A selection of new and best-selling training resources available on DVD or for digital online delivery. For complete details and online preview for each program visit our website at www.itf.ca.

### NEW RELEASES

#### The New Business of Paradigms – 2nd Edition With Joel Barker
**Subject:** Change Management, Creativity/Innovation
Critical viewing for every organization, this program explains how the rules we live by, or paradigms, can limit our ability to innovate and be creative. **Disponible en français**
- Includes: Leader's Guide, Participant Workbook, PowerPoint Presentation, 10 Reminder Cards
- **DVD List Price:** $825 • **NP Price:** $716

#### Celebrate! Change Your Lens, Change Your Life - See page 2 for details
**Subject:** Change, Motivation, Vision, Positive Attitude
This second program in the “Celebrate” series highlights Dewitt Jones’ unique perspective, his enthusiasm and humanity. It is a timeless message that carries well beyond the confines of work into every aspect of our lives. **Disponible en français**
- **DVD List Price:** $795 • **NP Price:** $636

#### Consciously Overcoming Unconscious Bias - See page 4 for details
**Subject:** Diversity
We all have prejudices we may not even be aware of! This program encourages participants to think about that, and to take small steps - micro-affirmations - toward a happier, healthier workplace. **Disponible en français**
- **DVD List Price:** $425 • **Non-Profit:** $380

#### Cutting Edge Success at Work Series - See page 3 for details
**Subject:** Interviewing, Personal Growth
This new series of ten short programs, takes us back to the Cutting Edge Communications organization. This time, the training points relate to new hires, and particularly young people, and the skills they can learn and implement to achieve a successful job interview. **Includes:** Workbook and PowerPoint on each DVD
- **Special Introductory DVD Price:** $1350 Series, $295 Each
  - **Non-Profit:** $1215 Series, $295 Each

#### Leadership Feedback - See page 8 for details
**Subject:** Leadership, Communication
This thought-provoking training program is based on extensive interviews with actual employees, from which six key issues were identified and are illustrated in this program thereby demonstrating how to generate the kind of feedback that really matters: employee commitment and productivity!
- **DVD List Price:** $870 • **Non-Profit:** $783

#### The Practical Coach – 2nd Edition - See page 9 for details
An all new version of The Practical Coach best selling employee coaching training video. The simplicity of “letting employees know that what they do, matters to you,” remains the powerful central message. This new version identifies the three most critical times to intervene as a coach. (25 min.)
- **Includes:** Downloadable Training Guide, Self-Study Guide, PowerPoint
- **DVD List Price:** $995 • **Non-Profit:** $832.50
ATTITUDE

Attitude: Radiating Possibility
Everyone is brought into the world Radiating Possibility. The trick is to keep that song going. Ben Zander, conductor of the Boston Philharmonic, expressively coaches employees to accelerate their pace of interaction, have courage in the face of rear, and enter the dance. (17 min.)

Includes: Training Leader's Guide
DVD List Price: $940 • Non-Profit Price: $752

Attitude: Radiating Possibility and Leadership: An Art of Possibility (page 8)
Combo Price $1232

The Happiness Advantage
Optimistic salespeople outsell their pessimistic colleagues by 56%? Happy employees also perform better in leadership roles and receive higher pay! You might even find that happiness can be your single most important competitive advantage. This comprehensive program helps you and your employees understand the simple but effective science behind The Happiness Advantage. (38 min.)

DVD List Price: $795 • Non-Profit: $676

For the Love of It
Utilizing the beautiful imagery of Dewitt Jones, this program encourages us to live every day to the fullest. (25 min.)

Includes: Guide, Workbook, ‘Rainbow Pigeons’ meeting opener, PowerPoint Presentation, Reminder Cards
DVD List Price: $825 • Non-Profit: $619

Switch On Series
Designed to help people identify and change negative thinking patterns, this series uses a simple approach based on the notion of scripts or messages in our head that help us or hinder us at work. It shows how negative messages can be transformed with a proactive approach. Culture is changed when thoughts become positive actions. (6 min. each)

Programs:
- Switch On Assertiveness
- Switch On Caring
- Switch On Everyone
- Switch On Respect
- Switch On Service

Includes: Leader's Guide, Discussion Questions, Activities, Handouts, Full Transcripts
DVD List Price: $950 series • $275 each
Non-Profit: $855 series • $248 each

CHANGE MANAGEMENT

Celebrate! Change Your Lens, Change Your Life
Dewitt Jones is one of the best storytellers in the training industry. This second program in the “Celebrate” series highlights Dewitt’s unique perspective, his enthusiasm and humanity. It is a timeless message that carries well beyond the confines of work into every aspect of our lives. Focus on creating a positive vision: by focusing on what’s right, you will be able to find creative ways to fix what’s wrong. (19 min.)

DVD List Price: $795 • Non-Profit: $636

Embracing Change
Accompanied by group training questions and activities, this short and to-the-point program invites viewers to consider their own outlook about change. It is the perfect tool to generate a conversation about this critical topic and help people embrace change, rather than fear it. Applicable for all levels of an organization. (4 min.)

Includes: Training Guide, Group Discussion Questions, Group Activities, Poster, Transcript
DVD List Price: $395 • Non-Profit: $316

The Power of Vision
Successful organizations and individuals share one thing in common - the power and depth of their vision of the future. Joel Barker shows how meaningful vision empowers organizations and individuals to solve problems and accomplish goals. (30 min.)

Includes: Leader’s Guide
DVD List Price: $737 • Non-Profit: $516

Recipe for Change
Managing change is a key leadership skill. In this case study about the management of change, TV chef and Seafood Restaurant owner, Rick Stein, identifies the factors that have been critical in enabling him to implement change successfully. These are universal messages that can be helpful to managers in any kind of organization. (18 min.)

Includes: Leader's Guide
DVD List Price: $795 • Non-Profit: $636

COMMUNICATION

Employee Awareness Series:
Vol. 2 - Communication
Programs in this volume deal with communication skills in three areas.

Program 1: Excellence in Customer Service (18:05 min.)
Learning Objectives:
- Understand that your persona reflects the heart of the company
- Learn how to improve emails, faxes, voice mails, phone manners
- Learn how to handle difficult customers and resolve conflicts

Program 2: Shades of Gossip (17:45 min.)
Learning Objectives:
- Learn the difference between general gossip / malicious gossip
- Observe the negative impact of gossip in the workplace
- Learn how to handle gossip in the workplace

Program 3: What Is In a Written or Spoken Word (14:30 min.)
Learning Objectives:
- Learn techniques to be an effective communicator
- Learn what you do and say can have great impact on others
- Learn ways to ensure open communication and positive

Includes: Training Guide, Quiz and Transcript for each segment
DVD List Price: $299 • Non-Profit: $239

Visit the SPECIALS section on our website for a Rick Stein combo offer

Preview all programs online at www.itf.ca • All programs available streamed
COMMUNICATION

Cutting Edge Basic English Series
20 x 17 min. Programs
For self-study or group

ESL lessons, this series of original programs combine linguistics, psychology and instructional design. The programs build understanding and encourages and helps learners practice real-life, every day English. Each program has six sections:

- Language Functions
- Grammar
- Everyday Expressions
- Vocabulary
- Tips
- Speaking Practice

Each program includes a Workbook with comprehensive quizzes and exercises for learners and group activities for class use.

DVD List Price: $2640 • Non-Profit: $2376
SPECIAL INTRODUCTORY PRICE: $1995
Non-Profit: $1795

Complete synopses, key learning points and online previews for each of the Cutting Edge Series and programs can be found on our website at www.itf.ca

CORPORATE CULTURE

FISH!
The most effective, fun way to ignite energy, and increase employee retention. Seattle’s world-famous Pike Place Fish Market is extraordinarily successful. The work is hard and the hours are long - yet the employees make a personal choice to bring amazing passion, commitment and a positive attitude to work everyday. Explore the tremendous synergy that can result when people are committed to their job and the people they work with. (17 min.)

DVD List Price: $849 • Non-Profit: $679.20
Facilitator Guide: $45 • Participant Workbook: $16.95

It’s So Simple
Go behind the scenes at Southwest Airlines to see how one of the most sought after employers in the nation achieves success. See how trust, respect and support among co-workers increases productivity, retention, improves customer service and makes it easy for people to do the right thing by sharing vision and values. (15 min.)

Includes: Leader’s Guide, 4 Lapel Pins, 4 Magnets, 1 Poster

DVD List Price: $395 • Non-Profit: $277

Bulk Pricing Available to as low as $99 per program!

Right Words…Customer Service Recovery Series
These practical and memorable programs are specifically designed to empower your staff with a clear checklist of Customer Service Recovery tools and techniques. From showing empathy and truly listening, to exploring with permission phrases and presenting options, front-line employees will learn how to match the signals they send to guests with the words they say. A wide variety of realistic industry-related scenarios demonstrate how The Right Words at the Right Time can overcome almost any service recovery challenge.

Industry-specific programs in the Right Words Series are:
- Customer Service Recovery for Business (13 min.)
- Customer Service Recovery for Government (15 min.)
- Customer Service Recovery for Healthcare (15 min.)
- Customer Service Recovery for Leisure (11min.)

Each Program Includes: Reproducible Leader’s Guide, PowerPoint, 10 Pocket Reminder Cards

DVD List Price: $895 each • Non-Profit: $805 each

SAVE an additional 10% When you buy 3 Right Words programs!
Visit our website for details on each program

Download your FISH! Catalogue at www.itf.ca or email sales@itf.ca to receive a copy in the mail.
Training programs for Non-Profit Organizations

CUSTOMER SERVICE - cont’d...

The Guest – 2nd Edition
Treat your customer like a guest in your home. That’s the message behind this revised version of the classic best-seller. We all know how to take care of a guest in our home: we welcome them - we take care of their needs - we thank them for coming, and - we invite them back. A guest at work is no different. It’s that simple and that important. No matter how large or complex an organization may be, great service usually comes down to one employee, serving one guest, one day at a time. The Guest training video will forever change the way your employees view their customers - their guests - by reminding them that everything we need to learn about delivering great customer service, they already know. (16 min.)
Includes: The Guest 2E video, The Guest Original video, Expanded Leader’s Guide, Reproducible Handouts, Customizable PowerPoint Presentation, 10 The Guest Pocket Cards
DVD List Price: $795 • Non-Profit: $805.50

The Guest – 2nd Edition
• Ava Awards Winner • Four Stars from Training Media Review
Purchase with The Difficult Guest - $1595

The Difficult Guest
The Difficult Guest picks up where The Guest leaves off. Combining comedy, Customer interactions we can all relate to, and a cast of unforgettable characters, this video sets the stage for some solid customer service training on recognizing, understanding and taking care of difficult customers, because sometimes...it’s your L.A.S.T. chance!
Includes: Difficult Guest Role Play Program, Leader’s Guide, Participant Booklet, 10 Pocket Cards
DVD List Price: $895 • Non-Profit: $805.50

Customer Service Gone Viral
It used to be when someone received bad service, they would tell a few friends... now they tell the world! This program not only shows you how to avoid becoming an embarrassing internet sensation - it also demonstrates how to provide excellent service that will lead to rave reviews - online and off! (18 min.)
DVD List Price: $795 • Non-Profit: $775

DISABILITY

Customers With Disabilities: Delivering Excellent Service
This course is designed to help you teach your associates how they can properly provide superior service to customers with disabilities.

Viewers will learn about the four major interactions with customers with disabilities: Greeting, Product Assistance, Sales Transaction, Addressing Other Needs. (34 min.)
Includes: Leader’s Guide, Quiz, Discussion Questions, Participant Handout, PowerPoint, Transcript
DVD List Price: $995 • Non-Profit: $855

Oh, Yes I Can – the disability video
This 2-part program asks us to think what disabled people CAN do, not what they can’t! (50 min.)
• Prog. 1: Working With Disabled Staff (30 min.)
• Prog. 2: Serving Customers With Disabilities (20 min.)
Includes: Trainer’s Manual
DVD List Price: $925 • Non-Profit: $740

DIVERSITY / INCLUSION / RESPECT

Anyone Can Be an Ally: Speaking Up For an LGBT Inclusive Workplace
When gay, lesbian, bisexual and transgender people don’t feel safe and valued at work, productivity goes down. In order for the climate to change, gay, lesbian, bisexual, and transgender people need allies to speak up. In this comprehensive training program, Brian McNaught demonstrates how anyone can be an ally to create a respectful and inclusive workplace. (14 min.)
Includes: Leader’s Guide (with 60 or 90 min. training workshops), PowerPoint Presentation, Participant Guides and Handouts
DVD List Price: $795 • Non-Profit: $596.25

Are We Really So Different, You and I?
So often we focus on what makes us different, but in reality there is far more that we have in common. This emotionally moving, inspirational video follows the circle of life as it highlights the common values and motivations that we share as human beings. A compelling way to start any diversity training program or discussion. (3 min.)
DVD List Price: $295 • Non-Profit: $236

Do Respect
Do Respect encourages us to act in ways that enhance workplace culture. Accompanied by group training questions and activities, this short film is a simple but effective way to begin the discussion about respecting others. (3 min.)
Includes: Group Discussion Guide and Exercises, and featured Quotes
DVD List Price: $295 • Non-Profit: $236

Consciously Overcoming Unconscious Bias
An easy-to-use program that shows how unconscious bias, micro-inequalities, and micro-affirmations overlap in the workplace. It helps participants to recognize their own biases and the micro-inequalities, and shares helpful tips to meet those challenges. We all have prejudices we may not even be aware of! This program encourages participants to think about that, and to take small steps - micro-affirmations - toward a happier, healthier workplace. (8 min.)
DVD List Price: $425 • Non-Profit: $383

Preview all programs online at www.itf.ca • All programs available streamed
DIVERSITY / INCLUSION / RESPECT

In This Together: An Engaging Look at Harassment and Respect
Seven front line employees from a variety of businesses speak directly to their peers as they lay out the issues of respect and harassment. Topics include: When does being in a bad mood equal disrespect? What is the rule when it comes to sexual attraction at work? Can harmless gossip get you fired? …and more. (18 min.) Includes: Leader's Guide, Companion Handouts, I Am From... Activity (Section 1), Comfort Zones Activity (Section 2), Inclusion Activity (Section 3), Personal Reflection Worksheet (Take Home Activity), PowerPoint DVD List Price: $395 • Non-Profit: $447

Welcoming New People
Cutting Edge Communication Series
Sherry is new, and is relegated to the bottom of the stairs where she feels isolated and excluded from team activities and events. Meanwhile, Alex and Michael help Tammy and Carlos to feel welcome and teach them some basic expressions, whilst Casey goes out of her way to make Sherry feel appreciated and valued. (7 min.) Includes: Leader’s Guide with discussion questions, activities and handouts, PowerPoint DVD List Price: $275 • Non-Profit: $248

OUCH! Your Silence Hurts
Many people say they want to speak up when they see others stereotyped, disrespected, or demeaned. But they stand by silently because of discomfort or the fear of saying the wrong thing. Your silence hurts. This powerful and compelling program motivates bystanders to use their voice to speak up for respect on behalf of someone else. (9 min.) DVD List Price: $675 • Non-Profit: $507

OUCH! That Stereotype Hurts
Based on the book by Leslie Aguilar, this program can be used for training on Diversity and Inclusion, Communication, Teamwork and Leadership. Staying silent in the face of demeaning comments, stereotypes or bias allows these attitudes and behaviors to thrive. Learn six techniques for speaking up without blame or guilt. (30 min.) Includes: Leader's Guide, PowerPoint, “Ouch” Book, 10 Reminder Cards DVD List Price: $725 • Non-Profit: $544

Ethics / Values

Is “Good” Enough?
The concept of “good enough” is at the heart of all mediocrity. It can be a creeping influence in the workplace as well. Software programs are released with known defects, food products are shipped with acceptable amounts of “foreign matter”, toys are manufactured with an eye on profit over safety. This motivational meeting opener explores what would happen if 99.9% were the acceptable standard of excellence. At times entertaining, at times tragic, this thought provoking program challenges viewers to re-think their standards of quality, safety and excellence. (4 min.) Includes: Leader's Guide DVD List Price: $295 • Non-Profit: $265.50

It’s A WAY, Not a Day...Bringing Your Values to Life
Your values are the beliefs that guide your actions. For values to make a difference, they have to be part of everything you do and every decision you make. It has to be a way, not a day. Learn how to get clear on your values and live them more consistently with a three-step process. No matter what industry you are in, these strategies will help you live your values with more commitment and awareness. (22 min.) Includes: Leader’s Guide and PowerPoint DVD List Price: $715 • Non-Profit: $572

Managing Ethics Award Winner
This companion program to Workplace Ethics (page 6) provides managers and supervisors with supplementary training on leadership skills necessary for maintaining an ethical workplace. Managers and supervisors will learn to develop an ethical leadership perspective in order to sustain a culture of integrity. They will learn how to share core values in ways that employees can personally understand, live the values themselves every day, and take appropriate action by acknowledging positive behaviour or promptly correcting ethical lapses. (17 min.) Includes: Study Guide DVD List Price: $299 • Non-Profit: $299

Ouch! Programs are now available for streamed delivery and an e-learning experience.

Best-selling, research validated and widely experienced and used by tens of thousands of trainers and trainees.

Purchase Diversity: Face to Face and Consciously Overcoming Unconscious Bias (page 4) – together for only $895!
ETHICS / VALUES - cont’d...

Workplace Ethics
Award Winner
Teaches all employees, including managers and supervisors, an ethical decision-making process that protects your organization and makes it a better place to work. Four realistic scenarios demonstrate the importance of basic values and teach a 3-part decision-making process that helps employees find their way to a solution even in complex situations where the right answer doesn’t come easily. Employees all share the responsibility to act ethically and to speak up if they see co-workers behaving badly. (16 min.)
Includes: Study Guide
DVD List Price: $299 • Non-Profit: $299

Ethics Combination Package
Buy Workplace Ethics and Managing Ethics (page 5) together - $495

GENERATIONAL ISSUES

Employing Generation Why Series
Standing between you and your profits are those talented, impossible-to-understand 16 to 24-year-olds. Your front line is the key to your bottom line. It’s important to understand that this “why” generation in the workforce today is much different than any other in history. This 8-module, step-by-step workshop focuses on how to motivate, manage and retain this new breed of employees that are critical to the success of your business. (8 x 20 min.)
Includes: Leaders Guide, Participant Guide, PowerPoint for each module
DVD List Price: $995 series, $195 each • Non-Profit: $796 series, $156 each

Managing the Millennials
The Millennials now entering the job market share the tendency (and the freedom) of previous younger workers to change jobs more frequently, champion new technology and challenge the status quo. But there are cultural differences unique to this generation that demand new management approaches. How do you maximize your Millennials’ contributions, channel their energies and maintain their focus? Dr. Alec Levenson provides insights critical for the recruitment, compensation and retention of both Gen X and Millennial employees. (53 min.)
DVD List Price: $139 • Non-Profit: $139

HARASSMENT / SEXUAL HARASSMENT

Harassment Hurts: It’s Personal
Explores the pain and cost of harassment, covering such topics as age, race, sexual orientation, political affiliation, pregnancy, ethnicity, sexual harassment and much more. It uses personalized stories and detailed legal and policy definitions to cover all types of harassment in organizations and workplaces. (16 min.)
DVD List Price: $955 • Non-Profit: $635

Harassment Made Simple
This comprehensive harassment prevention video covers every aspect of this important legal topic, including: The Protected Groups, Hostile Environment, Physical, Verbal and Cyber Bullying, E-mail, Social Networking, Gender, Religious, Same Sex, Disability, Pregnancy, and Sexual Harassment, Gossiping, and much more. (6 min.)
Includes: Facilitator’s Guide, Post Training Quiz, Training Acknowledgement Form, Questions and Answers, Sample Harassment Policy.
DVD List Price: $295 • Non-Profit: $236

Harassment Made Simple for Managers
Covers every aspect of this important legal topic, focusing on the manager’s role in preventing harassment, this comprehensive program defines harassment and the steps all managers should take to combat harassment in their workplace, including prevention techniques. (11 min.)
Includes: Facilitator’s Guide, Post Training Quiz, Acknowledgement Form, Questions/Answers, Sample Harassment Policy.
DVD List Price: $295 • Non-Profit: $236

Buy Harassment Made Simple and Harassment Made Simple for Managers together - $396
HARASSMENT / SEXUAL HARASSMENT

Preventing Harassment: How YOU Can Help Build a Safer Workplace
Winner: 2013 Communicator Award of Distinction

What is workplace harassment? What kind of person is likely to harass or be harassed? How often do organizations experience harassment? Who are more likely to harass, women or men? Aren't there laws that prevent harassment in the workplace?

Organizations and their employees are familiar with some types of harassment, such as teasing, bullying or inappropriate sexual advances. However, there are many subtle forms of harassment with which employees, and their managers, are not familiar. The result? Harassment is more common than most organizations think. In fact, according to original research done by Dr. Jana Raver, Associate Professor at Queen’s University, between five and fifteen percent of employees regularly experience some form of harassment. This program is a learning experience that enables managers to help employees understand the various aspects of harassment. Most importantly, this video explains what individual employees can do to help prevent harassment in their organization, making it a safer, more productive, more enjoyable place to work. (28 min.)
DVD DVD List Price: $695 • Non-Profit: $650

Understanding & Implementing Bill 168: Refresher Course
It is imperative that you have policies and programs in place to prevent violence and harassment in your organization and that you share this information with all employees to help ensure a safe and productive workplace. This refresher course on Bill 168, can be used for current employees or new hires as part of their orientation program. (23 min.)
Special Pricing:
$495 if you already own the “Understanding & Implementing Bill 168 - Course”.
$895 - If not owned.

Introduction to Sexual Harassment for Supervisors/Managers
Essential information and guidelines for all Supervisors and Managers. Individuals and supervisors can be held personally liable for damages and legal costs arising from sexual harassment. Make sure everyone understands their rights and responsibilities. (10 min.)
Includes: PDF Notes on Policies and Training
DVD List Price: $495 • Non-Profit: $445
Also available:
Introduction to Sexual Harassment for Employees.
Both programs are available in office or industrial versions.

INTERVIEWING / HIRING

Actions Speak! Behaviour-based Interviewing
Author Dr. Paul C. Green presents a fresh and entertaining approach to behavioral interviewing. Based on the time-tested truth, “Past actions predict future performance,” Actions Speak! combines the elements of memorable storytelling and practical content to produce a highly effective interview skills training course for a new generation of interviewers. (24 min.)
Includes: Leader’s Guide, Participant Guide, Customizable PowerPoint Presentation, 10 Pocket Reminder Cards
DVD List Price: $895 • Non-Profit: $806

Best of the Bunch Recruitment and Selection
A step by step guide to fair recruitment and selection, for everyone involved in the process. Engaging drama scenes show good and bad practice, and expert commentary explains the key points. (45 min.)
Includes: Comprehensive Training Manual designed for use either by trainers or individual learners, reproducible Training Handouts and Sample Forms
DVD List Price: $895 • Non-Profit: $716

Beyond Words: Hiring & Interviewing Series
Did you know that some jury consultants use body language experts when they are screening jurors? How can you apply these same skills “Academy Award Winning” answers to the top interview questions, but their body language may convey something completely different. With this 3-part program, learn the nonverbal gestures that can help every hiring manager make a more informed hiring decision. (32 min.)
Includes: Discussion Guide for each segment, Reproducible body language quiz, 29 min. live seminar on DVD featuring body language expert Jan Hargrave
DVD List Price: $299 • Non-Profit: $239

Safe Hiring: How You Can Avoid Bad Hires
Hiring mistakes are every manager’s nightmare. This video provides you with specific methods for screening out criminal or dishonest job candidates, including five powerful interview questions and what to look for on application forms. (23 min.)
DVD List Price: $189 • Non-Profit: $189
Training programs for Non-Profit Organizations

LEADERSHIP

**FISH! For Leaders Series**
6 x 7-9 min. programs
As a leader, your greatest influence comes through the example you set for the people you lead and the relationships you build with them.

**FISH! For Leaders** consists of six distinct programs, each of which helps leaders apply a part of The FISH! Philosophy to their work and their lives:
- Program 1: It Starts With Me
- Program 2: Be There
- Program 3: Play
- Program 4: Make Their Day
- Program 5: Choose Your Attitude
- Program 6: Who Are You Being?

Includes: Downloadable Facilitator Guide with discussion questions and group activities, PowerPoint, Assessment Tool for each program.

**Participant Workbooks:** $9 each
**DVD List Price:** $1095 Series, $315 Each
**Non-Profit:** $876 Series, $252 Each

**Leadership Feedback**
The best assessment of your leadership comes from those you lead. This thought-provoking video training program provides the kind of honest feedback leaders don’t normally hear. Using wrong-way right-way scenarios, the program shows six key issues of leader/employee interaction that expose which leadership behaviours are motivating – or demotivating. (17 min.)

Includes: Leader’s Guide, reproducible Participant Worksheets, PowerPoint

**DVD List Price:** $870 • **Non-Profit:** $783

Also available as streamed delivery or as an e-learning session.

**Leadership: An Art of Possibility**
The new leader’s job is to SPEAK POSSIBILITY. You can speak possibility from any position, in any group of people, anywhere in the world. This kind of leadership increases the resources of an institution immeasurably in terms of energy, flexibility, and speed of response to a fast-paced world. (26 min.)

Includes: Training Leader’s Guide

**DVD List Price:** $1095 • **Non-Profit:** $876

**Leadership: An Art of Possibility and Attitude: Radiating Possibility** (page 2) Combo - $1232

**The Leadership Pickles**
Bob Farrell combines his passion for serving others with powerful leadership stories to create a memorable and motivating message for leaders of all kinds. According to Bob Farrell...“Leaders are those who SERVE the people who SERVE the customer.” Just as customers need pickles - those special things you do for them to keep them coming back - your employees need their pickles too. They want and need certain things from you as their leader. If they get them, they’ll follow you and achieve great things. If they don’t, their belief and respect for you as a leader may begin to slip. **The Leadership Pickles!** will inspire leaders at all levels. (16 min.)


**DVD List Price:** $925 • **Non-Profit:** $832.50

**The Leadership / Management Mix**
Are the skills of leadership and management distinctly different? Gain appreciation of what it takes to be more successful as a manager and leader. The realistic video engages you with the issues the supporting materials, written by experienced trainer Larry Reynolds, help you apply the ideas to your own circumstances. Chapter structure with good and bad examples of management and leadership in action. (18 min.)

Includes: Facilitator’s Guide with presentation materials, Self-study Guide with questionnaire

**DVD List Price:** $825 • **Non-Profit:** $660

**Leading More With Less**
In a challenging environment, how do you inspire employees to become more involved, engaged and productive? Let’s face it, these days we’re all being asked to do a lot more, with a lot less. Everyone’s feeling the stress, and it’s easy for employees to become unfocused and concerned with self-preservation. This program demonstrates six critical leadership skills that will inspire employees through difficult periods. These skills are universal and can be used through good and bad times, without spending any scarce resources. (17 min.)

Includes: Leader’s Guide, Reproducible Participant Worksheets, PowerPoint

**DVD List Price:** $795 • **Non-Profit:** $715

**Purchase The Leadership Pickles with Give ‘Em the Pickle! - $1595**

**All programs in this catalogue are available for digital delivery. Call 1-800-561-4300 for details**

MANAGEMENT / MEETINGS

**It’s Okay to Be the Boss**
The pressure to increase productivity and profits by doing more with less has never been greater. In this program, Bruce Tulgan dispels the seven myths that have created the current under-management epidemic at all levels of business. Tulgan challenges managers to give up their hands off = empowerment style of managing to re-engage with their employees - spelling out expectations, providing specific guidelines, correcting failure quickly and rewarding success even more quickly. **It’s Okay To Be the Boss** gives leaders and managers a step-by-step guide back to being the boss their employees appreciate and deserve. (27 min.)


**DVD List Price:** $925 • **Non-Profit:** $832.50

All programs in this brochure can be previewed FREE online on our website at www.itf.ca & can be licensed for streaming.
## MANAGEMENT / MEETINGS - cont’d...

**Meetings, Bloody Meetings 2013 Edition**
A recent survey revealed that 49% of managers felt they were wasting at least 3 hours a week in meetings, and many weren’t aware that running meetings is a teachable, learnable skill. It’s a technique with five key elements that apply to both face-to-face and virtual meetings. These five elements supply the framework of this most widely used training video of all time. Learners will come away with the ability to better prepare, structure, manage and control effective meetings. John Cleese returns in the classic role of the Judge and demonstrates how the rules for running a meeting parallel those of a court. (34 min.)

Includes: Course Leader’s Guide, PowerPoint Slides
**DVD List Price:** $1099 • **Non-Profit:** $989

**The Practical Coach – 2nd Edition**
An all new production of the best-selling employee coaching training video, with a fresh variety of workplace settings. This insightful and entertaining program on employee performance coaching sets a new standard for performance improvement that is both effective and caring. The simplicity of “letting employees know that what they do, matters to you,” remains the powerful central message for those who supervise others. The Practical Coach - 2 identifies the three most critical times to intervene as a coach; When you see: GOOD work, POOR work and a DEAD END road, and teaches how to deal with the most common defensive “sidetracks” a coach may encounter. (25 min.)

Includes: Leader’s Guide, Workbook, 10 Pocket Reminder Cards
**DVD List Price:** $995 • **Non-Profit:** $832.50

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## PERFORMANCE MANAGEMENT

**Performance Matters: The Importance of Praise**
Introduced by John Cleese. Giving praise where it’s due is a management tool that’s powerful and easy to use. It can increase the quality and quantity of peoples’ work, providing it’s correctly applied. (30 min.)

Includes: Leader’s Guide
**DVD List Price:** $1099 • **Non-Profit:** $989

**Performance Matters: The Need for Constructive Criticism**
Introduced by John Cleese. This program shows how to handle a situation correctly by understanding how the problem arose and suggesting how to avoid mistakes in the future. Help managers to understand that criticism is a part of their responsibility and gives seven rules for ensuring that criticism is conducted effectively. (30 min.)

Includes: Leader’s Guide
**DVD List Price:** $1099 • **Non-Profit:** $989

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## PRESENTATION SKILLS

**Can You Hear Me? - how to give memorable presentations**
Whoever you are and whoever you’re speaking to, a few simple techniques can help you keep the attention of your audience, get your message across and turn presenting into a pleasure instead of an ordeal. (30 min.)

**DVD List Price:** $795 • **Non-Profit:** $636

**Presenting With Impact - Sales and Service Masterclass Series**
Examines how sales people can present their products and services with greater impact. The panel share their thoughts on presentation style and examine the importance of product knowledge, organization and order of information. (16 min.)

Includes: Leader’s Guide
**DVD List Price:** $295 • **Non-Profit:** $265

**Presenting With Passion - Cutting Edge Communication Series**
Carol runs a training session on overcoming fear and changing presentations from BLAND to GRAND. Carol invites everyone to present on a surprise item, then gives feedback on their performance, linking it to her formula. (9 min.)

Includes: Leader’s Guide with Discussion Questions, Activities and Hand outs, plus PowerPoint
**DVD List Price:** $275 • **Non-Profit:** $248

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## TIME MANAGEMENT

**30 Ways to Make More Time**
Most people may think they are efficient. But unless they know how to manage their time, it’s unlikely they will ever be fully effective. This program demonstrates that time management training can be applied to anyone within an organization. (27 min.)

Includes: Course Leader’s Guide, Self-Study Workbook, Delegate worksheets, PowerPoint
**DVD List Price:** $1099 • **Non-Profit:** $989

**Time Challenged**
Meet Kent. We all know him in fact we’ve all been him! You see Kent is time challenged. Watch his deadlines zip by as he misses one after another by simply not managing his time efficiently. The first step for Kent is recognizing he has a problem, owning that problem and making the decision to do something about it. With the assistance of a self-help group, Kent learns valuable time management skills. (25 min.)

Includes: Guide (on DVD)
**DVD List Price:** $795 • **Non-Profit:** $676

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For information on the complete Sales and Service Masterclass Series and Cutting Edge Communication Series please visit our website at [www.itf.ca](http://www.itf.ca)
### Training programs for Non-Profit Organizations

#### Budget Resources - $169 - $269 each!

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**Additional Resources**
- All programs in this brochure can be previewed FREE online on our website at www.itf.ca & can be licensed for streaming
- Buy 5 DVDs and get the 6th one FREE!
- For additional Budget Resources call 1-800-561-4300
**The Coping Project**
Three inspirational films rich in diversity and ideal for medical and psychological professionals as well as employee assistance programs. Beautiful imagery, comforting music, and soothing narrative provide comfort and perspective to those distressed.

- **Program 1: And It Gets Better (5:55 min.)**
  A comforting film for anyone feeling overwhelmed, depressed or bullied that reminds us of the strength we have within.

- **Program 2: Coping With Loss (24:10 min.)**
  This inspirational film dispels the myths of mourning, discusses the stages of grief, and how to be supportive or supportable during a loss.

- **Program 3: Wonders (4:20 min.)**
  A powerful message of self-image, designed for life perspective and sensitivity training.

**DVD Price:** $249  •  **Non-Profit:** $199

**Employee Awareness Series**
Imagine a workplace productive, sustainable, enjoyable, and safe. Transformation in the workplace begins with transformation within each person. The 21 films in this series cover a wide array of subject matter that will educate, inspire and motivate all viewers. Each volume contains three related programs. Each program has its own style - keeping the viewing experience fresh.

**Programs:**
- Vol. 1 - Attitude and Behaviour (47 min.)
- Vol. 2 - Communication (51 min.)
- Vol. 3 - Health and Safety (45 min.)
- Vol. 4 - Time & Stress Management (58 min.)
- Vol. 5 - Violence: Physical/Verbal (50 min.)
- Vol. 6 - Workplace Essentials (57 min.)
- Vol. 7 - Success Factors (48 min.)

*Includes: Training Guide and Quizzes for each program.*

**DVD Price:** $1779 Series, $299 Each 3-Program Volume

**Non-Profit:** $1425 Series, $240 Each 3-Program Volume

**Unfortunate Effects Series**
Consists of three insightful training films on issues worthy of analyzing and handling. Even before watching the first film in an orientation program, three important issues must be presented, processed, and remedied. Once an employee overcomes their irrational fears, uncontrolled or misplaced anger, and tendency to lie, their true personality is ready to absorb important business information in a more pure and effective manner.

- **Program 1: The Unfortunate Effects of Fear (23:05 min.)**
- **Program 2: The Unfortunate Effects of Anger (20:30 min.)**
- **Program 3: The Unfortunate Effects of Lies (19:15 min.)**

*Includes: Trainer's Guide and Script Synopsis for each program*

**DVD Price:** $249  •  **Non-Profit:** $199

*Available in French

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