

Train Supervisors in Vital Skills from Your Web Site or "Go-Anywhere" CDs

You Get
Two Ways
To Train

FREE
PREVIEW

14 Mini-Movies in Flash Play Automatically On Any Computer or from Your Web Site

Get applauded by top management and rescue supervisors from their lack of skills. This program will instill competence and supervisory "know-how" with short educational Flash movies that play on your Web site or from their individual CDs. They are easy to upload, and there's nothing complicated. Each one delivers its powerful, animated message in only 4-6 minutes.

Here's What You Will Do:

- ✓ Help supervisors brush-up on key skills
- ✓ Train new supervisors
- ✓ E-mail automatic launch links to any supervisor
- ✓ Help "troubled supervisors" referred for their leadership issues
- ✓ Reduce fear among supervisors from inadequate training
- ✓ Reduce conflict, risk, and potential violence at work
- ✓ Be a better internal consultant
- ✓ Add value to your program
- ✓ Experience fewer grievances
- ✓ Reduce wrongful termination claims
- ✓ Help supervisors be proactive
- ✓ Demonstrate due diligence in training supervisors

"I love the vital tips supervisor program. It is comprehensive and will be a great asset for our managers who cannot attend on-site training."

Eileen Crochiere, President
EAP Network, Inc.
Taunton MA

Dispensing
Discipline

Building
Team

Observing
Performance



Skill 1: How to Observe Performance

You'll love it so much, you will want the others! Supervisors learn the skill of observing performance and how to focus on- and assess skills, abilities, motivations, attitudes, conduct, appearance, vitality, and eagerness to learn. 145A - \$97

Skill 2: Documenting Performance

The first question a boss will ask when termination is proposed is, "Do you have all the documentation you need?" Here's how to make sure documentation exists and that it is useful. 145B - \$97

Skill 3: Mastering Constructive Confrontation

How to organize thoughts in advance and follow guidelines and a format that makes sure confrontation hits home, inspires change, and dignifies employees. 145C - \$97

Skill 4: Evaluating Performance

How and why to shower employees with frequent feedback, assessing employees regularly, praise superior work, provide constructive suggestions, and elevate mediocre or substandard work to excellence. 145D - \$97

Skill 5: Resolving Coworker Conflicts

Pick your battles and focus on shared goals to referee disputes effectively. 145E - \$97

Skill 6: Giving Feedback

Express both good and bad input with judgment-free specificity for a more positive, lasting impact on the employee. 145F - \$97

Skill 7: Delegating Work and Following Up

Boost your efficiency and your team's morale by handing off assignments to the right people. 145G - \$97

Skill 8: Dispensing Discipline

Treat discipline as a means to educate employees and elevate their behavior. 145H - \$97

Skill 9: Inspiring and Praising Employees to Build Morale

Energize employees by taking every opportunity to recognize their contributions and urging them to excel. 145I - \$97

Skill 10: Building Your Team

By choosing the right people and getting them to believe in a shared goal, you lay the groundwork for a winning team. 145J - \$97

Skill 11: Communicating Effectively with Upper Management

Relate to the top brass on their terms and present your ideas as solutions to problems they face. 145K - \$97

Skill 12: Investigating Complaints & Incidents

Take an unbiased, fact-based approach when investigating employee complaints. 145L - \$97

Skill 13: Managing Unfit for Duty Employees

The inability of an employee to work safely requires a deliberate and fact-based confrontation and the following of organization's fitness-for-duty policy. 145M - \$97

Skill 14: Acting to Prevent Violence in the Workplace

Know the conditions that breed violence, and protect your workplace from toxic conflicts. 145N - \$97

All 14 Skills Above

Get all 14 skills shown above—the complete supervisory suite. Each on a CD includes Flash files for your Web site and self-playing files that start automatically and run on most computers, or with one click.

Your Choice, Flash Movies, PPT, DVD (on 2 DVDs) or Web Course with Certificate..only \$997

- 147 Buy Skills \$97 each. Save \$361 by purchasing ALL
148 Buy All Skills: Only \$997 PPT, DVD, Video, Web/C.

All skills shown are also available in PowerPoint with manual play and Sound/Show (you get both!). To order, mark "PowerPoint" on your order form and we will substitute flash/self-play with the PowerPoint format.

ALL PROGRAMS AND PRODUCTS COMPLETE WITH 100% MONEY-BACK GUARANTEE!

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