

Topic	Workshop	Length	Type	Vendor
Change Management	Facing the Challenge of Change by Dr. Ben Bissell	36 min	DVD	W. R. Shirah
Communication	Module 1: The 9 Deadliest Sins of Communication	1 hr, 45 min	DVD	Fred Pryor
Communication	Module 2: The 9 Deadliest Sins of Communication	1 hr, 45 min	DVD	Fred Pryor
Communication: Business Writing	Business Writing for Results	1 hr., 30 min	DVD	Fred Pryor
Communication: Coaching	Coaching - The Power of Questions	21 min.	DVD	Telephone Doctor
Communication: Public Speaking	Module 1: Stand Up Speak Out and Succeed - Overcoming Anxiety and Fear	2 hrs, 45 min	VHS	Fred Pryor
Communication: Public Speaking	Module 2: Stand Up Speak Out and Succeed - Essentials for Preparation and Practice	2 hrs, 45 min	VHS	Fred Pryor
Communication: Public Speaking	Module 3: Stand Up Speak Out and Succeed - Mastering Presentation Delivery	2 hrs, 45 min	VHS	Fred Pryor
Customer Service	Module 1: The Service Mentality	23 min	DVD	Telephone Doctor
Customer Service	Module 2: Determining Caller Needs	25 min	DVD	Telephone Doctor
Customer Service	Module 3: From Curt to Courteous - The 7 Touch Points of Communication	23 min	DVD	Telephone Doctor
Customer Service	Module 4: Four C's of Coaching Skills -	25 min	DVD	Telephone Doctor
Customer Service	Module 5: Five Forbidden Phrases	18 min	DVD	Telephone Doctor

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Customer Service	Module 6: Six Cardinal Rules of Customer Service	18 min	DVD	Telephone Doctor
Customer Service	Module 7: Telesales Tips from A-Z	33 min	DVD	Telephone Doctor
Customer Service	Module 8: Proactive Customer Service	19 min	DVD	Telephone Doctor
Customer Service	Module 9: Essential Telephone Skills	20 min	DVD	Telephone Doctor
Customer Service	Module 10: Six Steps to Service Recovery (Fix the Problem, Manage their Feelings)	24 min	DVD	Telephone Doctor
Customer Service	Module 11: Seven Keys to a Positive Mental Attitude	25 min	DVD	Telephone Doctor
Customer Service	Module 12: How to Avoid Emotional Leakage	9 min	DVD	Telephone Doctor
Customer Service	Module 13: Influencing the Interaction	22 min	DVD	Telephone Doctor
Customer Service	Module 14: How to Handle the Irate Customer	12 min	DVD	Telephone Doctor
Customer Service	Module 15: Essential Elements of Internal Customer Service	18 min	DVD	Telephone Doctor
Customer Service	Module 16: How to Deal with the Foreign Accent	12 min	DVD	Telephone Doctor
Customer Service	Module 17: That's Just Rude!	14 min	DVD	Telephone Doctor
Customer Service	Module 18: Maintaining Customer Relationships	14 min	DVD	Telephone Doctor
Diversity	Module 1: Just Be F.A.I.R.: A Practical Approach to Diversity in the Workplace	16 min	DVD/VHS	Business Training Media

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Diversity	Module 2: M.E.E.T. on Common Ground - Speaking Up for Respect in the Workplace	22 min	DVD/VHS	Business Training Media
Diversity	Module 3: We Need to M.E.E.T. - Managing for Respect in the Workplace	29 min	DVD/VHS	Business Training Media
Diversity	Managing Four Generations in the Workplace	34 min	DVD/VHS	Media Partners
Interviewing	A Question of Evidence - The Behavior Based Interview	22 min	DVD	Telephone Doctor
Interviewing	More Than a Gut Feeling III	32 min	DVD	Enterprise Media
Leadership	Would I Follow Me?	18 min	DVD	Enterprise Media
Leadership	Would I Inspire Me?	16 min	DVD	Enterprise Media
Performance Appraisals	Delivering Feedback - Fixing Performance Problems	20 min	DVD	Telephone Doctor
Performance Appraisals	AIM for Development - Setting Personal Performance Objectives that Work	19 min	DVD	Telephone Doctor
Performance Appraisals	Gaining Commitment - Setting Performance Objectives that Work	20 min	DVD	Telephone Doctor