responsibility of everyone, whatever their position or role, the credibility of the organisation is irreparably damaged. This basic truth applies to all organisations both Public and Private - whatever be their function. The videos in this section demonstrate how the goal of Total Quality can be achieved.*

0501	BROAD TOOTHCOMB [PB]	07	£295	4950/-
0582	CASE FOR QUALITY [BBP] <i>Consequences of poor Quality.</i>	26	\$395	7950/-
0749	COUNTING THE COST [KK] <i>Cost and waste control.</i>	25	£770	11445/-
0761	CREATING EXCELLENCE [Coronet] <i>Action skills.</i>	65	\$850	8850/-
4309	DEMING QUALITY: A WAY OF LIFE [BBP]	26	\$495	7950/-
4310	DEMING QUALITY: THE RIGHT MEDICINE [BBP]	22	\$495	7950/-
0869	DIRECTED EFFORT: FOCUSSING ON QUALITY SOLUTIONS [BBP] <i>Success through Quality.</i>	13	\$495	7950/-
xxxx	GETTING IT RIGHT [N&S]	29	\$395	6950/-
4586	THE GOAL: THE HOW TO VERSION [LEARN COM]	47	\$895	14950/-
1511	GROUP PRODUCTIVITY [CRM] <i>Task orientation, power distribution, team production and feedback to achieve Total Quality.</i>	21	\$650	7800/-
4591	HOW TO MAKE QUALITY.... FAIL [CRM]	19	\$845	8790/-
4688	HUMAN NATURE ON QUALITY [Dartnell]	23	\$325	7950/-
4697	IMPLEMENTING QUALITY DYNAMICS [Insead]	61	•275	13860/-
1785	INTRAPRENEURS [CRM] <i>Identifies and encourages entrepreneurship, motivation and creative thinking to achieve TQM in organisation.</i>	61	\$595	7225/-
xxxx	THE ISO 14000 CHALLENGE [N&S]	31	\$395	6950/-
4757	IT'S A DOG'S WORLD [CRM]	21	\$845	7290/-
1819	JAPAN INC. [NFBC] <i>Quality concepts in Japan.</i>	26	\$200	4290/-

0653	JOB ENRICHMENT: COMMITMENT TO EXCELLENCE [BBP] <i>Drive away doldrums to achieve TQM in organisation.</i>	20	\$495	7425/-
1825	JOURNEY TO EXCELLENCE [BBC-BI] <i>Mike Robson's approach to Quality.</i>	55	£249	9950/-
1865	LEADERSHIP IN ACTION (Kouzes and Posner) [CRM]	18	\$595	7140/-
2001	MAKING QUALITY WORK [BBP] <i>Quest for quality.</i>	21	\$395	7950/-
3573	MANAGING PERFORMANCE FOR QUALITY [KK] <i>Blue print for Total Quality.</i>	23	£850	11445/-
4698	MANAGING QUALITY DYNAMICS [Insead]	78	•275	13860/-
2264	MINING GROUP GOLD (Thomas Kayser) [CRM] <i>Principles of TQM applied to group interactions to bring out the best.</i>	24	\$845	9940/-
5166	PAT TOWNSEND ON QUALITY [Coronet]	56	\$550	7950/-
2705	PURSUIT OF EFFICIENCY [KK] <i>Use brain power to achieve TQM.</i>	25	£770	11445/-
2707	QUALITY: THE ONLY WAY [NEIF] (In ENGLISH, HINDI, TAMIL and KANNADA)	29	-----	2145/-
2708	QUALITY: WHY BOTHER [KK]	08	£575	5950/-
9999	QUALITY: YOU DON'T HAVE TO BE SICK TO GET BETTER [LEARN COM]	20	\$795	9750/-
xxxx	THE QUALITY AUDIT [N&S]	15	\$395	6950/-
xxxx	QUALITY CERTIFICATION FOR PROFESSIONAL SERVICES [N&S]	20	\$395	6950/-
2709	QUALITY EXCELLENCE ACHIEVED [BBP] <i>Apply the winning blue prints of top companies to foster your Quality programme.</i>	23	\$395	7950/-
xxxx	QUALITY IN HEALTH CARE [N&S]	23	\$395	6950/-
4163	THE QUALITY REVOLUTION [BBP]	21	\$395	7950/-
2711	QUALITY SERVICE: FRONTLINE COMMITMENT [Coronet]	23	\$550	6200/-
2712	QUALITY SERVICE: THE THREE R'S FOR MANAGERS [Coronet]	29	\$550	6250/-
9999	QUALITY SERVICE IN THE PUBLIC SECTOR [LEARN COM]	24	\$650	9750/-
2713	QUALITY STARTS AT THE TOP [SCC]	18	\$200	3920/-
2714	QUALITY SUPERVISION FOR INDUSTRY [LEARN COM]	25	\$695	9750/-
xxxx	SMALL BUSINESS QUALITY IN ACTION [N&S]	24	\$395	6950/-
3046	SUPERVISOR'S ROLE IN COST CONTAINMENT [BBP] <i>Plug cost leaks.</i>	24	\$495	8950/-
3539	WHAT IS ISO 9000 AND WHY DO I CARE ? [BBP]	35	\$450	4320/-
3538	YOU CAN LEAD A HORSE TO WATER [LEARN COM] <i>Maintain productivity without sacrificing Quality.</i>	31	\$395	7850/-
3596	YOUR PLACE IN TOTAL QUALITY [KK] <i>Promote quality for whole workforce.</i>	25	£850	11445/-

SUCCESS IN INDUSTRY [BBC-BI] *Insight into good management for achieving TQM.*

3040	PART 1 : MANAGING MARKETING	24	£180	5450/-
3567	PART 2 : MANAGING QUALITY	25	£180	5450/-

IMPLEMENTING QUALITY CIRCLES [BNA]

Employee participation for productivity. (IN ENGLISH and HINDI)

An eight (8) module programme designed to teach facilitators, quality circle leaders and members, the skills they need to make QC process a success.

1. **INTRODUCTION TO QUALITY CIRCLES**
2. **TEAMWORK**
3. **BRAINSTORMING**
4. **PARETO DIAGRAM**
5. **CAUSE AND EFFECT ANALYSIS**
6. **DATA COLLECTION / ACTIVITY ANALYSIS**
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Each edition has the above eight modules on two cassettes.

Modules 1 to 5 and 8 are the same in both versions. Modules 6 and 7 are different.

Price: Any **one edition** comprising 2 cassettes containing 8 modules, with books. \$1050 11550/-

Both versions (**Manufacturing & Non-Manufacturing**) comprising 3 cassettes containing the common modules 1 to 5 and 8 with 2 sets of modules 6 and 7 with books. \$1300 14300/-

STRESS MANAGEMENT

4210	THE CHOICE: YOUR OWN BEST FRIEND/YOUR OWN WORST ENEMY [BBP]	30	\$395	7425/-
1826	JOY OF STRESS (Dr. Ken Blanchard and Dr. Peter Hanson) [CRM] <i>Use stress as a positive springboard.</i>	21	\$645	7740/-
2030	MANAGING SALES STRESS [BBP]	27	\$495	7950/-

2032	MANAGING STRESS [CRM] (NEW VERSION) Stress can never be eliminated, but can be mastered by controlling one's reaction to challenges.	26	\$845	9940/-
3593	SENSE AND NON-SENSE IN STRESS MANAGEMENT [KK]	46	£850	11445/-
5496	STRESS: FRIEND AND FOE [VM]	63	•575	12960/-
5518	STRESS: WHAT DO YOU ASSOCIATE WITH THE WORD [VM]	75	•575	12960/-
0744	STRESS MANAGEMENT (Corr. Off) [AIMS] (ENGLISH)	11	\$185	2730/-
0994	STRESS MANAGEMENT (Corr. Off) [AIMS] (HINDI)	11	\$185	3460/-
5536	STRESS MANAGEMENT: A PRACTICAL APPROACH [AIMS] (ENGLISH)	35	\$250	4250/-
5581	STRESS MANAGEMENT: A PRACTICAL APPROACH [AIMS] (HINDI)	35	-----	5250/-
xxxx	WORKPLACE STRESS [Marcom]	13	\$ 99	3200/-

‘STRESS MANAGEMENT’ Series [AIMS]

This series discusses the presence of chronic stress in modern life and identifies a variety of Stress Management Techniques.

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5499	LEARNING TO RELAX	14	\$195	1950/-
5500	RECREATION Vs RELAXATION	05	\$195	1250/-
5501	STRESS AWARENESS	29	\$195	4250/-
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0233	ANTICIPATION: RX FOR CRISIS MANAGEMENT [BBP] <i>Solve today's problems - today.</i>	18	\$495	7425/-
0665	COMMUNICATION: THE COMPANY GRAPEVINE [AIMS] <i>How to solve problems within the organisation.</i>	26	\$395	7875/-
0697	CONFLICT ON THE LINE [CRM] <i>Real problems to solve.</i>	15	\$595	5900/-
0698	CONFLICT RESOLUTION (Lester R. Bittel) [AIMS] <i>Techniques to problems solving.</i>	29	\$525	7875/-
0764	CREATIVE PROBLEM SOLVING [CRM]	26	\$695	8340/-
1341	FIRST TIME AROUND [BBP] <i>Effective measures for problem solving.</i>	29	\$570	8550/-
1471	GET TO THE POINT, KEEP TO THE POINT [BBP] <i>Clear course to solve problems.</i>	25	\$570	6950/-

4586	THE GOAL: THE HOW TO VERSION [LEARN COM]	47	\$895	14950/-
1657	HOW TO SOLVE PROBLEMS [CRM] <i>Systematic approach to problem solving.</i>	22	\$595	7140/-
xxxx	LEARNING TO SOLVE PROBLEMS [Meridian]	13	\$ 99	3150/-
1919	LISTENING: A KEY TO PROBLEM SOLVING [AIMS]	23	\$445	7875/-
2492	A PERFECTLY NORMAL DAY [BBP] <i>How to deal with crises and interruptions to solve problems.</i>	27	\$525	7875/-
4876	A PROBLEM OWNED IS A PROBLEM SOLVED (Making The Diff. Sr.) [KK]	08	£295	4950/-
2610	PROBLEM SOLVING: BASIC PRINCIPLES [KK] <i>Identifying problems and options, but not jumping to conclusions.</i>	18	£770	11445/-
2611	PROBLEM SOLVING: A CASE STUDY [KK] <i>Problem solving in action.</i>	21	£770	11445/-
xxxx	THE PROFESSIONAL MANAGER: DECISIONS, GOALS AND PLANS [RD]	29	£185	6250/-
3376	WHY DIDN'T I THINK OF THAT II? [LEARN COM] <i>Creative problem solving.</i>	27	\$595	8850/-
3378	WHY EMPLOYEES DON'T DO WHAT THEY'RE SUPPOSED TO DO? [BBP] <i>Proactive approach to end problems.</i>	25	\$570	8550/-

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4980	THE ASSERTIVE PROFESSIONAL [Meridian]	21	\$ 99	3150/-
1471	GET TO THE POINT, KEEP TO THE POINT [BBP] <i>Don't get side tracked - stay on a clear course.</i>	25	\$570	6950/-
3365	WHEN I SAY NO, I FEEL GUILTY [BBP] <i>Courteous assertiveness.</i>	31	\$595	8550/-
3461	WORKING WITH ASSERTIVENESS (Rennie Fritchie) [BBC-BI] PART 1 & 2 on one cassette. <i>Assertiveness means communicating clearly, managing less stressfully and more productively.</i>	45	£299	6755/-

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0495	BRAIN POWER (Dr. Karl Albrecht) [Coronet]	12	\$370	4440/-
0536	BUILDING COMMITMENT AND MOTIVATION (BOM) [SCC]	29	\$130	2150/-
0803	CRITICAL EDGE [Coronet] <i>Productive criticism to motivate employees.</i>	23	\$250	5760/-
xxxx	COPING WITH CHANGES IN THE WORKPLACE [Meridian]	16	\$ 99	3150/-
0900	DO YOU BELIEVE IN MIRACLES? [Coronet] <i>Importance of motivation.</i>	25	\$650	5640/-

1201	EVEN EAGLES NEED A PUSH (David McNally) [Mentor Media] <i>Motivating unlimited potential of self-empowerment.</i>	25	\$795	10750/-
1380	FOR THE WANT OF A NAIL [KK]	27	£775	11445/-
4665	HOME AWAY FROM HOME [Ross Shafer]	12	\$395	5950/-
4589	HOW IN HELL DO WE MANAGE [CRM]	13	\$495	5990/-
4801	JOURNEY TO SUCCESS [ATS]	19	\$495	5950/-
1867	LEADING TO THE TOP [GSV] <i>Successful motivation.</i>	22	£525	8840/-
2039	MANAGING YOUR MOTIVATION (Gellerman) [BNA]	19	\$550	8950/-
2259	MILLION DOLLAR DREAMS [Coronet]	24	\$650	4450/-
2266	MIRACLE MAN, THE [LEARN COM] <i>How to motivate yourself - True story of Morris Goodman.</i>	30	\$595	10750/-
2360	A NEW LOOK AT MOTIVATION [CRM] <i>How to identify unique motivating factors within individuals.</i>	31	\$605	7800/-
5043	NOBODY MOVED YOUR CHEESE [Ross Shafer]	16	\$395	6950/-
xxxx	THE PROFESSIONAL MANAGER: CONFIDENCE [Richard Denny] <i>How to handle fears. Building staff morale. Building self confidence.</i>	25	£185	6250/-
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xxxx	THE RIGHT ATTITUDE WINS [Richard Denny]	52	£150	6500/-
2853	SECOND EFFORT [Dartnell] <i>Put yourself in the customer's shoes.</i>	27	\$595	6850/-
6451	SPEAKING WITH CONFIDENCE: FEAR PUBLIC SPEAKING [RWE]	24	\$210	1750/-
5504	SUPERCHARGED SELLING: THE POWER TO BE THE BEST [Dartnell]	43	\$495	6850/-
3060	SWEET PERSUASION: THE ILLUSTRATED GUIDE TO UNPARALLELED MANAGEMENT SUCCESS [BBP] <i>Personal success factors to motivate.</i>	20	\$495	7425/-
3117	TEN STEPS TO SUCCESSFUL JOB ORIENTATION [BBP] <i>Ways to motivate new employees.</i>	22	\$495	7425/-
3134	THIS MATTER OF MOTIVATION: PART 1 - BASIC INSTRUCTIONS [Dartnell]	29	\$495	7220/-
3135	THIS MATTER OF MOTIVATION: PART 2 - CASE STUDIES [Dartnell]	64	\$495	7220/-
5760	VISION CREATES REALITY [Ross Shafer]	20	\$495	8250/-
3317	WAY YOU WERE, THE [BBP] <i>Motivate to unlock creativity.</i>	08	\$300	4500/-

3401	WILL TO WORK [KK] <i>How supervisors can motivate with their own attitude.</i>	24	£770	11445/-
	MENTORING: A WAY OF NATURE [Major Dev]			
4972	A) WHAT IS MENTORING?	21	\$225	7950/-
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In this classic series noted management authorities introduce ideas, concepts and research that provide an insight into motivation to lead employees to their full potential.

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Show your managers a proven way to motivate for job enrichment

1822	JOB ENRICHMENT IN ACTION <i>Job enrichment produces remarkable results.</i>	21	\$550	8950/-
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EMPOWERMENT

3999	AND WHEN YOU FALL [CRM]	05	\$295	4875/-
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4096	BREAKING THE ATTITUDE BARRIER: LEARNING TO VALUE PEOPLE WITH DISABILITIES [BBP]	23	\$395	7425/-

4260	COURAGEOUS FOLLOWERS, COURAGEOUS LEADERS [CRM]	23	\$845	9940/-
4385	THE EMPOWERED MANAGER [LEARN COM]	30	\$650	9750/-
9999	EMPOWERMENT [Coronet]	32	\$250	5760/-
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4665	HOME AWAY FROM HOME [Ross Shafer]	12	\$395	5950/-
5142	A PEACOCK IN THE LAND OF PENGUINS [CRM]	12	\$495	6795/-
5174	THE POWER TO SERVE [BBP]	26	\$395	7950/-
5509	SURVIVAL IN THE WORKPLACE (Patricia Fripp) [ATS]	18	\$595	6750/-
5775	WIN TEAMS: HOW ONE COMPANY MADE EMPOWERMENT WORK [Video Vision]	23	\$595	6750/-

MENTORING

	MENTORING: A WAY OF NATURE [Major Dev]			
4972	A) WHAT IS MENTORING?	21	\$225	7950/-
4973	B) MENTORS, ROLE MODELS AND PEER RELATIONSHIPS	15	\$225	7950/-
4974	C) ENCOURAGING MENTORING	16	\$225	7950/-

PRODUCTIVITY - EFFICIENCY

4494	5S - FIVE STEPS OF JAPANESE MANAGEMENT SYSTEM [NEIF]	22	----	3950/-
0414	BETTER PRODUCTIVITY IS NOT BY CHANCE (Dr. Robert Lorber) [Ven]	60	\$650	5230/-
0601	THE CHALLENGE OF PRODUCTIVITY [BNA]	24	\$550	8950/-
4265	CHARACTER IN ACTION (Donald T. Phillips) [Advanced Knowledge]	23	\$695	8950/-
0749	COUNTING THE COST [KK] <i>Cost and waste control.</i>	25	£770	11445/-
4260	COURAGEOUS FOLLOWERS, COURAGEOUS LEADERS [CRM]	23	\$845	9940/-
4581	GEMBA KAIZAN [NEIF]	60	----	7645/-
1511	GROUP PRODUCTIVITY [CRM] <i>Task orientation, power distribution, team production and feedback to achieve maximum productivity.</i>	21	\$650	7800/-
4588	HOW TO ASK POSITIVE QUESTIONS (John O. Hurley) [Advanced Knowledge]	12	\$495	5995/-
1785	INTRAPRENEURS [CRM] <i>Identifies and encourages entrepreneurship and motivation to achieve productivity.</i>	61	\$595	7225/-

1819	JAPAN INC. [NFBC] <i>Productivity in Japan.</i>	26	\$200	4290/-
xxxx	MANUFACTURING EFFICIENCY [Meridian]	59	£265	8950/-
5146	PIGEON HOLED IN THE LAND OF PENGUINS [CRM]	12	\$495	6795/-
xxxx	PRODUCTIVITY OF THE KNOWLEDGE WORKER AND THE SERVICE WORKER [MTS Pub]	25	\$325	4500/-
2705	PURSUIT OF EFFICIENCY [KK] <i>Stimulate people to achieve productivity.</i>	25	£770	11445/-
2747	RELIABILITY APPROACH TO SAFETY: A MANAGEMENT INTRODUCTION [BNA]	14	\$350	4950/-
2782	RISK MANAGEMENT/ RELIABILITY APPROACH: A SUCCESSFUL COMBINATION [BNA]	14	\$350	4950/-
3046	SUPERVISOR'S ROLE IN COST CONTAINMENT [BBP] <i>Plug cost leaks.</i>	24	\$495	8950/-
5825	SUPERVISOR'S ROLE IN INCREASING PRODUCTIVITY [Coronet]	21	\$300	4325/-
xxxx	WE NEED TO TALK [N&S]	26	\$395	6950/-
5825	WORKING ERGONOMICALLY IN THE OFFICE [AIMS]	24	\$395	3750/-
3538	YOU CAN LEAD A HORSE TO WATER [LEARN COM] <i>Maintain productivity without sacrificing quality.</i>	31	\$395	7850/-
	SUCCESS IN INDUSTRY [BBC-BI]			
3040	PART 1: MANAGING MARKETING	24	£180	5450/-
3567	PART 2: MANAGING QUALITY	25	£180	5450/-
5646	TPM - TOTAL PRODUCTIVE MAINTENANCE (4 Videos) [NEIF]	111	----	14750/-
	PART 1 : INTRODUCTION - ACHIEVING ZERO WASTE	26		
	PART 2 : GOALS OF TPM	31		
	PART 3 : SINGLE DIGIT MINUTE EXCHANGE OF DIES (S.M.E.D.)	27		
	PART 4 : OVERALL EQUIPMENT EFFECTIVENESS (O.E.E.)	27		
	'INCREASING PRODUCTIVITY AND EFFICIENCY' Series (Robert R. Blake/Jane S. Mouton) [BNA] <i>Tested ideas, methods and techniques to increase productivity</i>			
2766	REVIEWING PAST EFFORTS	24	\$550	8950/-
2888	SETTING THE RIGHT CLIMATE	22	\$550	8950/-

APPRAISAL

4025	APPRAISAL [Hebdon] (2 Videos)	47	£450	7950/-
2149	CONDUCTING A PERFORMANCE APPRAISAL (MBA) [Coronet]	13	\$250	3000/-

0730	CORRECTING AND REWARDING EMPLOYEE BEHAVIOUR (Lester R. Bittel) [AIMS] <i>Performance appraisal.</i>	28	\$525	7875/-
0804	CRITICAL EDGE: PERFORMANCE APPRAISAL [Coronet]	24	\$250	5760/-
1482	GOOD NEWS! IT'S PERFORMANCE APPRAISAL TIME [BBP] <i>Get your employees to eagerly anticipate - not dread - their performance appraisal.</i>	16	\$495	7425/-
3073	HOW TO PARTICIPATE IN A PERFORMANCE APPRAISAL DISCUSSION? (TTI) [BNA]	11	\$550	3750/-
4644	HOW SUPERVISORS SHOULD APPRAISE EMPLOYEE PERFORMANCE? [BBP]	20	\$495	8950/-
1817	I'M GLAD YOU NOTICED! [LEARN COM] <i>Positive performance appraisal.</i>	17	\$495	8950/-
2384	NUTS AND BOLTS OF PERFORMANCE APPRAISAL [Creative Media]	30	\$445	8720/-
5202	PERFORMANANCE MANAGEMENT [AIMS]	26	\$295	7950/-
3592	A SENSE OF ACHIEVEMENT [PLB] <i>Preparing for appraisal interview.</i>	11	£675	7950/-
3588	WHERE DO YOU GO FROM HERE? [KK] <i>Properly structured appraisal interviews lead to positive goals and benefits.</i>	23	£850	11445/-
3372	WHO KILLED THE SALE? [KK] <i>Appraisal at work.</i>	24	£850	11445/-
3374	WHO WANTS TO PLAY GOD [LEARN COM] <i>How to make appraisal a two-way process to achieve improved performance.</i>	20	\$445	7850/-

TEAM BUILDING / TEAMWORK

0112	ABILENE PARADOX [CRM] <i>Inspire team members to replace fear with courage to disagree.</i>	28	\$845	9940/-
xxxx	ALL FOR ONE: TEAM BUILDING IN ACTION [Meridian]	28	\$ 99	3150/-
3986	APOLLO 13 LEADERSHIP (Jim Belasco) [LEARN COM] <i>Leadership, teamwork and crisis management strategies.</i>	30	\$595	9750/-
0260	ART OF TEAM BUILDING [KK] <i>Team spirit has to be easily developed.</i>	18	£750	11445/-
4078	BUSINESS AS USUAL [PLB] <i>Give your team freedom to excel and support to success.</i>	35	£895	11455/-
0572	CAN WE TALK? [CRM] <i>Open communication brings out the best in team.</i>	23	\$595	7950/-
4265	CHARACTER IN ACTION (Donald T. Phillips) [Advanced Knowledge]	23	\$695	8950/-
4285	DELEGATING FOR DIEHARDS: WORKING TOGETHER TO GET THINGS DONE [CRM]	11	\$845	9940/-
4314	DEVELOPING TEAMWORK [Hebdon] (2 Videos)	71	£450	7950/-
0900	DO YOU BELIEVE IN MIRACLES? [Coronet] <i>Importance of teamwork.</i>	25	\$650	5640/-
4475	FIVE STAR TEAMWORK (Stephanie R. Glidden/Steven Katten) [Workplace Publishing]	18	\$725	9950/-
4588	HOW TO ASK POSITIVE QUESTIONS (John O. Hurley) [Advanced Knowledge]	12	\$495	5995/-
0653	JOB ENRICHMENT: COMMITMENT TO EXCELLENCE [BBP] <i>Specific ways to build team.</i>	20	\$495	7425/-

1822	JOB ENRICHMENT IN ACTION [BNA]	21	\$550	8950/-
4801	JOURNEY TO SUCCESS [ATS]	19	\$495	5950/-
2264	MINING GROUP GOLD (Thomas Kayser) [CRM] <i>Effective and productive teamwork.</i>	24	\$845	9940/-
5142	A PEACOCK IN THE LAND OF PENGUINS [CRM]	12	\$495	6795/-
5173	THE POWER OF TEAMS: TEAMWORK [BBP]	28	\$395	7950/-
5509	SURVIVAL IN THE WORKPLACE (Patricia Fripp) [ATS]	18	\$595	6750/-
xxxx	TEAM: YOU CAN MAKE THE DIFFERENCE [N&S]	30	\$395	6950/-
3084	TEAM BUILDING (Saul Gellerman) [BNA]	28	\$550	8950/-
6502	TEAM BUILDING: WHAT MAKES A GOOD TEAM PLAYER? [CRM]	19	\$845	9950/-
3085	TEAM BUILDING: MAKING THE TASK THE BOSS [CRM] <i>Focus on task instead of personal issues.</i>	18	\$795	8340/-
3083	TEAM BUILDING FOR MANAGERS, SUPERVISORS AND TEAM LEADERS [BBP] <i>Art of effective team building.</i>	23	\$495	7425/-
6503	TEAM CREATIVITY [CRM]	22	\$845	9950/-
3086	A TEAM OF TWO (Alan Lakein) [BBP] <i>Team building for better time management.</i>	31	\$570	8550/-
xxxx	TEAM SKILLS FOR TEAM MEMBERS [N&S]	23	\$395	6950/-
3088	TEAM WORK [FF]	11	\$195	1950/-
3086	TEAMWORK: ACHIEVING SUCCESS [AIMS]	11	\$245	6950/-
5587	TEAMWORK IN CRISIS: THE MIRACLE OF FLIGHT 232 [CRM]	31	\$995	9950/-
3585	TEAM WORK - THE PLAY [KK] <i>Work together to achieve objectives.</i>	28	£770	11445/-
3159	TOGETHER WE CAN [LEARN COM] <i>Personal actions that can improve teamwork.</i>	20	\$545	8950/-
5823	WE'RE ON THE SAME TEAM, REMEMBER? [CRM]	21	\$895	9940/-
5775	WIN TEAMS: HOW ONE COMPANY MADE EMPOWERMENT WORK [Video Vision]	23	\$595	6750/-
3460	WORKING TOGETHER WORKS [Dartnell] <i>How to develop team building skills.</i>	26	\$520	7800/-
5822	WORKTEAMS AND THE WIZARD OF OZ [CRM]	18	\$795	9950/-
3534	WRONG STUFF [BBC-Ed] <i>Team work in crisis.</i>	48	£180	4320/-
3595	YOUR PLACE IN THE TEAM [KK] <i>How behaviour affects team performance.</i>	25	£830	11445/-
3541	YOU'VE GOT YOUR JOB - I'VE GOT MINE [KK] <i>Different responsibilities, but same aim that's team work.</i>	22	£750	11445/-

STRAIGHT TALK ON TEAMS [BBP] Set of 4 Videos

5531	A) BUILDING A FOUNDATION FOR POWERFUL TEAMS	22	\$395	5950/-
5532	B) GETTING THE MOST OUT OF YOUR TEAM	20	\$395	5950/-
5533	C) MANAGING CONFLICT	21	\$395	5950/-
5534	D) RECOGNIZING VALUES	20	\$395	5950/-

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4126	BOOSTING PERFORMANCE THROUGH INTERNET STRATEGIES [Insead]	70	•575	13860/-
4134	BUSINESS DEFINITION [VM]	69	•175	8750/-
4161	COMPETITIVE ANALYSIS AND STRATEGY [VM]	53	•175	8750/-
4365	THE EURO WORLD: THE STRATEGIC ANALYSIS [Insead]	67	•575	13860/-
4493	FROM LOCAL CHAMPIONS TO GLOBAL MASTERS [Insead]	60	•575	12950/-
4894	MANAGING INTEGRATION [VM]	83	•175	8750/-
4899	MANAGING THE ASIAN THREAT [Insead]	73	•575	12960/-
4902	MANAGING VALUE ADDING PARTNERSHIPS [Insead]	69	•575	12960/-
4887	MANAGEMENT IN THE SERVICE ECONOMY [VM]	61	•175	8750/-
4902	MOBILIZING FOR GROWTH: ENTREPRENEURSHIP WITHIN COMPANIES [Insead]	64	•575	12950/-
4902	STRATEGIC COST MANAGEMENT [Insead]	56	•275	14450/-

COMPETITIVENESS

4002	ACHIEVING COMPETITIVE ADVANTAGE: MANAGING FOR ORGANISATIONAL EFFECTIVENESS [Wharton]	53	\$495	14450/-
4003	ACHIEVING COMPETITIVE ADVANTAGE: NEUTRALISING COMPETITION [Wharton]	53	\$495	14450/-
4161	COMPETITIVE ANALYSIS AND STRATEGY [VM]	53	•175	8750/-
xxxx	MANAGING FOR COMPETITIVENESS [MTS Pub] A set of 3 videos		\$925	10750/-
	A) REAL MANAGEMENT BY RESULTS	25	\$325	4500/-
	B) TECHNOLOGY, R&D, INNOVATION MANAGEMENT	30	\$325	4500/-
	C) FINANCIAL MANAGEMENT	43	\$325	4500/-

FEEDBACK

xxxx	THE PROFESSIONAL MANAGER: TRAINING [Richard Denny] <i>Building enthusiasm for training. Role play and feedback. Preparing a programme.</i>	27	£185	6250/-
0659	COMMUNICATION FEEDBACK [BNA]	22	\$550	8950/-
xxxx	FEEDBACK ON THE JOB: ACCEPTING CRITICISM [Meridian]	17	\$ 99	3150/-
2154	MBA: GIVING POSITIVE FEEDBACK [Coronet]	07	\$250	3000/-
9999	THE SID STORY [AMI]	20	\$650	9750/-

DELEGATING

0583	A CASE OF WORKING SMARTER, NOT HARDER [CRM]	15	\$595	7140/-
0835	DELEGATING [CRM] <i>How to delegate.</i>	28	\$695	8340/-
4285	DELEGATING FOR DIEHARDS: WORKING TOGETHER TO GET WORK DONE [CRM]	11	\$845	9940/-
1341	FIRST TIME AROUND [BBP] <i>Proactive approach to delegation.</i>	29	\$570	8550/-
xxxx	HAPPILY EVER AFTER.... SETTING GOALS [Meridian]	15	\$ 99	8550/-
1871	LEAVE IT TO YOU... OK [GSV] <i>What prevents good delegation.</i>	26	£500	7950/-
2492	A PERFECTLY NORMAL DAY [BBP] <i>Best way to delegate.</i>	27	\$525	7875/-
3155	TIME TO THINK [KK] <i>Delegate when appropriate.</i>	25	£850	11445/-
3378	WHY EMPLOYEES DON'T DO WHAT THEY'RE SUPPOSED TO DO? [AIMS] <i>'Teach' rather than 'tell' when delegating.</i>	25	\$850	8550/-

INTERVIEWING SKILLS

0258	ART OF INTERVIEWING [KK] <i>Relevant questions and good listening.</i>	25	£850	11445/-
4028	ART OF QUESTIONING [AIMS]	15	\$150	2145/-
0412	BEST MAN'S SPEECH [PB]	03	£195	3950/-
4628	HIRE FOR ATTITUDE [Video Vision]	19	\$695	7950/-
1611	HOW GREAT COMPANIES GET GREAT PEOPLE [BBP] <i>Interviewing techniques to find out exceptional people.</i>	24	\$495	7425/-
1617	HOW TO DELIVER BAD NEWS (Tom Mira) [Ven]	46	\$199	5230/-
1652	HOW TO PICK THE BEST (Kurt Einstein) [Ven] <i>Interviewing techniques for exceptional personnel.</i>	48	\$249	5230/-

1783	THE INTERVIEW GAME: BODY LANGUAGE [BBC-BI] <i>Good Interviewing techniques - non-verbal as well as verbal.</i>	19	£129	5750/-
4991	MORE THAN A GUT FEELING III [LEARN COM]	32	\$895	11950/-
xxxx	THE PROFESSIONAL MANAGER: RECRUITMENT AND SELECTION [Richard Denny] <i>Profiling the job. Interview techniques. Selecting the candidates.</i>	27	£185	6250/-
xxxx	THE PROFESSIONAL MANAGER: TRAINING [Richard Denny] <i>Building enthusiasm for training. Role play and feedback. Preparing a programme.</i>	27	£185	6250/-
5545	A SENSE OF ACHIEVEMENT [KK] <i>Preparing for appraisal interviews.</i>	11	£675	7950/-
3588	WHERE DO YOU GO FROM HERE? [KK] <i>Appraisal interviews, properly structured leads to positive goals.</i>	23	£850	11445/-
1784	‘INTERVIEWING’ Series [Yorkshire] <i>Effective interviewing isn’t something to be practised only on job applicants. It’s an art no less vital in the handling of grievances, personal problems and assessment. Anyone whose job includes supervision of others needs to know how to do it.</i>			
	INTERVIEWER	26	£325	4180/-
	INTERVIEWEE	26	£325	4180/-
	COUNSELLING SKILLS	26	£325	4180/-
	GRIEVANCES/DISCIPLINE/PREJUDICES	26	£325	4180/-
	APPRAISAL	26	£325	4180/-
	A COMPLETE SET OF 5 VIDEO CASSETTES	130	£1250	17950/-

COMMUNICATION / NEGOTIATION / INTERPERSONAL SKILLS

0112	ABILENE PARADOX [CRM] <i>Effective communication to reach agreement.</i>	28	\$845	9940/-
0259	ART OF NEGOTIATING [KK] <i>Reaching an agreement which satisfies everyone.</i>	29	£850	11445/-
0262	ART OF TWO-WAY COMMUNICATION [KK] <i>Listen and gain the competitive edge.</i>	23	£850	11445/-
0308	ATTITUDE VIRUS: CURING NEGATIVITY IN THE WORKPLACE [CRM] <i>Cure negative attitude with effective communication.</i>	29	\$845	9940/-
0572	CAN WE TALK? [CRM] <i>Open communication.</i>	23	\$595	7950/-
4258	COMMUNICATING NON-DEFENSIVELY [CRM]	20	\$845	9940/-
0656	COMMUNICATING WITH A GROUP [KK] <i>Get a message across by learning how to sell an idea.</i>	20	£750	11445/-
0664	COMMUNICATION: BARRIERS AND PATHWAYS [AIMS]	17	\$150	3875/-

0665	COMMUNICATION: THE COMPANY GRAPEVINE [AIMS] <i>Importance of listening to the grapevine and setting the records straight through normal communication channels.</i>	26	\$395	7875/-
0667	COMMUNICATION: THE NON-VERBAL AGENDA [CRM] <i>Reading the silent signals and getting the maximum message.</i>	21	\$795	9950/-
0658	COMMUNICATION CONNECTION [LC] <i>One-on-one communication.</i>	23	\$595	8850/-
0660	COMMUNICATION FOR RESULTS [AIMS] <i>Causes of communication conflicts.</i>	23	\$445	7875/-
4214	CONFLICT COMMUNICATION SKILLS [AIMS] (NEW VERSION)	16	\$295	6950/-
4266	CONSTRUCTIVE COMMUNICATION: HOW TO GIVE IT AND HOW TO TAKE IT [LC]	19	\$695	8750/-
0806	CROSSTALK [BBC] <i>Cross cultural communication.</i>	25	£120	3880/-
0848	DESTINATION: COMMUNICATIONS [Disney] <i>Communications from primitive speech to present day communication explosion.</i>	19	\$250	3460/-
1114	EFFECTIVE SPEAKING [KK]	25	£770	11445/-
1220	EXERCISES IN COMMUNICATION SKILLS [AIMS] <i>Communicate clearly under time pressure.</i>	17	\$425	7375/-
1274	EYE OF THE BEHOLDER [BNA] <i>How to perceive and understand.</i>	24	\$550	10750/-
1358	FLOOR IS YOURS - NOW, THE [AIMS] <i>How to speak in front of a group.</i>	23	\$595	8925/-
1471	GET TO THE POINT, KEEP TO THE POINT [BBP] <i>Clear communication course.</i>	25	\$570	6950/-
1510	GROUPTHINK [CRM] (Dr. Irving Janis) (NEW VERSION) <i>Group decision.</i>	25	\$895	9940/-
4588	HOW TO ASK POSITIVE QUESTIONS (John O. Hurley) [Advanced Knowledge]	12	\$495	5995/-
1617	HOW TO DELIVER BAD NEWS (Tom Mira) [Ven]	46	\$299	5230/-
1656	HOW TO SAY IT [BBP] <i>Right words for right messages.</i>	22	\$495	7425/-
1808	IS IT ALWAYS RIGHT TO BE RIGHT? [CRM] <i>Paralysing consequence of lost inter-group communications.</i>	07	\$325	3200/-
1919	LISTENING: A KEY TO PROBLEM SOLVING [AIMS] <i>How to reopen the lines of communication when verbal and non-verbal facts and feelings are sent and not heard.</i>	23	\$445	7875/-
9999	NEGOTIATION: THE WIN-WIN PROCESS [Learn Com]	24	\$495	8850/-
2362	NICE GUYS FINISH FIRST [BBC-Ed] <i>Winning strategy for dealing with others.</i>	33	£120	2880/-
5141	THE POWER OF FUTURE CONVERSATION [CRM]	18	\$695	8990/-
2588	POWER OF LISTENING [CRM] (NEW VERSION) <i>Why most people are not good listeners and how to form the habit of listening actively instead of passively.</i>	24	\$795	9340/-
xxxx	THE PROFESSIONAL MANAGER: BUSINESS SPEAKING AND PRESENTATIONS [Richard Denny] <i>Overcoming nerves. Speech preparation. The rules of delivery.</i>	46	£185	6250/-

xxxx	THE PROFESSIONAL MANAGER: COMMUNICATION [Richard Denny] <i>Telephone communication. Written communication. Body language.</i>	30	£185	6250/-
xxxx	THE PROFESSIONAL MANAGER: PREPARING MEETINGS AND CONFERENCES [Richard Denny] <i>Creating the environment. Communicating a message. Holding attention.</i>	25	£185	6250/-
2795	RUMOUR, GOSSIP AND CONFIDENTIALITY [BBP] <i>Restricted communication.</i>	19	\$495	7425/-
2990	SPEAKING EFFECTIVELY... TO ONE OR ONE THOUSAND [CRM] <i>Communicating with confidence.</i>	24	\$845	9940/-
3033	STRICTLY SPEAKING [BBP] <i>Clear and concise communication.</i>	31	\$525	7875/-
3069	TAKE TIME TO LISTEN [LEARN COM] <i>Three basic steps to listening - Stop, think and listen to understand others, not just to be understood.</i>	19	\$695	9750/-
5587	TEAMWORK IN CRISIS: THE MIRACLE OF FLIGHT 232 [CRM]	31	\$995	9950/-
3280	VERBAL COMMUNICATION: THE POWER OF WORDS [CRM] <i>Best skills for clean communication.</i>	30	\$845	9940/-
5823	WE'RE ON THE SAME TEAM, REMEMBER? [CRM]	21	\$895	9940/-
3365	WHEN I SAY NO, I FEEL GUILTY [BBP] <i>Courteous communication.</i>	31	\$595	8550/-
3589	WHO ARE YOU BY THE WAY? [KK]	16	£850	11445/-
5798	A WILD GOOSE CHASE (WC Fields) [BBP]	26	\$225	5950/-
3404	WIN - WIN NEGOTIATING WORKS (Ross Reck/Brian Long) [Ven]	56	\$249	5230/-
9999	YOU'RE NOT COMMUNICATING [LEARN COM]	23	\$595	8750/-
9999	YOU'RE NOT LISTENING [LEARN COM]	19	\$650	8750/-
3552	ZEA [NFBC] <i>A film on perceptions.</i>	05	\$375	3995/-

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1614	HOW TO CONDUCT A MORE PRODUCTIVE MEETING	30	\$400	3135/-
1644	HOW TO GIVE A MORE EFFECTIVE PRESENTATION	23	\$400	3135/-
1649	HOW TO MAKE A MORE EFFECTIVE SPEECH	26	\$400	3135/-

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xxxx	A) BUSINESS COMMUNICATION: LISTENING	18	\$ 99	2750/-
xxxx	B) BUSINESS COMMUNICATION: SPEAKING	23	\$ 99	2750/-
xxxx	C) BUSINESS COMMUNICATION: WRITING	20	\$ 99	2750/-
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*A comprehensive course developed by Yorkshire Television in UK on how to improve verbal and non-verbal communication skills.
A guide to mastering the art of friendly negotiation.*

2723	Complete set of 5 video programmes of 26 minutes each.	130	£850	12100/-
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‘EFFECTIVE COMMUNICATION’ Series (David K. Berlo) [BNA]

This series gives good understanding of organisational communication problems, feedback, inter personal relations, improving employees attitude and customer relations.

0321	AVOIDING COMMUNICATION BREAKDOWN	25	\$550	8950/-
0606	CHANGING ATTITUDES THROUGH COMMUNICATION	24	\$550	8950/-
0655	COMMUNICATING MANAGEMENT’S POINT OF VIEW	23	\$550	8950/-
0659	COMMUNICATION FEEDBACK	22	\$550	8950/-
2158	MEANINGS ARE IN PEOPLE	23	\$550	8950/-

‘TWO PERSON COMMUNICATION’ Series (David K. Berio) [BNA]

This series focuses on the information control skills of reporting, negotiating and counselling.

0517	BUILDING A WORKING TEAM: LET’S GET ENGAGED	28	\$550	8950/-
1452	GATHERING GOOD INFORMATION: GET’EM UP, SCOUT	24	\$550	8950/-
1573	HELPING PEOPLE DEVELOP: DON’T TELL ME WHAT’S GOOD FOR ME	31	\$550	8950/-
1984	MAINTAINING THE ORGANISATION: HOW FAR SHOULD I TRUST YOU	31	\$550	8950/-
2872	SEEKING UNDERSTANDING AND ACCEPTANCE: TRY TO TELL IT LIKE IT IS	31	\$550	8950/-

TRAINING SKILLS

1870	LEARNING WITH FILM AND VIDEO [AIMS]	15	\$100	1540/-
2220	MEDIA FOR PRESENTATION [Indiana]	20	\$ 99	1850/-

PRESENTATION / EXHIBITION / PUBLIC SPEAKING

0160	AIDS TO SPEAKING [Coronet]	15	\$250	1375/-
0667	COMMUNICATION: THE NON-VERBAL AGENDA [CRM] <i>Improving presentation with body language.</i>	21	\$795	9950/-
1114	EFFECTIVE SPEAKING [KK] <i>Good business speaking is brief and to the point.</i>	25	£770	11445/-

1358	THE FLOOR IS YOURS - NOW [AIMS] <i>Effective speaking before a group.</i>	23	\$595	8925/-
1649	HOW TO MAKE A MORE EFFECTIVE SPEECH [Ambrose]	26	\$400	3135/-
1113	HOW TO MAKE A MORE EFFECTIVE SALES PRESENTATION (B/W) [Dartnell]	32	\$400	3950/-
1656	HOW TO SAY IT [BBP]	22	\$495	7425/-
1718	IMPRESSIONS COUNT AND SO DO YOU! [LEARN COM]	20	\$595	7850/-
2220	MEDIA FOR PRESENTATION [Indiana]	20	\$ 99	1850/-
2553	PLANNING YOUR SPEECH [Coronet]	12	\$250	1375/-
2595	PRESENTATION SKILLS FOR NON-MEDIA EVENTS (Tom Mira) [Ven]	49	\$149	5630/-
xxxx	THE PROFESSIONAL MANAGER: BUSINESS SPEAKING AND PRESENTATIONS [Richard Denny] <i>Overcoming nerves. Speech preparation. The rules of delivery.</i>	46	£185	6250/-
2703	PUBLIC SPEAKING FUNDAMENTALS [Coronet]	12	\$250	1375/-
2740	READY, STEADY, GO [KK] <i>Guide to making a presentation.</i>	27	£895	11455/-
2990	SPEAKING EFFECTIVELY... TO ONE OR ONE THOUSAND [CRM] <i>Speaking with confidence.</i>	24	\$845	9940/-
6451	SPEAKING WITH CONFIDENCE: FEAR PUBLIC SPEAKING [RWE]	24	\$210	1750/-
2999	STAGE FRIGHT [Coronet]	13	\$250	1375/-

BODY LANGUAGE

0667	COMMUNICATION: THE NON-VERBAL AGENDA [CRM]	21	\$795	9950/-
1783	INTERVIEW GAME: BODY LANGUAGE [BBC]	19	£129	5750/-
xxxx	THE PROFESSIONAL MANAGER: COMMUNICATION [Richard Denny] <i>Telephone communication. Written communication. Body language.</i>	30	£185	6250/-
2990	SPEAKING EFFECTIVELY.. TO ONE OR ONE THOUSAND [CRM]	24	\$845	9940/-

SALES SKILLS AND MARKETING

0262	ART OF TWO WAY COMMUNICATION [KK] <i>Selling isn't telling - listen and gain competitive edge.</i>	23	£850	11445/-
0278	ASK FOR THE ORDER... AND GET IT [Dartnell] <i>Specific 'Use It Now' methods to close more sales.</i>	28	\$575	8625/-
4510	BENCHMARKING TO WIN (2 Videos) [KK]	52	£395	11445/-
0415	BEYOND NEEDS ASSESSMENT: TEN STEPS TO CONSULTATIVE SELLING [BBP] <i>Be a problem solver - not just a product seller.</i>	19	\$495	7950/-

0600	CHALLENGE OF OBJECTIONS [KK] <i>Objections are inevitable - turn them into selling tools.</i>	25	£850	11445/-
0607	CHARGE [Dartnell] <i>Sales motivation - making sales is like winning tournaments.</i>	30	\$529	7980/-
xxxx	CITIZEN SAYLES [Ross Shafer]	23	\$625	6950/-
0642	CLOSING TECHNIQUES [KK] <i>Getting customer to say yes.</i>	32	£770	11445/-
0666	COMMUNICATION: ESSENTIAL INGREDIENT IN PHARMACEUTICAL SELLING [Monad]	16	\$195	2750/-
0805	CROSS-SELLING BANKING SERVICES [BBP] <i>Cross selling increases profits.</i>	18	\$495	7425/-
0826	DEALING WITH PRICE RESISTANCE [Dartnell] <i>Easy to master techniques to overcome most stubborn price resistance.</i>	21	\$565	8475/-
xxxx	EVERYBODY STARTS IN SALES [Meridian]	19	\$ 99	3150/-
4548	GETTING THE BUSINESS AND KEEPING IT [KK]	65	£850	11445/-
1658	HOW TO TAKE THE BUTT OUT OF A SALES REBUTTAL [Dartnell] <i>Welcome sales rebuttals - a step to close the sale.</i>	30	\$525	3950/-
1695	I'LL NEVER FORGET WHAT'S HIS NAME [BBP] <i>A salesperson with a bad memory is NO sales person at all.</i>	24	\$570	8550/-
4512	KNOW YOUR ENEMY (2 Videos) [KK]	50	£395	11445/-
xxxx	LEARNING ABOUT MARKETING [Meridian]	21	\$ 99	3150/-
2008	MANAGE YOUR TIME TO BUILD YOUR TERRITORY [Dartnell] <i>Ideal answer for sales rep. who feels he works hard but accomplishes less</i>	29	\$575	8625/-
2030	MANAGING SALES STRESS [BBP] <i>Turn stressful situations into sales gain.</i>	27	\$495	7950/-
2031	MANAGING SALESMEN [KK] <i>Vital ingredients of running and motivating a sales force.</i>	20	£750	11445/-
9999	MARKETING STRATEGY (Thomas S. Robertson/David J. Reibstein) [Wharton School]	51	\$355	6950/-
2277	MOMENTS OF TRUTH [Coronet] <i>Making sales your competitive edge.</i>	28	\$595	7140/-
2439	ORDER OF THE SILVER PLATTER [LEARNCOM] <i>Necessary skills for new and seasoned sales people.</i>	26	\$495	8950/-
xxxx	THE PROFESSIONAL MANAGER: MANAGING A SALES TEAM [Richard Denny] <i>Techniques for increasing sales. Inspiration for achievement. Planning, targeting and rewarding</i>	32	£185	6250/-
xxxx	THE PROFESSIONAL MANAGER: THE SALES MEETING [Richard Denny] <i>Planning the agenda. Structuring a successful event. What never to include.</i>	26	£185	6250/-
5355	PROSPECTING FOR MORE SALES [KK]	25	£850	11445/-
5355	A REASON TO BUY [KK]	27	£850	11445/-
2841	SALESMAN! [Dartnell] <i>Enacted by Wayne Tippit, the well known actor, it puts the strongest possible motivational spur to salespeople - pride of work.</i>	25	\$595	6950/-

2853	SECOND EFFORT [Dartnell] <i>Designed to lift salesmen off of their chair and send them out convinced they can break every sales record.</i>	27	\$595	6850/-
2039	SELF MOTIVATION IN SELLING: MANAGING YOUR MOTIVATION (Saul Gellerman) [BNA]	19	\$550	8950/-
5434	SELLING BENEFITS [KK]	24	£850	11445/-
3582	SELLING FINANCIAL SERVICES IN THE 90'S [KK]	29	£850	11445/-
2881	SELLING STEP BY STEP [KK] <i>Essential guide to selling skills for all sales people.</i>	28	£850	11445/-
5544	SERVES YOU RIGHT [KK]	24	£770	11445/-
2901	SHARPEN YOUR SALES PRESENTATION: MAKE IT A WINNER [Dartnell]	26	\$575	3950/-
3059	SWEET PERSUASION: THE ILLUSTRATED GUIDE TO CLOSING THE SALE [BBP] <i>Overcome objections with ease and enjoy selling.</i>	21	\$495	7425/-
3586	TIME WELL SPENT [KK] <i>Careful sales research and planning for handsome dividends.</i>	27	£775	11445/-
5685	TRAINING SALES PERSONS ON THE JOB [KK]	21	£850	11445/-
3587	WHAT IS MARKETING? [KK] <i>A lucid explanation of the basics of marketing.</i>	14	£750	11445/-
3372	WHO KILLED THE SALE? [KK]	24	£850	11445/-
3379	WHY PEOPLE BUY? [CRM] <i>Skills of sales persons in different sales situations.</i>	20	\$475	5700/-
1615	WHY SALES MEETING ARE IMPORTANT? [PMI]	38	\$395	7950/-
3550	YOUR PRICE IS RIGHT... SELL IT! [Dartnell] <i>Once convinced that price is right sales - persons will welcome price objections as golden sales opportunities.</i>	27	\$575	8625/-
xxxx	PROFIT FROM CUSTOMER CARE [Richard Denny] Complete set of 3 videos			16000/-
	A) MANAGING CUSTOMER CARE	33	£150	6500/-
	B) DELIVERING CUSTOMER CARE - PART 1	58	£150	6500/-
	C) DELIVERING CUSTOMER CARE - PART 2	35	£150	6500/-
	'BORDERN AND BUSSE' Series [Dartnell] <i>Sales Training Classics</i>			
0320	AUTOPSY OF A LOST SALE (B/W) <i>Common sales killers and how to correct them.</i>	30	\$250	3950/-
0643	CLOSING THE SALE (B/W)	25	\$250	3950/-
1113	HOW TO MAKE AN EFFECTIVE SALES PRESENTATION (B/W)	32	\$250	3950/-
2598	HOW TO PREVENT OBJECTIONS IN SELLING (B/W)	27	\$250	3950/-
2438	OPENING THE SALE (B/W)	28	\$250	3950/-
2455	OVERCOMING OBJECTIONS (B/W)	30	\$250	3950/-

‘MARKETING’ Series [Coast Telecoast]

*A Comprehensive series on marketing as related to contemporary living and society’s changing needs.
Basic marketing principles, including product promotion, pricing and distribution as well as
how a marketing manager interacts with diverse areas of business are highlighted in this series.*

2072	ALL THE RIGHT MOVES <i>Product strategy.</i>	29	\$250	3575/-
2073	BECAUSE IT’S THERE <i>Marketing components.</i>	29	\$250	3575/-
2083	BREAKING DOWN THE GREAT WALL <i>Dealing with foreign markets.</i>	29	\$250	3575/-
2074	BREAKING THROUGH THE CLUTTER <i>Factors influencing individual behaviour.</i>	29	\$250	3575/-
2075	COMING OF AGE <i>Marketing a new product.</i>	29	\$250	3575/-
2076	DELIVERANCE <i>Distribution - Arrowhead Puritas Water Inc.</i>	29	\$250	3575/-
2077	DRIVING PASSION <i>Forces that influence customer behaviour.</i>	29	\$250	3575/-
2078	FASTEST GAME IN TOWN <i>Effective advertising.</i>	29	\$250	3575/-
2079	FRESH CONNECTION <i>Wholesaling, flow of goods.</i>	29	\$250	3575/-
2080	GOLD IN THE HILLS <i>Market segmentation - The Irvine Company.</i>	29	\$250	3575/-
2081	GREAT EXPECTATIONS <i>Planning and forecasting.</i>	29	\$250	3575/-
2082	GREEN MACHINE, THE <i>Non-profit marketing adaptations.</i>	29	\$250	3575/-
2084	IT’S THE SEASONING <i>Key issues of selling.</i>	29	\$250	3575/-
2085	JEWELS, JEANS AND JOGGING SHOES <i>Types and classification of retailing.</i>	29	\$250	3575/-
2086	JUST ANOTHER OIL COMPANY? <i>Public relations - Atlantic Richfield Company.</i>	29	\$250	3575/-
2087	LEADER OF THE PACK CASE <i>Setting prices, Yamaha Motorcycles.</i>	29	\$250	3575/-
2088	MOVERS AND SHAKERS <i>Market mix, environment and target customer.</i>	29	\$250	3575/-
2089	OFF AND RUNNING <i>Sales promotion - Santa Anita Race Track.</i>	29	\$250	3575/-
2090	POLISHING THE APPLE, PROMOTION <i>Promotional mix - Apple Computer Inc.</i>	29	\$250	3575/-
2091	PROPHECY <i>Market research - Preview House.</i>	29	\$250	3575/-
2092	ROAD TO SUCCESS <i>Marketing decisions - Mitsubishi.</i>	29	\$250	3575/-
2093	SKY FOX <i>Industrial markets, paperwork bureaucracy.</i>	29	\$250	3575/-
2094	TESTING THE WATERS <i>Service strategy - SS Azure Seas.</i>	29	\$250	3575/-
2095	WHAT MAKES AMOS FAMOUS <i>Channel strategy of a Cookie Company.</i>	29	\$250	3575/-
2096	WHAT THE MARKET WILL BEAR <i>Cost expenses, profits and consumer attitudes.</i>	29	\$250	3575/-

‘THE MARKETING MIX’ Series [Yorkshire]

Practical solutions to real marketing problems.

2097	CORPORATE IMAGE	25	£225	2850/-
2098	DISPLAY AND EXHIBITION	25	£225	2850/-
2099	MARKETING IN ACTION	25	£225	2850/-
2100	MARKETING ISN'T SELLING	25	£225	2850/-
2101	MARKETING THROUGH RESEARCH	25	£225	2850/-
2102	PRODUCT DECISION	25	£225	2850/-
2103	THE RIGHT PRICE	25	£225	2850/-
2104	USING THE MEDIA	25	£225	2850/-
2105	WHAT IS A BRAND?	25	£225	2850/-
2106	WHAT IS MARKETING?	25	£225	2850/-

‘PEOPLE ON MARKET STREET’ Series [Disney]

A best seller from University of California

2484	COST <i>Concept of opportunity costs.</i>	20	\$130	1650/-
2485	DEMAND <i>First and second fundamental laws.</i>	21	\$130	1650/-
2486	MARKET CLEARING PRICE	23	\$130	1650/-
2487	PROPERTY RIGHTS AND POLLUTION <i>Use and misuse of property rights.</i>	19	\$130	1650/-
2488	SCARCITY AND PLANNING	16	\$130	1650/-
2489	SUPPLY	20	\$130	1650/-
2490	WAGES AND PRODUCTION	10	\$130	1650/-

CUSTOMER SERVICE AND CARE

0322	AVOIDING THE SECOND MISTAKE [BBP] <i>Importance of handling complaints with lightening quick speed.</i>	26	\$495	7425/-
4511	BUILDING CUSTOMER RELATIONS [KK] (2 Videos)	52	£395	11445/-
5866	BUT I DON'T HAVE CUSTOMERS: INTERNAL CUSTOMER SERVICE [LEARN COM]	21	\$695	10750/-
4261	CALL OF THE MUMMY [CRM]	21	\$695	7990/-
0708	CONNECTING WITH THE CUSTOMER [KK] <i>Genuine customer care by phone.</i>	29	£770	11445/-
4186	CREATING CUSTOMER VALUE: THE ESSENTIALS OF MARKETING [Wharton]	47	\$495	14450/-

4202	CUSTOMER FOCUSED OPERATIONS [VM]	54	•475	12960/-
4204	CUSTOMER: SATISFIED, LOYAL AND... PROFITABLE [Insead]	65	•575	12960/-
0815	CUSTOMER SERVICE: IT PAYS TO PLEASE [AIMS] <i>Components of good customer service and skills to achieve it.</i>	19	\$395	7375/-
0816	CUSTOMER SERVICE: STRATEGIES FOR SUCCESS [CRM] <i>Model for customer service.</i>	13	\$475	5700/-
4218	CUSTOMER SERVICE CENTRAL [BBP]	18	\$395	7950/-
4219	CUSTOMER TALKS BACK [Ross Shafer]	11	\$395	5950/-
4320	DO YOU HAVE ANY OBJECTIONS? [Dartnell] <i>Lessons from the selling zone.</i>	26	\$495	6850/-
4359	ENCOURAGING COMPLAINTS [Hebdon] (2 Videos)	46	£450	7950/-
1269	EXPLOSIVE SITUATIONS: DEFUSING THE ANGRY CUSTOMER [BBP] <i>How to handle irate customers without losing valuable business.</i>	23	\$495	7425/-
4475	FIVE STAR TEAMWORK (Stephanie R. Glidden/Steven Katten) [Workplace Publishing]	18	\$725	9950/-
4511	FOCUS ON THE CUSTOMER [KK] (2 Videos)	53	£395	11445/-
4584	GENERAL HOSPITAL: KEEPING YOUR PATIENTS SATISFIED [CRM]	22	\$595	7790/-
1472	A GIFT FROM MRS. TIMM [Dartnell] <i>Customer service precautions.</i>	17	\$495	7425/-
1528	HANDLING CUSTOMER COMPLAINTS [KK] <i>Solve problems - Keep customers.</i>	24	£750	11455/-
4627	HANDLING CUSTOMER COMPLAINTS: PARTS 1 & 2 [NEIF]	39	-----	4500/-
3571	HAPPY ACCIDENT [PLB] <i>Effective, thoughtful, considerate, straight forward and helpful approach to customers.</i>	22	£895	11445/-
4639	HEAT UP YOUR COLD CALLS: HOT BUTTON PROSPECTING [BBP]	16	\$495	7950/-
4673	HOW TO CLOSE THE SALE [KK]	28	£770	11445/-
1658	HOW TO TAKE THE BUTT OUT OF A SALES REBUTTAL [Dartnell] <i>Welcome sales rebuttals - a step to close the sale.</i>	30	\$525	3950/-
4649	HOW TO WIN CUSTOMERS AND KEEP THEM FOR LIFE (Micheal Le Boeuf) [BBP]	27	\$570	8950/-
4746	INTERNAL CUSTOMER [BBP]	28	\$395	7425/-
4758	INVISIBLE MAN MEETS THE MUMMY [CRM]	19	\$845	9950/-
4757	IT'S A DOGS WORLD [CRM]	21	\$845	7290/-
1816	IT'S YOUR CHOICE [LEARN COM] <i>'Pattern of Excellence' for customer service.</i>	31	\$495	8950/-
4807	KEEP CLIMBING [Dartnell]	25	\$565	8475/-
4855	LAST CALL [Ross Shafer] <i>TQM through customer service.</i>	24	\$495	7950/-
4892	MANAGING CREATIVITY [VM]	71	•275	13860/-

4906	MANY HAPPY RETURNS [Ross Shafer]	18	\$595	7950/-
4908	MARKETING PLANNING [Wharton]	61	•475	12960/-
2435	ONE SMALL STEP [BBP] <i>Value of courtesy and co-operation.</i>	30	\$525	8850/-
5223	THE POWER CLOSE: KEYS TO SUCCESS [Dartnell]	16	\$520	6850/-
5241	PRICING FOR PROFIT [Wharton]	64	•475	12960/-
5264	PURCHASING MANAGEMENT OR REVERSE MARKETING [VM]	63	•275	12960/-
2749	REMEMBER ME [CRM] <i>Courtesy, competence and co-operation are keys to customer satisfaction.</i>	10	\$695	8740/-
5420	SALES MANAGEMENT [Insead]	59	•275	12960/-
2883	SERVICE CHALLENGE [Coronet] <i>Responsive service provides crucial competitive edge.</i>	35	\$550	6270/-
2885	SERVICE LEADERS [Coronet] <i>Strategies and techniques to give service a competitive edge.</i>	28	\$550	7740/-
2886	SERVICE MANAGEMENT [Coronet] <i>Karl Albrecht's secret formula to achieve phenomenal turn around.</i>	27	\$595	7440/-
5435	SERVICE STRATEGY: THE COMPETITIVE EDGE [BBP]	29	\$395	7950/-
5524	SEVEN STEPS TO SUPERIOR GUEST SERVICES: YOU CAN MAKE THE DIFFERENCE [BBP]	16	\$395	7950/-
6447	SO HELP ME (EMPLOYEE VERSION) [Video Vision]	16	\$695	8950/-
6448	SO HELP ME (SUPERVISOR VERSION) [Video Vision]	17	\$695	8950/-
5495	STRATEGIC MARKETING [VM]	56	•175	8750/-
3041	SUCCESSFUL SERVICE ENGINEER [KK] <i>Good and thoughtful after-sales service.</i>	25	£770	11445/-
4807	SUPERCHARGED SELLING: THE POWER TO BE THE BEST [Dartnell]	43	\$199	6850/-
3067	TAKE CARE [LEARN COM] <i>Customer relations and service.</i>	29	\$595	8850/-
5689	TURNABOUT [Dartnell]	16	\$495	7425/-
3214	TWELVE STEPS TO SUPERIOR CUSTOMER SERVICE [BBP] <i>Change the way your employees treat customers - once and for all.</i>	22	\$495	7425/-
3231	TWO GUYS NAMED MIKE [Dartnell] <i>Skills for field service reps.</i>	25	\$520	7800/-
3590	WHO KILLED THE CUSTOMER [KK]	23	£850	11445/-
3372	WHO KILLED THE SALE? [KK] <i>Both old and new customers should feel like gold dust.</i>	24	£850	11445/-
5776	WINNING TOGETHER WITH SERVICES: FOR THE SUPERIOR SATISFACTION OF CUSTOMERS, EMPLOYEES AND SHAREHOLDERS [Insead]	70	•575	14450/-
5777	WINNING TOGETHER WITH SERVICES: LEADING YOUR TEAM TO MARKET SUCCESS [Insead]	71	•575	14450/-
3412	WISHING WON'T MAKE IT SO [BBP] <i>Give more than 'lip service' to 'customer service'.</i>	29	\$570	8550/-

	MAKING THE MAJOR SALE [NEIF] A set of 4 videos			9950/-
4976	A) TECHNIQUES FOR FRONTLINE SELLING SUCCESS	31	----	2750/-
4977	B) GETTING STARTED	29	----	2750/-
4978	C) TECHNIQUES FOR THE SUCCESSFUL SALES PRESENTATIONS	27	----	2750/-
4979	D) WINNING THE ORDER	32	----	2750/-
4871	MANAGING CUSTOMER SERVICE [NEIF] A set of 3 videos			6950/-
	A) IMPORTANCE OF CUSTOMER SERVICE	23	----	2950/-
	B) CHARACTERISTICS OF CUSTOMER FOCUSED COMPANIES	25	----	2950/-
	C) REACHING FOR CUSTOMER SERVICE EXCELLENCE	29	----	2950/-
5224	POWER TO THE CUSTOMER [KK] A set of 3 videos		£825	11445/-
	A) EMPOWERMENT PROCESS	16		
	B) WORKING AS A TEAM	14		
	C) CONTINUOUS IMPROVEMENT	13		
xxxx	PROFIT FROM CUSTOMER CARE [Richard Denny] A set of 3 videos			16000/-
	A) MANAGING CUSTOMER CARE	33	£150	6500/-
	B) DELIVERING CUSTOMER CARE - PART 1	58	£150	6500/-
	C) DELIVERING CUSTOMER CARE - PART 2	35	£150	6500/-
‘MAKING THE DIFFERENCE’ Series [KK]				
4875	WHO SCORED THE GOAL? <i>Making customers feel special.</i>	11	£295	4950/-
4876	A PROBLEM OWNED IS A PROBLEM SOLVED	08	£295	4950/-
4877	I’M A CUSTOMER... SELL ME SOMETHING	07	£295	4950/-
4878	NAPKINS TO YOUR RIGHT <i>Continuous improvement.</i>	09	£295	4950/-
4879	NEXT PLANE TO SCHENECTADY <i>Satisfying customer needs.</i>	08	£295	4950/-
4880	READ MY LIPS... WATCH MY BODY... LOOK ME IN THE EYE	09	£295	4950/-
4881	SO WHY DOESN’T MANAGEMENT TELL US WHAT TO DO?	09	£295	4950/-
4882	WHAT’S TEAMWORK GOT TO DO WITH WIDGET? <i>All team members are important.</i>	10	£295	4950/-

TOTAL QUALITY THROUGH CUSTOMER SERVICE

0816	CUSTOMER SERVICE: IT PAYS TO PLEASE [AIMS]	55	\$395	7375/-
0816	CUSTOMER SERVICE - STRATEGIES FOR SUCCESS [CRM] <i>Model for Quality customer service.</i>	13	\$475	5700/-
4218	CUSTOMER SERVICE CENTRAL [BBP]	18	\$395	7950/-
4203	CUSTOMER SERVICE WITH A SPIRIT [AIMS]	25	\$295	7875/-
4219	CUSTOMER TALKS BACK [Ross Shafer]	11	\$395	5950/-
1472	A GIFT FROM MRS. TIMM [Dartnell] <i>Customer service precautions.</i>	17	\$495	7425/-
1816	IT'S YOUR CHOICE [LEARN COM] <i>'Pattern of Excellence' for superior customer service.</i>	31	\$495	7850/-
2277	MOMENTS OF TRUTH [Coronet] <i>Commitment to Quality and service excellence.</i>	28	\$595	7140/-
2711	QUALITY SERVICE: FRONTLINE COMMITMENT [Coronet] <i>Make Quality service your competitive edge.</i>	23	\$550	6200/-
2712	QUALITY SERVICE: THREE R'S FOR MANAGERS [Coronet] <i>Importance of creating service strategy that is responsive, and reliable and recover from a negative incident.</i>	29	\$550	6250/-
2749	REMEMBER ME [CRM] <i>Customer satisfaction and internal customer service.</i>	10	\$695	8740/-
2883	SERVICE CHALLENGE [Coronet] <i>Placing customer first in every phase spells success.</i>	35	\$550	6270/-
2885	SERVICE LEADERS [Coronet] <i>Strategies and techniques to make service the competitive edge.</i>	28	\$550	7740/-
3041	SUCCESSFUL SERVICE ENGINEER [KK] <i>Good after-sales service is best company PR.</i>	25	£770	11445/-
3067	TAKE CARE [LEARN COM] <i>Emphasises effective Quality customer service policies and sincere care of customers.</i>	29	\$595	7850/-
3214	TWELVE STEPS TO SUPERIOR CUSTOMER SERVICE [BBP] <i>Quality customer service is key to success. Change the way your employees treat customers once and for all.</i>	22	\$495	7425/-
3589	WHO ARE YOU BY THE WAY? [KK] <i>Quality customer service on phone.</i>	16	£850	11445/-
3590	WHO KILLED THE CUSTOMER? [KK] <i>Why every customer, old or new, should feel like gold dust.</i>	23	£850	11445/-
3372	WHO KILLED THE SALE? [KK] <i>Effects of poor customer care.</i>	24	£850	11445/-
3412	WISHING WON'T MAKE IT SO [BBP] <i>Quality customer service.</i>	29	\$570	8550/-

WRITING LETTERS AND REPORTS

2422	OH! WHAT A LOVELY REPORT [KK] <i>Overcome blank paper syndrome by proceeding with a plan.</i>	27	£850	11445/-
3366	WHEN LETTERS WORK [KK] <i>Let your letters show care.</i>	23	£830	11445/-
3529	WRITE IT UP [Coronet] <i>A comprehensive 3-part course.</i>	114	\$795	6970/-

PERSONAL DEVELOPMENT AND LIFE SKILLS

4210	THE CHOICE: YOUR OWN BEST FRIEND/YOUR OWN WORST ENEMY [BBP]	30	\$395	7425/-
xxxx	COPING WITH CHANGES IN THE WORKPLACE [Meridian]	16	\$ 99	3150/-
xxxx	FEEDBACK ON THE JOB: ACCEPTING CRITICISM [Meridian]	17	\$ 99	3150/-
xxxx	LEARNING TO SOLVE PROBLEMS [Meridian]	13	\$ 99	3150/-

DISCIPLINE

0871	DISCIPLINE WITHOUT PUNISHMENT [CRM]	21	\$845	9940/-
2637	PROGRESSIVE DISCIPLINE: YOU BE THE JUDGE [BBP]	19	\$495	7425/-
5346	RESPECT AND RESPONSIBILITY: A POSITIVE APPROACH TO DISCIPLINE [BBP]	23	\$595	7950/-
5347	RESPECT AND RESPONSIBILITY: AVOIDING THE COMMON DISCIPLINE [BBP]	26	\$595	7950/-
2795	RUMOUR, GOSSIP AND CONFIDENTIALITY [BBP]	19	\$495	7425/-

TELEPHONE TECHNIQUES AND OFFICE SKILLS

xxxx	CONNECTIONS BASIC TELEPHONE TECHNIQUES [Meridian]	33	\$ 99	3150/-
0724	CONTROLLING THE TELEPHONE CALL [KK] <i>Cut out wasteful chatter and save precious time.</i>	26	£775	11445/-
4201	CUSTOMER CARE ON THE TELEPHONE [AIMS]	22	\$295	7875/-
4294	DEBT COLLECTION BY TELEPHONE [KK]	26	£850	114450/-
0902	DOCUMENTATION DILEMMA: CAN RECORD-KEEPING GET YOU IN TROUBLE... YOU BE THE JUDGE? [BBP] <i>Accurate and clear record-keeping.</i>	24	\$495	7425/-
4855	LAST CALL [Ross Shafer]	24	\$495	7950/-
3111	TELEPHONE: TOOL OR TYRANT? [BBP] <i>Time management and the telephone.</i>	31	\$525	7875/-
5601	TELEPHONE: YOUR BUSINESS ON THE LINE [BBP]	22	\$395	7950/-
6505	TELEPHONE CONNECTION [BBP]	19	\$395	7950/-
3109	TELEPHONE ORDER [BBC-BI] <i>Selling on phone.</i>	12	£125	2380/-
3589	WHO ARE YOU, BY THE WAY? [KK] <i>Improve telephone manners.</i>	16	£850	11445/-

SUPERVISORY SKILLS

4032	ACHIEVING SUPERVISORY EXCELLENCE [BBP]	23	\$495	8950/-
3988	AFTER ALL, YOU'RE THE SUPERVISOR [CRM]	23	\$795	7590/-
0233	ANTICIPATION: RX FOR CRISIS MANAGEMENT [BBP] <i>Skills to defuse explosive situations and solve today's problems - today!.</i>	18	\$495	7425/-
0308	ATTITUDE VIRUS: CURING NEGATIVITY IN THE WORKPLACE [CRM] <i>Supervisor's impact on employee-attitude.</i>	29	\$845	9940/-
0665	COMMUNICATION: THE COMPANY GRAPEVINE [AIMS] <i>Importance of listening to the grapevine and setting the record straight through normal communication channel.</i>	26	\$395	7875/-
0660	COMMUNICATION FOR RESULTS [AIMS] <i>Inter-personal relationships between workers/supervisors.</i>	23	\$445	7875/-
0697	CONFLICT ON THE LINE [CRM] <i>How to settle conflicts,</i>	15	\$595	5900/-
0729	CORRECT WAY OF CORRECTING [CRM] <i>Correcting without destroying morale.</i>	22	\$635	7620/-
0730	CORRECTING AND REWARDING EMPLOYEE BEHAVIOUR (Lester R.Bittel) [AIMS] <i>Supervisor-Employee interaction.</i>	28	\$525	7875/-
0749	COUNTING THE COST [KK] <i>Cost and Waste control.</i>	25	£770	11445/-
0869	DIRECTED EFFORT: FOCUSING ON QUALITY SOLUTIONS [BBP] <i>Supervisors lead way for quality goals.</i>	13	\$495	7950/-
0871	DISCIPLINE WITHOUT PUNISHMENT [CRM] <i>Effective approach to discipline.</i>	21	\$845	9940/-
0902	DOCUMENTATION DILEMMA: CAN RECORD KEEPING GET YOU IN TROUBLE? - YOU BE THE JUDGE [BBP] <i>Supervisors to ensure clear record keeping to save legal hassles.</i>	24	\$495	7425/-
1204	EVERYTHING YOU ALWAYS WANTED TO KNOW ABOUT SUPERVISION [LEARN COM] <i>Effective supervision skills get the best results.</i>	26	\$575	9750/-
1220	EXERCISES IN COMMUNICATION SKILLS [AIMS] <i>How to analyse, develop and improve approach to communication on the job.</i>	17	\$425	7375/-
1221	EXERCISES IN LEADERSHIP SKILLS [AIMS] <i>How to establish rapport with employees.</i>	16	\$425	7375/-
1292	FAIR WARNING [Dartnell] <i>How to deal with employees' complaints correctly and effectively.</i>	15	\$398	5970/-
1341	THE FIRST TIME AROUND [BBP] <i>Make sure your people get jobs done right the first time - every time.</i>	29	\$570	8550/-
1368	FOCUSING ON THE HUMAN SIDE [BBP] <i>Treat employees like people - not machines.</i>	21	\$495	7425/-
1380	FOR THE WANT OF A NAIL [KK] <i>Why attention to details is vital.</i>	27	£775	11445/-
1445	GALATEA EFFECT: MANAGING THE POWER OF EXPECTATIONS [CRM]	20	\$695	8340/-
4586	THE GOAL: THE HOW TO VERSION [LEARN COM]	47	\$895	14950/-

1479	GONE TODAY, HERE TOMORROW [GSV] <i>How to control absenteeism.</i>	21	£320	8840/-
1485	GOOD START, A [Dartnell] <i>Ensuring sound orientation for a new employee.</i>	15	\$398	5970/-
1510	GROUP THINK [CRM] (Dr. Irving Janis) (NEW VERSION) <i>Group decision.</i>	25	\$895	9940/-
1512	GROUP TYRANNY AND THE GUNSMOKE PHENOMENON [CRM] <i>Fear of isolation drives people to behave in groups.</i>	14	\$595	7140/-
1519	HABITS AND PRACTICES [NFBC]	20	\$170	1450/-
1617	HOW TO DELIVER BAD NEWS (Tom Mira) [Ven]	46	\$299	5230/-
1817	I'M GLAD YOU NOTICED [LEARN COM] <i>Balance criticism and praise to obtain desired behaviour.</i>	17	\$595	8950/-
1722	IN CHARGE [BBP] <i>Key elements of supervision. Difference between 'position power' and 'personal power' - the latter is the hallmark of successful supervisor.</i>	15	\$375	5950/-
0653	JOB ENRICHMENT: COMMITMENT TO EXCELLENCE [BBP] <i>Enrichment techniques for supervisors for a pay off in overall performance.</i>	20	\$495	7425/-
4799	THE JUGGLER [BBP]	30	\$570	8950/-
2147	MATTER OF METHOD, A [KK] <i>Helping supervisors to plan.</i>	23	£325	4950/-
2589	PREVENTIVE DISCIPLINE: INSUBORDINATION [BNA]	17	\$595	8950/-
2590	PREVENTIVE DISCIPLINE: UNSATISFACTORY WORK [BNA] <i>What constitutes poor performance and where the fault lies.</i>	16	\$595	8950/-
2637	PROGRESSIVE DISCIPLINE: YOU BE THE JUDGE [BBP] <i>Five key steps for discipline.</i>	19	\$495	7425/-
2669	PROMISES, PROMISES: THE 100% TEST [BBP] <i>Importance of not making promises which cannot be fulfilled.</i>	23	\$495	7425/-
2615	THE PYGMALION EFFECT: MANAGING THE POWER OF EXPECTATIONS [CRM] (NEW VERSION) <i>How to use the power of positive expectation to inspire peak performance.</i>	24	\$995	11950/-
2714	QUALITY SUPERVISION FOR INDUSTRY [LEARN COM] <i>Essential skills to achieve maximum potential.</i>	25	\$695	9750/-
2769	REWARDS OF REWARDING [CRM] <i>Rewarding prevents don't care attitude and sends productivity soaring.</i>	24	\$635	7620/-
2795	RUMOUR, GOSSIP AND CONFIDENTIALITY [BBP] <i>How supervisors discover ways to defeat rumour mill.</i>	19	\$495	7425/-
6448	SO HELP ME (SUPERVISOR VERSION) [Video Vision]	17	\$695	8950/-
3594	SUCCESSFUL SUPERVISOR [KK] <i>Managing a team efficiently means getting the priorities right..</i>	30	£850	11445/-
3046	SUPERVISOR'S ROLE IN COST CONTAINMENT [BBP] <i>Plug cost-leaks before they drain you.</i>	24	\$495	8950/-

3047	SUPERVISOR'S ROLE IN INCREASING PRODUCTIVITY [Coronet]	21	\$300	4325/-
3084	TEAM BUILDING (Saul Gellerman) [BNA]	28	\$550	8950/-
6502	TEAM BUILDING: WHAT MAKES A GOOD TEAM PLAYER? [CRM]	19	\$845	9950/-
3085	TEAM BUILDING: MAKING THE TASK THE BOSS [CRM] <i>Focus on task instead of personal issues.</i>	18	\$795	8340/-
3083	TEAM BUILDING FOR MANAGERS, SUPERVISORS AND TEAM LEADERS [BBP] <i>Help your supervisors to master the art of effective team building and leadership.</i>	23	\$845	7425/-
6503	TEAM CREATIVITY [CRM]	22	\$845	9950/-
3086	A TEAM OF TWO (Alan Lakein) [BBP] <i>Team Building for better time management.</i>	31	\$570	8550/-
3089	TEAMWORK [Filmfair]	11	\$195	1950/-
3086	TEAMWORK: ACHIEVING SUCCESS [AIMS]	11	\$245	6950/-
3585	TEAMWORK: THE PLAY [KK] <i>Work together to achieve objectives.</i>	29	£770	11445/-
5587	TEAMWORK IN CRISIS: THE MIRACLE OF FLIGHT 232 [CRM]	31	\$995	9950/-
3117	TEN STEPS TO SUCCESSFUL JOB ORIENTATION [BBP] <i>Ways to turn new hires into well-trained motivated ones.</i>	22	\$495	7425/-
3357	WHAT WENT WRONG: TURNING MISTAKES INTO GOLD [BBP] <i>Don't view mistakes negatively but as opportunities for growth.</i>	23	\$495	7425/-
3372	WHO KILLED THE SALE? [KK] <i>Attitudes to work.</i>	24	£850	11445/-
3378	WHY EMPLOYEES DON'T DO WHAT THEY'RE SUPPOSED TO DO? [BBP] <i>Preventive supervision to stop problems.</i>	25	\$570	8550/-
3379	WHY PEOPLE BUY? [CRM]	20	\$475	5700/-
1615	WHY SALES MEETINGS ARE IMPORTANT? [PMI]	38	\$445	7950/-
3401	WILL TO WORK [KK] <i>Motivation and morale starts with supervisors own attitude.</i>	24	£770	11445/-
3538	YOU CAN LEAD A HORSE TO WATER [LEARN COM] <i>How to keep employees interested in jobs and keep production up without sacrificing Quality.</i>	31	\$395	7850/-
3541	YOU'VE GOT YOUR JOB - I'VE GOT MINE [KK] <i>Supervisor/Manager conflict.</i>	22	£750	11445/-
0584	CASE STUDIES IN SUPERVISION [FA] Set of six videos. <ol style="list-style-type: none"> 1. BY PASS 2. THE CHALLENGE 3. MAN'S LIFE IS HIS OWN AFFAIR 4. PERSONNEL OR PEOPLE 5. STIRRING THE POOL 6. TURN OVER 	47	A\$550	6250/-

‘ADVANCED SUPERVISION’ Series (Saul Gallerman) [BNA]

This series trains supervisors to handle major problems.

0723	CONTROLLING ABSENTEEISM	30	\$550	8950/-
2027	MANAGING IN A CRISIS	28	\$550	8950/-
3463	WORKING WITH TROUBLED EMPLOYEE	31	\$550	8950/-

‘SUPERVISORS’ Series [BBC-Ed]

Designed to help supervisors understand their individual roles.

3049	I’M IN CHARGE	26	£ 50	1250/-
3048	I KNOW I’M A SUPERVISOR BUT WHAT DO I DO?	25	£ 50	1250/-
3050	LOVE OR MONEY	24	£ 50	1250/-
3051	NEED TO KNOW	20	£ 50	1250/-
3052	PROBLEMS. PROBLEMS	26	£ 50	1250/-
3053	STAYING ON TOP	26	£ 50	1250/-
3054	WHO’S FOR TRAINING?	25	£ 50	1250/-

COACHING

4257	COACHING [CRM]	30	\$695	9940/-
4156	COACHING FOR SUCCESS [KK]	41	£850	11445/-
4637	HOW TO BE YOUR INTERPERSONAL SKILLS COACH [Ross Shafer]	29	\$495	7950/-

INDUCTION, ORIENTATION AND ETIQUETTE

xxxx	THE 7 DAY PROFESSIONAL IMAGE UPDATE [Meridian]	19	\$ 99	3150/-
xxxx	9-5 SURVIVAL GUIDE [Meridian]	21	\$ 99	3150/-
xxxx	10 BASICS OF BUSINESS ETIQUETTE [Meridian]	22	\$ 99	3150/-
0528	BUSINESS ETHICS: A VIDEO SEMINAR (2 Parts in one video) [BBP] <i>Tough tactics to handle a touchy subject.</i>	53	\$495	7425/-
xxxx	BUSINESS ETHICS [Meridian]	19	\$ 99	3150/-
xxxx	EMPLOYER/EMPLOYEE RIGHTS AND RESPONSIBILITIES [Meridian]	16	\$ 99	3150/-
4364	ETHICS IN BUSINESS [Hebdon] (2 Videos)	45	£450	7950/-

xxxx	GETTING ALONG WITH YOUR SUPERVISOR [Meridian]	19	\$ 99	3150/-
4580	GREAT BEGINNINGS AND GET A GOOD START [Major Dev] <i>The employer's and employee's perspective.</i>	24	\$395	7950/-
4682	HIRE FOR ATTITUDE [Video Vision]	19	\$695	7950/-
4980	MEET WITH SUCCESS [Major Dev]	25	\$395	6950/-
xxxx	TIMING IS EVERYTHING... HOW TO HAVE A PRODUCTIVE 25- HOUR DAY [Meridian]	21	\$ 99	3150/-
xxxx	THE WINNING LOOK [Meridian]	11	\$ 99	3150/-
	MENTORING: A WAY OF NATURE [Major Dev]			
4972	A) WHAT IS MENTORING?	21	\$225	7950/-
4973	B) MENTORS, ROLE MODELS AND PEER RELATIONSHIPS	15	\$225	7950/-
4974	C) ENCOURAGING MENTORING	16	\$225	7950/-

FINANCE FOR NON-FINANCIAL MANAGERS

0749	COUNTING THE COST [KK] <i>Every decision involving money is important.</i>	25	£770	11445/-
4508	FINANCIAL AND ACCOUNTING FOR NON-FINANCIAL MANAGERS [VM]	64	•445	14450/-
3046	SUPERVISOR'S ROLE IN COST CONTAINMENT [BBP] <i>Plug cost-leaks before they drain profits.</i>	24	\$495	8950/-

FINANCIAL APPRECIATION

0645	COACHING FOR PERFORMANCE: FOR FINANCIAL INSTITUTIONS [PMI]	37	\$595	7950/-
0716	CONSUMER SKILLS: BUDGETING YOUR MONEY [Coronet]	17	\$xxx	xxxx/-
0717	CONSUMER SKILLS: SAVINGS AND INVESTMENT [Coronet]	16	\$xxx	xxxx/-
9999	FINANCE AND ACCOUNTING (John Percival/Peter H. Knutson) [Wharton School]	55	\$355	6950/-
0541	FINANCIAL CONTROLS (BOM) [SCC]	29	\$200	2150/-
xxxx	FINANCIAL MANAGEMENT [MTS Pub]	43	\$325	4500/-
4849	LESSONS FROM LOAN WORKOUT: WHAT TO DO? [PMI]	34	\$445	7950/-
4949	MANAGING FOR SHAREHOLDER VALUE [Insead]	58	•575	12950/-
4917	MERGERS AND AQUISITIONS [Insead]	59	•175	8750/-
1615	WHY SALES MEETINGS ARE IMPORTANT? [PMI]	38	\$595	7950/-

BANKING AND FINANCE

0188	ANALYSING PERSONAL FINANCIAL STATEMENTS [PMI]	41	\$445	7950/-
4116	BETTER BALANCE (2 Videos) [Hebdon]	43	£450	7950/-
0805	CROSS-SELLING BANKING SERVICES [BBP] <i>Cross-selling increases profits.</i>	18	\$495	7425/-
1437	FUNDAMENTALS OF FINANCIAL PLANNING [PMI]	23	\$245	7950/-
4733	INTERPRETING AND USING FINANCIAL STATEMENTS [VM]	68	•175	8750/-
3582	SELLING FINANCIAL SERVICES IN THE 90'S [KK]	29	£850	11445/-
3114	TELLER EXCELLENCE [PMI]	16	\$445	7950/-
5693	UNDERSTANDING FINANCIAL STATEMENTS [VM]	56	•175	8750/-
3527	WORST LOAN I EVER MADE, THE [PMI]	33	\$445	7950/-
3528	WOULD YOU LIKE TO MAKE THIS LOAN? [PMI]	22	\$445	7950/-
'CASH FLOW ANALYSIS' Series [PMI]				
0587	MODULE 1: INTRODUCTION AND ACCOUNTING REVIEW	25	\$445	7950/-
0585	MODULE 2: CONSTRUCTING THE CASH FLOW STATEMENT	48	\$445	7950/-
0586	MODULE 3: INTERPRETING THE CASH STATEMENT	26	\$445	7950/-
'FINANCE AND ACCOUNTING ' Series [PMI]				
4498	MODULE 1: THE ACCOUNTING CYCLE	36	\$445	7950/-
4499	MODULE 2: FUNDAMENTALS OF FINANCIAL ACCOUNTING	23	\$445	7950/-
1311	MODULE 3: BASIC FINANCIAL STATEMENTS	38	\$445	7950/-
'SELLING FINANCIAL SERVICES TO BUSINESSES' Series [PMI]				
2874	MODULE 1: BUILDING RAPPORT AND IDENTIFYING NEEDS	20	\$395	7950/-
2876	MODULE 2: COMMUNICATING BENEFITS AND CLOSING	21	\$395	7950/-
2878	MODULE 3: HANDLING OBJECTIONS	22	\$395	7950/-
'SELLING FINANCIAL SERVICES TO CONSUMER'S Series [PMI]				
2875	MODULE 1: BUILDING RAPPORT	13	\$395	7950/-
2879	MODULE 2: PROBING SKILLS	28	\$395	7950/-
2880	MODULE 3: UNCOVERING NEEDS	21	\$395	7950/-
2877	MODULE 4: FEATURES AND BENEFITS	23	\$395	7950/-

BUSINESS EDUCATION

xxxx	10 BASICS OF BUSINESS ETIQUETTE [Meridian]	22	\$ 99	3150/-
xxxx	A+ IN THE WORKPLACE: DEVELOPING POSITIVE BEHAVIOUR [Meridian]	18	\$ 99	3150/-
xxxx	BOSS: OWING YOUR OWN BUSINESS [Meridian]	16	\$ 99	3150/-
xxxx	BUSINESS ETHICS [Meridian]	19	\$ 99	3150/-
4671	HOW NOT TO SUCCEED IN BUSINESS [Phoenix/BFA]	09	\$135	2950/-
xxxx	PROMOTABILITY [Meridian]	17	\$ 99	3150/-
6451	SPEAKING WITH CONFIDENCE: FEAR PUBLIC SPEAKING [RWE]	24	\$210	1750/-
8141	ECONOMICS: A FRAME WORK FOR TEACHING THE BASIC CONCEPTS [RWE]			
	A) FUNDAMENTALS ECONOMIC CONCEPTS	29	\$210	1750/-
	B) MACROECONOMIC CONCEPTS	27	\$210	1750/-
	C) MICROECONOMIC CONCEPTS	29	\$210	1750/-
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<i>A best seller from University of California</i>				
2484	COST <i>Concept of opportunity costs.</i>	20	\$130	1650/-
2485	DEMAND <i>First and second fundamental laws.</i>	21	\$130	1650/-
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2488	SCARCITY AND PLANNING	16	\$130	1650/-
2489	SUPPLY	20	\$130	1650/-
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3002	ARE YOU AN ENTREPRENEUR?	17	\$200	2450/-
3003	DO YOU NEED A BUSINESS PLAN?	20	\$200	2450/-
3004	HOW CAN YOU SURVIVE BUSINESS CRISES?	20	\$200	2450/-
3005	HOW DO YOU BUY A BUSINESS?	19	\$200	2450/-
3006	HOW DO YOU BUY A FRANCHISE?	20	\$200	2450/-
3007	HOW MUCH CAPITAL WILL YOU NEED?	16	\$200	2450/-
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3009	HOW WILL YOU PENETRATE YOUR MARKET?	16	\$200	2450/-
3010	WHAT SHOULD YOUR BUSINESS PLAN CONTAIN?	21	\$200	2450/-
3011	WHAT WILL YOUR NEW VENTURE DEMAND?	19	\$200	2450/-
3012	WHAT'S THE BEST BUSINESS FOR YOU?	15	\$200	2450/-
3013	WHO WILL HELP YOU START YOUR VENTURE?	19	\$200	2450/-
3014	WHO WILL YOUR CUSTOMER BE?	18	\$200	2450/-

‘SOMETHING VENTURED’ Series [Intelecom]

5461	THE BUCK STARTS HERE <i>Startup capital.</i>	29	\$ 99	2750/-
5458	A DIFFERENT LOOK <i>The Nicole Miller story.</i>	29	\$ 99	2750/-
5455	FINDING A NICHE <i>Determining business potential.</i>	29	\$ 99	2750/-
5477	FOR EVERYONE'S GOOD <i>Social responsibility.</i>	29	\$ 99	2750/-
5457	FRANCHISING OPPORTUNITIES <i>The ties that bind.</i>	29	\$ 99	2750/-
5463	FROM THE GROUND UP <i>RAW architecture.</i>	29	\$ 99	2750/-
5467	GOING PLACES <i>Distribution channels and international marketing.</i>	29	\$ 99	2750/-
5470	THE HUMAN FACTOR <i>Personnel management.</i>	29	\$ 99	2750/-
5478	IT'S THE LAW <i>Regulations.</i>	29	\$ 99	2750/-
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5469	MAKING THE PIECES FIT <i>Managing a small business.</i>	29	\$ 99	2750/-
5474	THE MONKEY FLOW <i>Management of working capital.</i>	29	\$ 99	2750/-
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5472	THE PLAY'S THE THING... <i>The Oregon Shakespear festival.</i>	29	\$ 99	2750/-
5464	THE RIGHT MIX <i>Product/Service strategies.</i>	29	\$ 99	2750/-
5475	RISKY BUSINESS <i>Risk management.</i>	29	\$ 99	2750/-
5453	SMALL BUSINESS IN A BIG WORLD <i>Illustrates significant impact of small business on contemporary society.</i>	29	\$ 99	2750/-
5459	TAKING AIM <i>The marketing plan</i>	29	\$ 99	2750/-
5471	TAKING STOCK <i>How purchasing and inventory control are essential to the successful management of a small business.</i>	29	\$ 99	2750/-
5468	A VINTAGE BLEND <i>The Foris Vineyard story.</i>	29	\$ 99	2750/-
5465	WHAT THE MARKET WILL BEAR <i>Pricing products and services.</i>	29	\$ 99	2750/-
5460	WHERE TO HANG THE SIGN? <i>Location and site selection.</i>	29	\$ 99	2750/-

‘TAKING THE LEAD: THE MANAGEMENT REVOLUTION’ Series [Intelcom]

5672	ABOVE AND BEYOND <i>Managing for productivity.</i>	29	\$ 99	2750/-
5664	ALL SYSTEMS GO <i>Motivating for excellence.</i>	29	\$ 99	2750/-
5666	AT THE HELM <i>Style of leadership.</i>	29	\$ 99	2750/-
5655	CALLING THE SHOTS <i>Decision making.</i>	29	\$ 99	2750/-
5676	FOR THE COMMON GOOD <i>Social responsibility and management.</i>	29	\$ 99	2750/-
5654	THE GAME PLAN <i>Strategic, business and department - level planning.</i>	29	\$ 99	2750/-
5659	HEART OF THE MATTER <i>Organisational change.</i>	29	\$ 99	2750/-
5661	HELP WANTED <i>Recruitment and selection of employees.</i>	29	\$ 99	2750/-
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5652	IN TRANSITION <i>The changing, challenging environment of management.</i>	29	\$ 99	2750/-
5669	IT ALL ADDS UP <i>Financial method of control.</i>	29	\$ 99	2750/-
5663	KEEPING IN TOUCH <i>Interpersonal and organisational communication.</i>	29	\$ 99	2750/-
5668	KEEPING TRACK <i>Management and control.</i>	29	\$ 99	2750/-
5657	LAYING THE GROUNDWORK <i>Organisational design.</i>	29	\$ 99	2750/-
5675	MAKING CHOICES <i>Managerial ethics.</i>	29	\$ 99	2750/-
5651	MANAGEMENT AT WORK <i>The managerial world.</i>	29	\$ 99	2750/-
5671	POINT OF INFORMATION <i>Information systems management.</i>	29	\$ 99	2750/-
5665	PULLING TOGETHER <i>Building morale and commitment.</i>	29	\$ 99	2750/-
5656	PUTTING IT TOGETHER <i>Principles of organising.</i>	29	\$ 99	2750/-
5674	THE RIGHT FIT <i>Individual and the organisation.</i>	29	\$ 99	2750/-
5658	RUNNING THE SHOW <i>Influence, power and authority.</i>	29	\$ 99	2750/-
5653	SETTING THE STAGE <i>The planning process.</i>	29	\$ 99	2750/-
5660	SHIFTING GEARS <i>Managing organisational change.</i>	29	\$ 99	2750/-
5670	TAKING STOCK <i>Production/Operations management.</i>	29	\$ 99	2750/-
5667	WORKING IT OUT <i>Managing organisational conflict.</i>	29	\$ 99	2750/-
5673	WORLD OF OPPORTUNITY <i>Managing in a global environment.</i>	29	\$ 99	2750/-

PROFESSIONAL IMAGE

1718	IMPRESSIONS COUNT AND SO DO YOU! [LEARN COM] <i>Wardrobe and grooming for non - executives.</i>	20	\$595	7850/-
xxxx	THE 7 DAY PROFESSIONAL IMAGE UPDATE [Meridian]	19	\$ 99	3150/-

EMPLOYEE SKILLS

xxxx	9-5 SURVIVAL GUIDE [Meridian]	21	\$ 99	3150/-
xxxx	10 BASICS OF BUSINESS ETIQUETTE [Meridian]	22	\$ 99	3150/-
xxxx	THE 7 DAY PROFESSIONAL IMAGE UPDATE [Meridian]	19	\$ 99	3150/-
0397	BEHAVIOUR MODELLING [BNA]	21	\$550	8950/-
xxxx	BUSINESS ETHICS [Meridian]	19	\$ 99	3150/-
4266	CONSTRUCTIVE COMMUNICATION: HOW TO GIVE IT AND HOW TO TAKE IT? [Learn Com]	19	\$695	8750/-
0730	CORRECTING AND REWARDING EMPLOYEE BEHAVIOUR (Lester R. Bittel) [AIMS]	28	\$525	7875/-
xxxx	EMPLOYER/EMPLOYEE RIGHTS AND RESPONSIBILITIES [Meridian]	16	\$ 99	3150/-
xxxx	GETTING ALONG WITH YOUR SUPERVISOR [Meridian]	19	\$ 99	3150/-
2025	MANAGING EMPLOYEE MORALE [BNA]	24	\$550	8950/-
5369	RETHINKING THE LABOUR CONTRACT: EMPLOYMENT STRATEGIES FOR THE POST-REENGINEERING ERA [Wharton]	52	•575	13860/-
6447	SO HELP ME (EMPLOYEE VERSION) [Video Vision]	16	\$695	8950/-
xxxx	THE WINNING LOOK [Meridian]	11	\$ 99	3150/-

INFORMATION TECHNOLOGY / COMPUTER SKILLS

2787	ROBOTICS: THE FUTURE IS NOW [AIMS]	20	\$125	1350/-
xxxx	FUNDAMENTALS OF INDUSTRIAL ROBOTICS [Meridian]	29	\$ 79	2350/-
4703	INFORMATION TECHNOLOGY AND REENGINEERING [VM]	57	•575	14450/-
5826	WORKING SAFELY WITH COMPUTER WORK STATIONS [AIMS]	19	\$395	3750/-
‘DIGITAL COMPUTER TECHNIQUE’ Series [NAVC]				
0860	BINARY LOGIC (COMPUTER LOGIC)	13	\$100	1150/-
0861	COMPUTER UNITS	24	\$125	1250/-
0862	INTRODUCTION	15	\$100	1150/-
0864	PROGRAMMING	14	\$100	1150/-

‘BITS AND BYTES’ Series [Ambrose]

This series, specially designed for educators and instructors, provides basic hands-on-skills required to get started with microcomputers. It explains theory as well as practice of operating microcomputer, using ready-made programs, storing information, communication between computers, computer language, computer assisted instruction, simulations and games, graphics, music, word processing and electronic spreadsheets.

0446	COMMUNICATION BETWEEN COMPUTERS	29	\$125	1750/-
0447	COMPUTER AS A FILING SYSTEM	28	\$125	1750/-
0448	COMPUTER ASSISTED INSTRUCTIONS	28	\$125	1750/-
0449	COMPUTER GRAPHICS	28	\$125	1750/-
0550	COMPUTER LANGUAGES	28	\$125	1750/-
0451	COMPUTER MUSIC	29	\$125	1750/-
0452	COMPUTERS AT WORK	29	\$125	1750/-
0453	GETTING STARTED	30	\$125	1750/-
0454	HOW COMPUTER PROGRAMMES WORK	29	\$125	1750/-
0455	READY-MADE PROGRAMMES	30	\$125	1750/-
0456	SIMULATIONS AND GAMES	28	\$125	1750/-
0457	WHAT NEXT	29	\$125	1750/-

‘THE NEW LITERACY’ Series [Intelecom] An introduction to Computers.

Literacy today not only reflects one’s ability to read but also one’s ability to understand and use a computer system. This course aims at preparing learners to understand and utilise computers in personal as well as professional lives.

2334	COMMUNICATING WITH A COMPUTER	29	\$150	2450/-
2335	COMPUTER FILES AND DATABASES	29	\$150	2450/-
2336	COMPUTER OPERATIONS	29	\$150	2450/-
2337	COMPUTER SECURITY	29	\$150	2450/-
2338	THE COMPUTING MACHINE: PART 1	29	\$150	2450/-
2339	THE COMPUTING MACHINE: PART 2	29	\$150	2450/-
2340	COMPUTING, ORGANISATION AND THE INDIVIDUAL	29	\$150	2450/-
2341	COMPUTING SERVICES	29	\$150	2450/-
2342	DATA COMMUNICATIONS	29	\$150	2450/-
2343	DATA REPRESENTATION	29	\$150	2450/-
2344	FROM MICROS TO MONSTERS	29	\$150	2450/-

2345	GETTING INFORMATION OUT	29	\$150	2450/-
2346	ISSUES AND TRENDS IN COMPUTING	29	\$150	2450/-
2347	A LITERATE SOCIETY	29	\$150	2450/-
2348	OFFICE AUTOMATION	29	\$150	2450/-
2349	OPERATING SYSTEMS	29	\$150	2450/-
2350	PERSONAL COMPUTING	29	\$150	2450/-
2351	PROBLEM SOLVING AND PROGRAMME DESIGN	29	\$150	2450/-
2352	PROCESSORS	29	\$150	2450/-
2353	PROGRAMMING ENVIRONMENT	29	\$150	2450/-
2354	PROGRAMMING LANGUAGES	29	\$150	2450/-
2355	PUTTING DATA IN	29	\$150	2450/-
2356	SECONDARY STORAGE AND PROCESSING	29	\$150	2450/-
2357	STORING DATA	29	\$150	2450/-
2358	SYSTEM ANALYSIS AND DESIGN	29	\$150	2450/-
2359	SYSTEM OPTIONS	29	\$150	2450/-

‘UNDERSTANDING COMPUTERS’ Series [Meridian]

xxxx	HOW COMPUTERS WORK	26	\$ 95	3250/-
xxxx	COMPUTER PERIPHERALS	24	\$ 95	3250/-
xxxx	COMPUTERS AT WORK	26	\$ 95	3250/-

‘UNDERSTANDING ROBOTICS’ Series [Meridian]

xxxx	ADVANCES IN INDUSTRIAL ROBOTICS	17	\$ 79	3250/-
xxxx	ROBOTICS: AN IMPORTANT PLACE IN WORLD INDUSTRY	11	\$ 79	2950/-
xxxx	ROBOTICS: DESIGNED TO MEET ALMOST ANY NEED	11	\$ 79	2950/-
xxxx	ROBOTICS: PUTTING THEM TO WORK	11	\$ 79	2950/-

REENGINEERING

4703	INFORMATION TECHNOLOGY AND REENGINEERING [VM]	57	•575	14450/-
5369	RETHINKING THE LABOUR CONTRACT: EMPLOYMENT STRATEGIES FOR THE POST-REENGINEERING ERA [Wharton]	52	•575	13860/-

xxxx	DRUCKER ON RE-ENGINEERING [MTS Pub] Set of 4 Videos	161	\$1295	14750/-
	A) RETHINKING THE THEORY OF BUSINESS: THE KEY TO RE-ENGINEERING	33		
	B) THE DO'S AND DONT'S IN RE-ENGINEERING	43		
	C) CONTINUOUS RE-ENGINEERING: A NEVER ENDING PROCESS	48		
	D) THE RE-ENGINEERING PROCESS, STEP BY STEP	37		

CRITICISM

4266	CONSTRUCTIVE COMMUNICATION: HOW TO GIVE IT AND HOW TO TAKE IT [LC]	19	\$695	8750/-
xxxx	FEEDBACK ON THE JOB: ACCEPTING CRITICISM [Meridian]	17	\$ 99	3150/-

BEHAVIOURAL PSYCHOLOGY FOR HRD PROGRAMMES

*A British survey showed that 2% of the National GNP is lost through stress related illnesses each year.
The following programmes offer a new perspective on the role of the mind for achieving and maintaining performance in the workplace.
They provide insight which can help organisations as well as individuals to take necessary corrective steps.*

0413	BEST YOU POSSIBLE [Coronet] <i>Self improvement.</i>	14	\$105	1150/-
1301	FEELING OF DEPRESSION (B/W) [Coronet]	29	\$105	1150/-
1301	FEELING OF HOSTILITY (B/W) [Coronet]	31	\$105	1150/-
1302	FEELING OF REJECTION (B/W) [Coronet]	21	\$105	1150/-
2038	MANAGING YOUR EMOTIONS [Coronet]	11	\$190	950/-
3249	UNDERSTANDING STRESSES AND STRAINS [Disney]	10	\$200	950/-

‘PSYCHOLOGY: THE STUDY OF HUMAN BEHAVIOUR’ Series [Coast Telecourse]

*A timely and instructionally effective introduction to psychology, presenting basic topics and issues
as well as breakthrough research by noted experts.*

2676	WHAT IS PSYCHOLOGY?	29	\$175	2150/-
2677	RESEARCH METHOD <i>Importance of sound scientific methods - How psychologists know what they know.</i>	29	\$175	2150/-
2678	BIOLOGY OF BEHAVIOUR <i>Neuro-transmission.</i>	29	\$175	2150/-
2679	BRAIN - MIND CONNECTION <i>How brain influences and is influenced by behaviour, culture and environment.</i>	29	\$175	2150/-
2680	SLEEP AND DREAMING <i>Body rythems and mental states.</i>	29	\$175	2150/-
2681	SENSATION AND PERCEPTION	29	\$175	2150/-
2682	LEARNING <i>Classical and operational.</i>	29	\$175	2150/-

2683	MEMORY <i>How it works and why it fails.</i>	29	\$175	2150/-
2684	DECISION MAKING AND PROBLEM SOLVING	29	\$175	2150/-
2685	LANGUAGE <i>Nature and Significance.</i>	29	\$175	2150/-
2686	EMOTION <i>Universality of basic human emotions.</i>	29	\$175	2150/-
2688	GENDER AND RELATIONSHIP <i>Complex human emotional interactions and attachments.</i>	29	\$175	2150/-
2687	MOTIVATION	29	\$175	2150/-
2689	PERSONALITY <i>Theories of the person and personality.</i>	29	\$175	2150/-
2690	INTELLIGENCE <i>Nature, Origin and value of IQ tests. Measuring and explaining human diversity.</i>	29	\$175	2150/-
2691	COGNITIVE DEVELOPMENT <i>Theories of Jean Peugeot. Child development.</i>	29	\$175	2150/-
2692	ADOLESCENT DEVELOPMENT <i>Later childhood and adolescence.</i>	29	\$175	2150/-
2693	ADULT DEVELOPMENT <i>Adulthood and aging</i>	29	\$175	2150/-
2694	HEALTH: STRESS AND COPING (SAS)	29	\$175	2150/-
2695	WHAT IS NORMAL <i>Distinguishing between normality and abnormality - Psychological disorders.</i>	29	\$175	2150/-
2696	PSYCHOTIC DISORDERS <i>Schizophrenia - causes and treatment - Psychological disorders.</i>	29	\$175	2150/-
2697	APPROACHES TO THERAPY <i>Traditional individual type.</i>	29	\$175	2150/-
2698	THERAPY CHOICES <i>Approaches to therapy.</i>	29	\$175	2150/-
2699	SOCIAL PSYCHOLOGY	29	\$175	2150/-
2700	CONFORMITY, OBEDIENCE AND DISSENT <i>Individuals and groups.</i>	29	\$175	2150/-
2701	ISSUES IN PSYCHOLOGY <i>Identifies key issues and their contribution to life.</i>	29	\$175	2150/-

‘ABNORMAL PSYCHOLOGY BEHAVIOUR: DISTURBING AND DISTURBED’ Series [Journal]

0398	ABNORMAL BEHAVIOUR: FACT OR FICTION	59	\$200	2450/-
0399	ANXIETY	59	\$200	2450/-
0400	DEPRESSION: ITS DEPTHS	59	\$200	2450/-
0401	PRESSING NEED FOR PREVENTION, THE	59	\$200	2450/-
0402	PSYCHOPATH: MAD OR BAD	59	\$200	2450/-
0403	PSYCHOTHERAPY: INSIGHT AND ACTION	59	\$200	2450/-
0406	SCHIZOPHRENIA: THE SHATTERED HARMONY	59	\$200	2450/-
0407	SOCIETY AND PSYCHOLOGICAL SUFFERING	59	\$200	2450/-
0404	SOMATIC THERAPIES, THE	59	\$200	2450/-
0405	SOURCES OF SUFFERING	59	\$200	2450/-
0408	STRESS: THE BODY AND THE MIND	59	\$200	2450/-
0409	SUICIDE: THE WILL TO DEATH	59	\$200	2450/-

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3170	TRANSACTIONAL ANALYSIS [CRM]	33	\$745	8940/-
1692	I UNDERSTAND, YOU UNDERSTAND [GSV]	32	£464	8720/-

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0142	ADVENTURE OF FILM LIGHTING [Pyramid]	15	\$235	1650/-
0362	BASIC FILM EDITING [Pyramid]	16	\$325	1650/-
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3112	TELEVISION NEWSMAN [Pyramid]	27	\$395	4745/-
0243	APPEARING ON CAMERA: ART OF BEING INTERVIEWED [BBC]	44	£729	4980/-
	A) THE EXPERIENCE	27		
	B) SPEAKING FROM EXPERIENCE	17		
2427	ON CAMERA [BBC-Ed] <i>A complete TV production course</i>	129	£799	15980/-
	A) THE CAMERA	34		
	B) PLANNING A PROGRAMME	17		
	C) INTERVIEWS	20		
	D) EDITING	58		

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1360	FLOW PROCESS CHART AND HOW TO USE IT [NAVC]	14	\$160	2450/-
xxxx	INTRODUCING THE TOOL FOR CONTINUOUS IMPROVEMENT [N&S]	23	\$395	6950/-
xxxx	MANUFACTURING EFFICIENCY [Meridian]	59	£265	8950/-
2288	MOTION STUDY APPLICATIONS (B/W) [IOWA]	17	\$160	1675/-
2289	MOTION STUDY ON THE JOB (B/W) [IOWA]	25	\$ 95	1675/-
2290	MOTION STUDY PRINCIPLES (B/W) [IOWA]	27	\$ 95	1675/-
2785	ROADMAP TO LESS EFFORT - FLOW PROCESS CHART [NAVC]	14	\$ 95	2450/-
3453	WORK MEASUREMENT WORKS (B/W) [NAVC]	21	\$100	1850/-

ENVOIRNMENT MANAGEMENT

xxxx	THE ISO 14000 CHALLENGE [N&S]	31	\$395	6950/-
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OFFICE SAFETY

1604	HOUSEKEEPING: A MATTER OF ATTITUDE [BNA]	16	\$395	4950/-
xxxx	FIRE PREVENTION AND SAFETY [Marcom]	12	\$100	3200/-
xxxx	FIRST AID [Marcom]	13	\$100	3200/-
5089	OFFICE SAFE OR SORRY [KK]	23	£695	11445/-
xxxx	OFFICE ERGONOMICS [Marcom]	11	\$100	3200/-
5068	OFFICE SAFETY [KK]	10	£695	4950/-
xxxx	OFFICE SAFETY [Marcom]	13	\$100	3200/-
xxxx	VDT SAFETY [Marcom]	12	\$100	3200/-
5825	WORKING ERGONOMICALLY IN THE OFFICE [AIMS]	24	\$395	3750/-
5826	WORKING SAFELY WITH COMPUTER WORK STATIONS [AIMS]	19	\$395	3750/-
xxxx	WORKPLACE STRESS [Marcom]	13	\$ 99	3200/-
xxxx	WORKPLACE VIOLENCE [Marcom]	15	\$ 99	3200/-