

# Harassment Is...

**“Harassment Is...” – This program confronts the most destructive workplace issue faced by employers today.**

“Harassment Is...” provides realistic scenarios to help raise awareness regarding harassment in the workplace. Harassment can take the form of jokes, negative stereotyping, hostile acts or simple thoughtless comments but the ultimate outcome is the same. Harassment can have an extremely negative effect on the victim of harassment, inflicting emotional stress, lowering of employee morale in general and reducing productivity at work. Harassment Is **raises awareness** regarding harassment and the do's and don't's of creating a more respectful workplace for everyone.

## **Key Training Points:**

- Demonstrate respect for co-workers
- Honor a person's right to do his or her job free from harassment
- Think before you speak negatively towards others
- Be careful with jokes that might demean others in the workplace

## **Resource Materials: (English/Spanish versions – Government)**

- Program – DVD (21minutes)
- Approximate length of training - (1 to 3 hours)
- Expanded Leader's Guide: Introduction, Training Session Overview, Discussion Guides, Ice Breakers, Exercises, Session summary, handouts, worksheets, Pre-test/Post test, Evaluation form, Resource Information, Training points
- PowerPoint Presentation® /
- Customizable PowerPoint Presentation ® on CD-ROM
- Quiz
- Interactive Training Scenes: What is Harassment, Impact of Harassment, Preventing Harassment, Sexual Harassment, Summary (a few questions/answers follow each scenario)
- Participant booklet

# Ethics – The L.O.G.I.C. of Right

**Ethics: The L.O.G.I.C. of Right training workshop with DVD examines ethical dilemmas commonly faced by employees and how to act ethically.** This excellent program asks participants: What are Ethics? How do we develop ethical behavior? What are the benefits of having an ethical culture at work? How valuable is public trust of any organization? What are the results of unethical behavior at a company?

Using the L.O.G.I.C. method, employees at all levels can face ethical dilemmas with a proven method to make the right decision and behave ethically in all circumstances.

- L-look for any laws or regulations that apply to your situation
- O-consult your organizations "Code of Conduct" for guidance
- G-get another person's perspective in the matter
- I-investigate your options and consider who would be helped and who would be hurt by each choice
- C-check your comfort level by tuning in to how you really feel

This is an excellent course to provide to all new hires and seasoned employees alike. Don't let your organization be part of the evening news. Train all employees on what is expected of them at your organization.

This program addresses: Insider Trading, Gift Giving and Receiving, using company resources for personal expenses, Anti-Trust/Anti-Competitive laws, Health, Safety and Environment, Discrimination and Harassment, use of personal blogs and sharing of proprietary information.

## **Resource Materials:** (English/Spanish Versions)

- Program – DVD (22 minutes)
- Approximate length of training - (1 to 2 hours)
- Leader's Guide: Introduction, Training Session Overview, Discussion Guide, Icebreaker, Exercises, Session summary, Handouts, Pre-test/Post test, Evaluation form, Training Points
- PowerPoint Presentation®, Customizing a PowerPoint Presentation ® on CD-ROM
- Quiz
- Interactive Training Scenes: What is Ethics, The Law of Ethics, Facing Ethical Dilemmas, Common Ethical Dilemmas, Reporting Ethical Concerns
- Participant booklet

# Communication Breakdown

**Communication Breakdown is an engaging new training workshop with DVD to equip employees with the communication skills needed to avoid some of the most common problems with fellow employees at work due to poor communication.**

Communication is the foundation of everything we do in the workplace. It happens every day, all the time. It follows, then, that communication problems can have a devastating role in undermining our organizational success. And yet, most employees never receive training in the development of their communication skills. Even more importantly, employees aren't provided with the knowledge and skills to help them avoid the frequent communication problems that arise. The *good* news is that the most common communication potholes in the road can be easily spotted and *avoided*. The key training points identify and prescribe a "fix" for the seven most important communication problems that can derail your organization.

1. Believing there is only one reality
2. Choosing the wrong method
3. Responding defensively
4. Failing to share information
5. Failing to be direct
6. Breaching confidentiality
7. Failing to listen

## **Resource Materials:** (English/Spanish Versions)

- Program – DVD
- Approximate length of training - (1 to 2 1/2 hours)
- Leader's Guide: Introduction, Training Session Overview, Discussion Guide, Icebreaker, Exercises, Session summary, Handouts, Pre-test, Post-test Puzzle, Course Evaluation, Training Points
- PowerPoint Presentation - 1®
- PowerPoint Presentation - 2® (What Do You See?)
- PowerPoint Presentation - 3® (What Does this Mean?)
- Customizing a PowerPoint Presentation ® on CD-ROM
- Quiz
- Interactive Training Scenes: Introduction, Believing There is One Reality, Choosing the Wrong Communication Method, Responding Defensively, Failing to Share Information, Failing to Be Direct, Breaching Confidentiality, Failing to Listen, Summary
- Participant booklet

**Award Winner: CINE Golden Eagle Award**

# Ethics - Drop By Drop

**Drop By Drop training workshop with DVD focuses on being aware of the way we communicate at work by eliminating the micro-inequities that slowly but surely tears down the morale and productivity of our organization.**

***Drop by Drop***, demonstrates how the small slights, subtle discriminations and tiny injustices can add up to big problems in your workplace! These little negative gestures are called “micro-inequities” and they occur in organizations every day. These small communications of disrespect, prejudice and inequality usually are not overt, but they can be incredibly destructive. A poison in the workplace that doesn't come in a bucket, but takes its toll drop by drop.

**Video Component Synopsis:** The program opens with an unhappy ending - the resignation of a frustrated employee. We then explore the workplace responsible for creating this situation. The program's host engages and challenges the viewer with his strange perspective on our insensitive behaviors. He walks us through several examples of micro-inequities that could easily be avoided and then shares the key concepts for creating an inclusive and productive work environment:

## **Resource Materials:** (English/Spanish Versions)

- Program – DVD (19 minutes)
- Approximate length of training - (1 to 2 hours)
- Self Evaluation
- Leader's Guide: Introduction, Training Session Overview, Discussion Guide, Icebreaker, Exercises, Session summary, Handouts, Pre-test, Post-test Puzzle, Course Evaluation, Training Points
- PowerPoint Presentation on CD-ROM®
- Customizing a PowerPoint Presentation ® on CD-ROM
- In My Country Spreadsheet
- Interactive Training Scenes: Micro-Inequities, Built-in Bias, even Good is Bad, The Invisible Foe, Seek Evidence, Keys to Elimination
- Participant booklet

# Good People – Bad Choices

**Good People...Bad Choices** training workshop with DVD features nine dramatized video vignettes based on true events that depict a variety of ethical dilemmas or acts of ethical misconduct common in the workplace. This program is perfect to start off discussions concerning protection of confidential information, gift giving and more.

## Resource Materials: (DVD and CD-ROM)

- Program DVD (24 minutes)
- Approximate length of training - (1 to 2 hours)
- **Leader's Guide:** Program Overview, How to Use, Planning Your Session, Program intro, Pre-video Discussion, Defining ethics, Activity and Discussion, Case Studies - Discussion, Activity and Discussion, Personal Role Model, Conclusion
- Vignettes:
  - Bad Day at work
  - No Harm, No Foul
  - Better than Budget
  - There's Always Potential
  - Let It Ride
  - That's What I'm Hearing
  - Mine to Take
  - Everyone Does It
  - It's All Good
- There is no PowerPoint for this training.

**Quote by Mark Twain – Always do right – this will gratify some and astonish the rest.**

# Brains! Harnessing the Power of Emotional Intelligence

**2006 Telly Award Winner!**

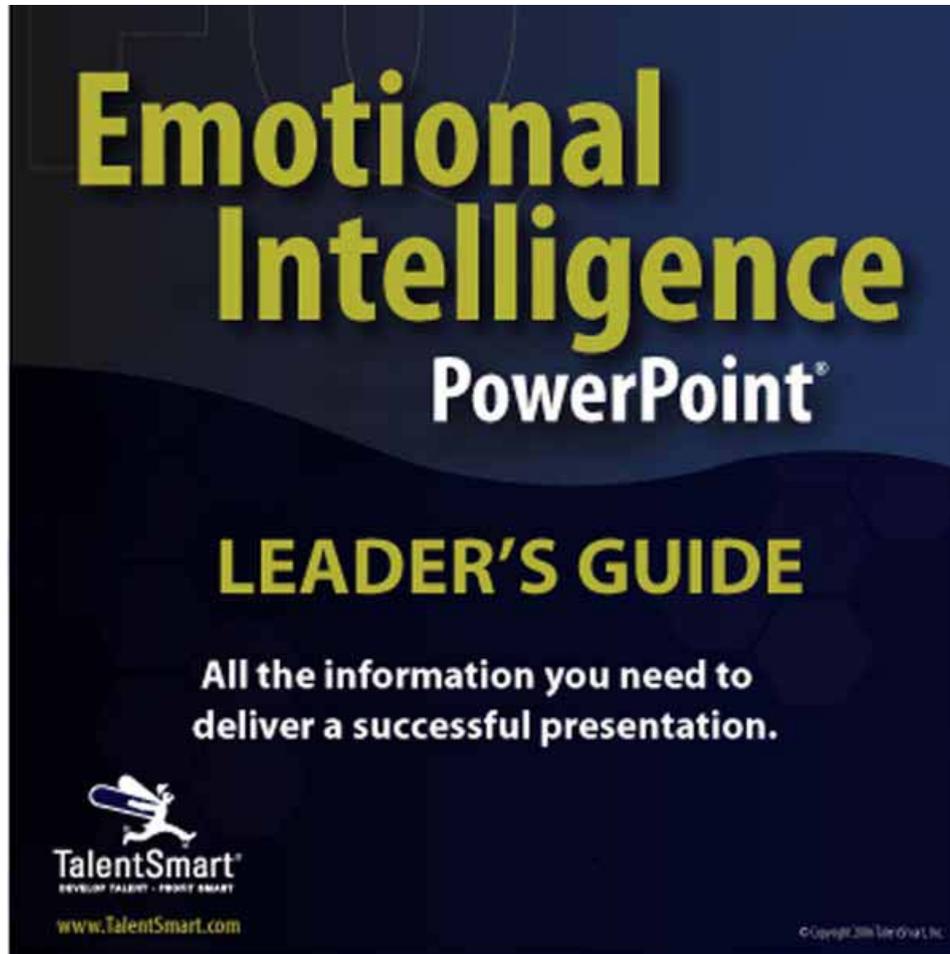
**BRAINS: Harnessing the Power of Emotional Intelligence** uses Hollywood stars from present and past and political figures to illustrate practices for building EQ. Stars including Michelle Pfeiffer, Nicole Kidman, John Travolta, Sandra Bullock, Hugh Grant and others including Lucille Ball, Ronald Reagan, George H. Bush, Gerald Ford, John F. Kennedy , Bill Clinton and more.

## **Key Training Points:**

- Self-awareness
- Decision making and self-control
- Efficiency and accountability
- Customer Service and positive attitude
- Communication and interpersonal skills

## **Resource Materials:**

- Program DVD (also VHS)
- Video Leader's Guide
- Participant handouts
- Brains PowerPoint® presentation
- Brains PowerPoint® presentation leader guide
- Frequently Asked Questions
- Handling Discomfort
- The Business Case for Emotional Intelligence



## Emotional Intelligence PowerPoint Program (1hour)

**Emotional Intelligence PowerPoint** is a one hour training program that brings EQ to life for your audience with 26 PowerPoint slides that feature:

- an overview of the four core emotional intelligence skills
- Clips from Hollywood movies and historical events that play right from your slides
- Summaries of the latest research linking EQ to job type, job title and job performance

CD is completely compatible with PC or Mac. Includes:

- Facilitator's Guide
- PowerPoint
- Film clip files (.wmv) – Reagan, Relationship Management, Self Awareness, Self Management, Social Awareness
- Reproducible Participant Handouts

A perfect complement to BRAINS! the Telly Award Winner DVD Workshop.

# Understanding & Managing High Conflict People in Legal Disputes

**High Conflict People (HCPs)** blame somebody else--almost anybody--when things don't go well for them. Most people don't understand HCPs, but they have known several and realized that something was different about them.

In High Conflict disputes, the HCP takes no responsibility for being part of the problem or the solution. So the problem just gets worse. They aren't just difficult people--they are the MOST difficult people, because they're preoccupied with confronting a Target of Blame, and the Target of Blame could be anyone--even you.

**Understanding & Managing High Conflict People in Legal Disputes** - For family law professionals.

- 12-hour DVD series
- Designed specifically for professionals involved in resolving legal disputes, including attorneys, judicial officers, mediators, mental health and collaborative professionals. Bill Eddy, LCSW, Esq. provides this in-depth training to help legal professionals identify and manage High Conflict Personalities in legal disputes.

**This Series Includes 4 DVD Sets (a total of 8 DVDs) plus a Bonus:**

- Set 1 - High Conflict Personalities: Traits and Disorders  
Set 2 - Handling High Conflict Personalities in Litigation, Negotiation & Mediation  
Set 3 - Family Dynamics, Alienation and Professional "Splitting"  
Set 4 - Assessing True & False Reports of Abuse  
Note: Sets 3 & 4 are specific to family law professionals
- **BONUS:** Training Workbook with Bonus Articles & Skill-Building Exercises

# Managing High Conflict People in Mediation

## DVD Training

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### Managing High Conflict People in Mediation (2 hour DVD Training)

This training is for professional mediators in any area of mediation. It provides:

- Information about the predictable patterns of five common types of high conflict people, including case examples.
- Ten Tips are provided for mediators to use in managing their disputes, which are respectful, calming of their negative emotions, and which focus on tasks and setting limits.

High conflict people appear to be increasing in society and in mediation. They often have intense negative emotions, make repeated personal attacks, trigger splits in communities, organizations and families. They frequently work against their own self interest and seem to have little apparent desire to resolve the issues at hand.

This 2-hour seminar on DVD provides information about the predictable patterns of five common types of high conflict people, including case examples. Ten Tips are provided for mediators to use in managing their disputes, which are respectful, calming of their negative emotions, and which focus on tasks and setting limits.

Bill Eddy livens this presentation with humor, surprising insights and dozens of practical suggestions for mediators to use in any conflict involving one or more high conflict people. Bill is an attorney, therapist and Senior Family Mediator at the National Conflict Resolution Center.