

**We would like the loan of the following items. Please tick appropriate box.
(Maximum 2 videos/books per application).**

TEAM BUILDING/DEVELOPMENT

✓ Tick Here

		Better Team Performance	(Video and Book)	Getting the best out of the team. To improve quality of working life.
		Creating an Effective Team	Video, 15 mins / Book	How good team building reduces mistakes and increases motivation. How diverse personalities work together through good communication. Focuses on what you need to consider when assembling a team to perform a function.
		You Can't Do It Alone	Video, 15 mins / Book	Managers dealing with delegation. Delegating effectively and building more productive working relationships within teams.
		The Vision Thing	Video, 15 mins / Book	To show the impact managers can have in transforming their organisation. Highlights pitfalls and explores how to make a vision work for you.
		First Among Equals	Video, 21 mins/video 11 mins / book	"Leading a Team" & "Teams from Hell")
		Building the Perfect Team	Video, 29 mins/video 7 mins / book	"Building the Perfect Team" and "Listening Howlers") How to manage people. "Building the Perfect Team"
		Fish	Video, 19 mins / book	How to work well as a team. Based in a fish market, Fish is a tool to help you lead people towards creating an environment in which people are connected to their work, their colleagues and their customers, resulting in an extremely happy working environment.
		Fish Sticks	Video, 17 mins / book	Ways to help regenerate vision and sustain a high energy work environment.
		Lessons from Geese	Video, 32 mins / Leader guide CR-ROM	Motivates teams to work together for better results. A short video and CD Rom and an ideal starter to a training event. In 3 minutes it teaches 5 key lessons about being a team player and winning as a team.
		The Spirit of the Dolphin	Video, 3 mins / leader guide on CDROM	To show that fun and joy are critical elements in life and daily routine.
		Exercises for Team Development	Manual (Black carry case)	Exercises covering a range of team working tools and techniques.
		Team Building	Book	Offers a structural yet informal approach to leadership.
		Insight Inventory Improving Personal Effectiveness X 6	Questionnaire books and feedback set.	

APPRAISALS

✓ Tick Here

		The Dreaded Appraisal	2 videos	“The Dreaded Appraisal” and “The Appraisee Video Preparation Programme” and workbook) Showing both sides of appraisals.
		I'd Like a Word with You	Video, 29 mins / video 10 mins / book	“I'd like a word with you” and “Interviewers from Hell” and workbook. About disciplinary interviews. This video has been designed for people at any level in an organisation who have responsibility for conducting discipline interviews.
		Exercises in Appraisal and performance Development	Manual and workbook (Black carry case)	

COMMUNICATION SKILLS

✓ Tick Here

		Straight Talking: The Art of Assertiveness	Video, 27 mins/video 13mins / CD/ workbook	This humorous video shows that the basic rule of assertive behaviour is honesty and features live examples from a management meeting to a one-to-one conversation between colleagues. Its aim is to equip people with the confidence to get their views and ideas noticed.
		Meetings Bloody Meetings	Video, 36 mins/video 13 mins / book	“Meetings Bloody Meetings” and “Colleagues from Hell” and workbook) Making meetings more productive.
		Telephone Behaviour – The Rules of Effective Communication	Video, 36 mins/video 13 mins / book	– (“Telephone Behaviour” and “Customer Services from Hell” and workbook) To give all staff members the skills to use the telephone effectively in a business context. This is an amusing and highly effective presentation showing how vital it is to prepare, listen and to make sure that what has been promised is actually done.
		Communicating Clearly	Video, 15 mins / Book	Helping Managers to communicate Applying the principle ‘the communicator has total responsibility for getting the message across’.
		Negotiating – Tying the Knot	Video, 31 mins/video 13 mins / book	Comparing negotiating a pre-nuptial agreement and business negotiations. To give any member of staff the skills to achieve an equitable outcome to any negotiation. It plots the course of a negotiation from first meeting to successful conclusion and the techniques are very well demonstrated.
		The Art of Influence	Video, 15 mins / Book	How attitudes affect people. How to sell ideas and persuade people that what you want is what they want.

		Put it Together, Put it Across: The Craft of Business Presentation	Book	How to make a successful presentation. Essential reading for anyone who has to stand – and deliver.
		The Write Stuff – Effective Business Reports	Video, 17 mins / Guide	This is a suite of three individual but complementary video based training packs which cover all aspects of presenting and creating effective written communication. They have been conceived as individual programmes that can be viewed separately or collectively. The packs are suitable for all levels of employees within any organisation from senior managers to new trainees.
		Effective Business Letters	Video, 16 mins / Guide	
		Effective Minutes & Agendas	Video, 12 mins / Guide	
		The Right Report: A practical guide to report writing. (Managers pocket guide series)	Book	How to write reports and get results: Tips on how to prepare, gather information, structure the report, write accurately and clearly, and present it to the best effect.
		Letters at Work: A communication pocket guide	Book	How to develop letter writing skills. Create letters that are positive, accurate and professional.

RECRUITMENT AND SELECTION

✓ Tick Here

		More Than a Gut Feeling	Video, 20 mins / Course Guide and disk with PowerPoint presentation	Preparing interviews.
		Picking the Right People	Video, 15 mins / Book	Techniques for staff recruitment.
		Complete Recruitment & Selection (x2)	Toolkit and Disk	

COACHING SKILLS

✓ Tick Here

		The Coach	Video, 26 mins / Trainer Guide	Help Managers to take responsibility for developing staff.
		Helping Others to Achieve	Video, 15 mins / Book	Motivating staff and bringing them up to speed Focuses on listening skills, performance management and coaching.
		Exercises for Developing Coaching Capability (x2)	Manual and workbooks (Black carry case)	

CUSTOMER CARE

✓ Tick Here

		If Looks Could Kill	Video, 30 mins/video 13 mins / book	("If looks could kill" and "Colleagues from hell" and workbook) Demonstrating the power of behaviour.
		Demanding Customers	Video, 26 mins/video 11 mins / book	("Demanding Customers" and "Customers from Hell" and workbook) Customer care made perfect. To help staff give a better service.
		Managing Customer Relationships	Video, 15 mins / Book	Improving service delivery by becoming more focussed on building stable and rewarding relationships with customers.

BUSINESS DEVELOPMENT

✓ Tick Here

		Competing Through Innovation: The SWORD Programme for SMEs	Book	The book defines and describes the SWORD SME programme for new business creation in small and medium sized enterprises. Helps businesses to generate relevant new business ideas and plan for their efficient development and profitable launch.
		The Business of Invention: The Essentials of Success for inventors and innovators	Book	Step-by-step guide to turning an original idea into a commercial product.
		Starting a Technology Business	Book	A practical guide for those involved in technology-based businesses.

MANAGEMENT DEVELOPMENT

✓ Tick Here

		Adair's Management Development (x2)	Manual & Workbook (Black carry case)	Exercises to help develop the skills and processes necessary for leading and working in a team.
		Empowering People	Book	An introduction on how empowering can improve both individual and group performance
		HRDQ Assessment, Games and Training Resources Catalogue		Offering a variety of products to support leaders, managers and supervisors in their ever-evolving roles.
		Lead Self – Leadership Style/Perceptions of Self X 6		Self assessment workbook to evaluate leadership behaviours used when engaged in attempts to influence the actions and attitudes of others.
		Talent Management – How to Retain your Best People	Video, 24 mins / Guide	Attracting the right people is the first step. You have to keep them. Do that successfully and you will stop your best people from leaving.
		The Model in Practice: Using the EFQM Excellence Model to deliver continuous improvement.	Book	Answers questions about the Excellence Model and offers examples of best practice across a range of sectors.
		Developing Managerial Competence: A critical guide to methods and materials	Book	Helps the readers toward an understanding of modern management practice so that they can choose wisely from the plethora of methods, media and materials on management development now available.
		Developing Corporate Competence: A High-performance agenda for managing organisations	Book	How to link management development with the culture and problems of the organisation to generate performance-enhancing action.
		Supervisory Management: Principles and Practice (4 th ed.)	Book	It examines the more important management theories, discusses types of organisational structures, analyses the role of the supervisor and explains the relationship between the supervisor and the law.
		Essentials of Production and Operations Management (3 rd ed.) (x2)	Book	Deals with the types of problems which would be encountered in designing, planning, running and maintaining a production or operating system. It includes material on operations policy, cost control and project management.

		The Goal: A Process of Ongoing Improvement (2 nd ed.)	Book	A fast-paced, thriller-style gripping novel about a plant manager's fight to improve performance and save his plant. It contains a serious message for all managers in industry and explains the ideas which underlie the Theory of Constraints (TOC) developed by Eli Goldratt
		Liberation Management	Book	Tom Peters' winning tactics on how to meet the challenges of the future, and survive and prosper beyond the Millennium.
		The Journey to Excellence	Book	A coherent practical strategy for organisation change and development.

TIME MANAGEMENT

✓ Tick Here

		Making Time	Video, 26 mins / Course Guide, Workbook and Disk with PowerPoint presentations	How to manage time more effectively.
		Time Management (Your personal Trainer series)	Book (x3)	Check your skills fitness, identify strengths and weaknesses and create a personal fitness plan.

MANAGING CHANGE

✓ Tick Here

		The Cheese Experience (Full Kit)	Video, 13 mins CDROM Presentation Tape and workbooks	Interactive multimedia learning programme. Organisational skills and how to deal with change at work and in life generally.
		Mastering The Change Curve	Facilitators Guide, Assessment	To help individuals, teams and organisations understand, accept and move through the experience of change.

SELLING TECHNIQUES

✓ Tick Here

		Sell It to Me: Preparing the Way Pt 1 – Doing the Deal Pt 2	Video, 23 mins/video 25 mins / book	Essential skills for salespersons.
		In at the Sharp End/Closing Time	Video, 37 mins/Video 6 mins & 2 CD's	Selling techniques

FINANCE

✓ Tick Here

		Budgeting	Video, 31 mins / book	Why managers need budgets and how to use them.
		Balance Sheet Barrier	Video, 32 mins/video 13 mins / book	Basics of business finance. Designed for all who need to understand business finance but who do not work within the finance discipline. It enables managers to appreciate how key financial statements are calculated and what they mean.
		Key Management Ratios: How to analyse, compare and control the figures	Book	Enables managers of different functions to work together towards achieving business goals. It links the return on financial resources

		that drive company value		into the day to day operating parameters of the business.
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PEOPLE MANAGEMENT

✓ Tick Here

		Managing Problem People: Wimpy Wendy	Video, 18 mins / 2 Disks	
		Dealing with Difficult People	Video, 15 mins / Book	Help managers to recognise problem relationships at work. Management techniques to manage difficult people.
		Dealing with Difficult Situations	Video and Book	How to deal with redundancies and other crises at work. How to handle difficult situations more effectively.
		Motivating People	Video, 15 mins / Book	Deals with assessing motivation and how managers can encourage staff. What motivates people and what can you do to help improve motivation.
		How to Motivate People	Book	Offers a range of practical tips on how to increase employee commitment.
		New Employee Induction	Book	Specific guidelines on how to conduct induction for new employees in order to maximise potential.
		Staff Induction: A practical guide (The Industrial Society – Managers pocket guide series)	Book	Aimed at all those involved in the induction of staff. Key topics: characteristics of successful induction schemes; structure of the induction process; induction training methods; evaluating induction training.
		No Excuse – Beat Bulling at Work	Video 25 mins / Guide	Illustrates the effects and outcomes of different types of bullying behaviour. As well as showing the negative impact on both individuals and your organisation.
		Harassment, bullying and violence at work: a practical guide to combating employee abuse.	Book	Practical aid to anyone dealing with these issues; provides advice on how to identify and eliminate them from the workplace.

MANAGING DIVERSITY

✓ Tick Here

		Tools for Managing Diversity	3 folders and workbooks	Introduction, Understanding, Planning and Communicating Diversity.
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DISABILITY RIGHTS

✓ Tick Here

		The Appointment (x2)	DVD, 10 mins	This film explores how attitudes to disability and long-term health conditions can affect people's chances of getting and keeping a job. And how the reactions of those around us – family, friends and work colleagues – can make us fearful of revealing important aspects of our lives.
		Talk (x2)	DVD, 15 mins	"Talk" portrays a society in which non-

				disabled people are a pitied minority and disabled people live full and active lives
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CHANGE MANAGEMENT

✓ Tick Here

		Thriving on Change	Video, 15 mins / Book	How Managers can deal with change and provide support to staff who feel threatened or de-motivated by it. Explores how individuals react to change and how to manage change more effectively.
		Letting Go	Video, 15 mins / Book	Illustration of how team members thrive in a structure where their managers trust them to make decisions. Empowerment and what it means.

WORK/LIFE BALANCE

✓ Tick Here

		The Balancing Act	Video, 15 mins / Book	How managers can achieve a personal balance between work and home. Defining priorities and making adjustments.
		Get the Balance Right	Video, 24 mins / Guide / Manuel	Work – Life strategies for business success. Finding working practices that will best meet your operational needs and customer requirements.

INTERPERSONAL SKILLS

✓ Tick Here

		Making the Most of Yourself	Video, 15 mins / Book	Helps managers look at their own strengths and weaknesses. Boosting self-awareness and improving assertiveness and self-confidence.
		Exercises for Interpersonal Skills Training (x2)	Manual and workbooks	
		Improving Relations at Work	Book	Offers a series of practical steps to take in order to be successful in human relationships.
		Interpersonal Skills: Developing Successful communication (Manager pocket guide series)	Book	Become aware of the way you communicate with others; develop behavioural skills; select the right response at the right time. This book includes checklists, summaries and a series of exercises to help develop your skills.

PROJECT MANAGEMENT

✓ Tick Here

		Managing Projects	Video, 15 mins / Book	How to be a good communicator. The managers' role in a team and solutions to common problems.
		Implementing Projects: A Manager's guide (The Industrial Society – Managers pocket guide series)	Book	Provides the essential actions to organise the project and establish the minimal procedures for effective control of the project when the actual work starts. With checklists and practical advice.

PROBLEM SOLVING

✓ Tick Here

		Solving Problems and thinking creatively	Video, 15 mins / Book	Systematic approach to problems. Logical approaches to solving problems and to stimulate creative thinking.
		Problem Solving in Groups	Book	How to harness the power of the group to deal with problems – How to ensure that the group process runs smoothly – How to use 8 problem-solving techniques – How to present solutions and evaluate results.

STRESS MANAGEMENT

✓ Tick Here

		Putting Stress to Work	Video, 15 mins / Book	Being positive about stress. Systems and causes of stress and distinctions between types of stress.
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ENVIRONMENTAL ISSUES

✓ Tick Here

		Costing the Earth	Book	What governments must do, what consumers need to know, how businesses can profit.
		The Guide to the Environment	Book	A comprehensive handbook to Green issues.
		Our Backyard: How to Challenge the Threats to your Health and Environment	Book	Vital information on key issues such as food and water quality, roads and building developments, rubbish and recycling; with an easy-to-use guide to campaigning.

INVESTORS IN PEOPLE

✓ Tick Here

		What's the Point (x3)	Video	Short video showing four organisations that have used Investors in People to make a difference. This video is designed to promote the one constant attribute which is common across all successful organisations – valued employees.
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MISC

✓ Tick Here

		The Chance to Excel	Video	An introduction to Modern Apprenticeships
		E2E	Video	
		Putting theory to work	Brochure	
		Insight style feedback set	Brochure	
		Understanding yourself and others	Brochure	
		The NVQ and GNVQ Assessor Handbook: A Practical Guide to Units D32, D33, D34, D35 and D36	Book	Provides all the information, practical advice and background knowledge essential for anyone wishing to obtain the assessor, internal verifier, external verifier or APL adviser awards represented by units D32, D33, D34, D35 and D36 of the Training and Development standards.

	Engineering Creativity (x3)	Book	The Art of Creative Engineering – a guide for Engineer designers
	Lambert Review of Business-University Collaboration	Final Report – Dec 2003	A review of business-university collaboration
	Working with Management: A secretary's guide (The Industrial Society – Managers pocket guide series)	Book	Essential reading for both newcomers to the secretarial profession and those wishing to update and refresh their ideas. Practical advice on the steps needed to improve the working partnership of secretaries & management.

MANAGING BEST PRACTICE

Managing Best Practice is the Industrial Society's reports on achieving excellence in the key areas of managing people. Its aim is to provide practical advice, examples and experiences from a range of organisations – which together supply practical pointers to achieving excellence in the management of people.

Books

- Managing Ethics – 26
- Job Evaluation – 28
- Management Development – 36
- Induction – 38
- Internal Communications Strategy – 42
- Competence Based Pay – 43
- Benchmarking Human Resources – 44
- Selection Interview Technique – 48
- Bonus & Incentive Schemes (50)
- Managing the HR Function – 56
- Employee Communication & Technology – 60
- Managing HR Projects – 61
- Managing Training & Learning 62
- Coaching – 63
- Managing Redundancy – 65
- Team Communications – 72
- Valuing Diversity – 78
- Senior Management Development – 80
- Maximising Attendance – 84
- Flexible Work Patterns – 85
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- Training Evaluation - 91