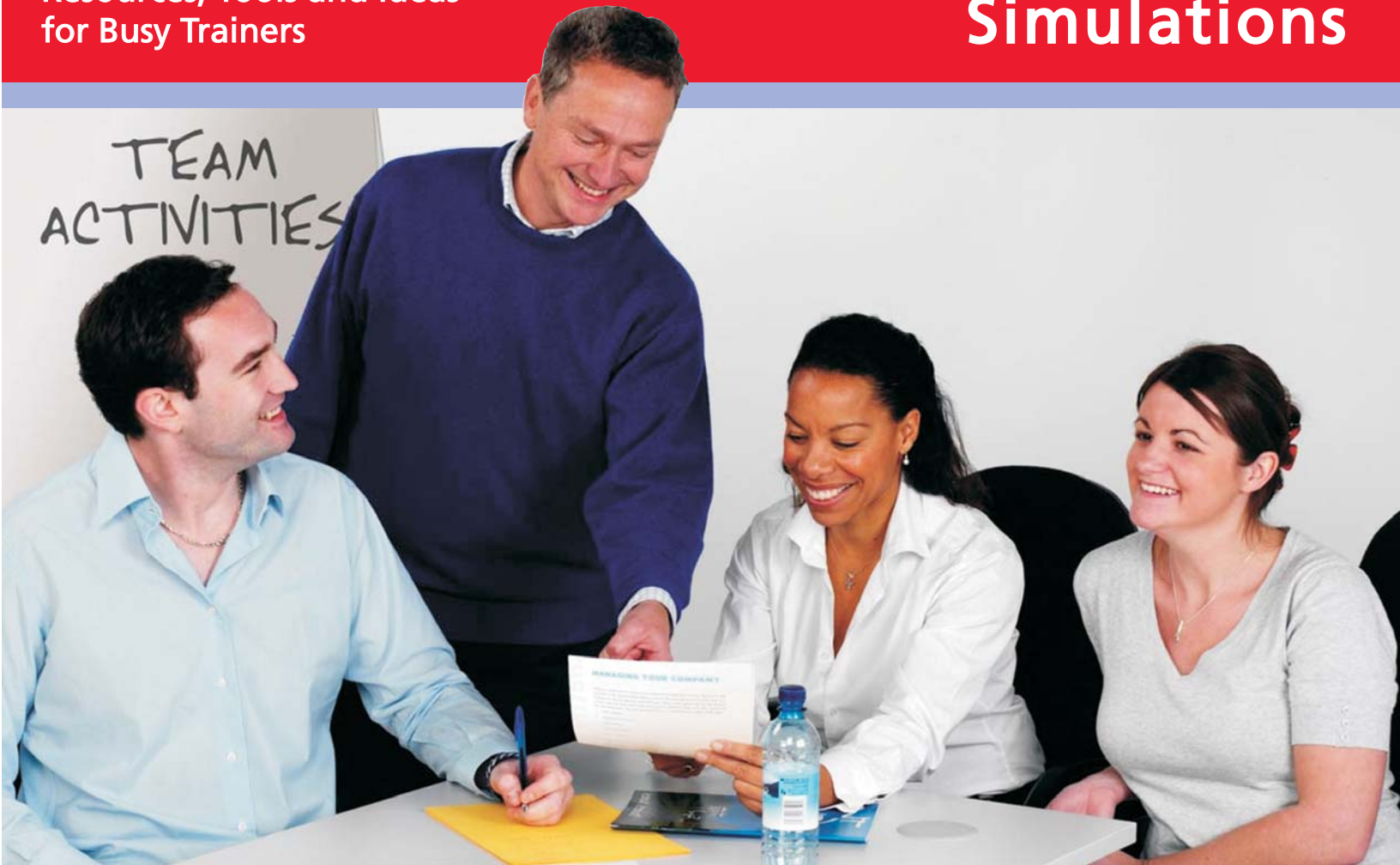


# Activities Toolkits Games Simulations

Resources, Tools and Ideas  
for Busy Trainers



CATALOGUE  
**2011**  
ACTIVE LEARNING



**Multi Media HRD Pvt. Ltd.**

Maker Bhavan 2, Ground Floor,  
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# Ready to use Solutions for all your training needs

Written by trainers for trainers, these exercises, games and activities are customisable, ready-to-run resources which can be slotted into existing training material or developed into courses ranging from a few hours to several days. The flexibility and in-depth information provided saves you many hours of preparation time, allowing you to focus on learning needs and delivery.

Several packs include a CD-ROM containing the complete pack as an Adobe® Acrobat® .pdf file, including all handouts and OHTs, enabling you to print them easily. There is also a MS PowerPoint® presentation of the overheads.

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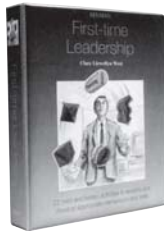
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## First-time Leadership

Clare Llewellyn West

These 22 ready-made hands-on activities explore what leadership is; increase awareness of the range of leadership styles available; identify their preferred styles; and give your people plenty of practice of all the key leadership skills.



- What is a leader like? • What does a leader do?
- What kind of leader are you?
- What kind of leader can you be?
- The perfect leader? • Knowing yourself
- Managing yourself • Managing time

### Leadership Skills:

- Learning to lead • The gentle art of feedback
- Making yourself heard • Communicating effectively
- The ABC of planning • Moving towards decisions
- Negotiating to win
- Leading the team • Building the team
- Learning to let go • Coaching for growth

Penman • 22 Activities • 438pp • on CD-ROM: Rs.8,950.  
or Printed copy in ring-binder+CD-ROM: Rs.10,950.

## Successful Leadership: 30 Practical Exercises

Tony Weightman

Equip yourself to deliver training in all aspects of leadership.

Leadership is a key skill of managers. This set of 30 practical exercises will:

- Help managers rise to the challenge of leadership
- Have fresh ideas and activities on key skills
- Be armed with exercises covering all aspects of leadership • tried, tested and easy to use
- ideal for short timeslots • packed with fresh ideas for dealing with key issues



Penman • 30 Activities • 314pp • on CD-ROM: Rs.8,950.  
or Printed copy in ring-binder+CD-ROM: Rs.10,950.

## Practical Decision-Making Skills for Managers

Kate Cobb

Don't make good decisions, make great decisions.

Decision making is a key competency that can make or break an organisation. Managers and team leaders need to make medium-term decisions concerning policy or changes within the company, and they need to make long-term plans for the future, involving decisions designed to keep the organisation business-focussed and forward looking.

Versatile and easy to apply and deliver, these activities can be integrated into courses on topics such as:

- General management
- Delegation • Change management
- Communication • Team working

Use these 19 ready-to-use activities to inspire great decision-making in your organisation

Penman • 19 Activities • 318pp • on CD-ROM: Rs.8,950.  
or Printed copy in ring-binder+CD-ROM: Rs.10,950.



## The 21<sup>st</sup> Century Leader

Larry Renolds

This toolkit takes team leadership on to a further dimension, acknowledging the constantly changing business demands of the twenty-first century.

### It will enable you to:

- Develop and fine tune your managers' skills as leader of teams, of departments, of your organisation • Challenge the status quo with confidence - don't wait for things to happen, make them happen • Learn how to articulate a vision, how to win commitment to that vision, and get teams working enthusiastically towards a common goal • Discover how to act with integrity to inspire confidence and get the best from teams • Show how to lead with drive and conviction rather than just be a manager or a designated team leader

Penman • 28 Activities • 295pp • on CD-ROM: Rs.8,950.  
or Printed copy in ring-binder+CD-ROM: Rs.10,950.

## 50 Activities for Creativity & Problem Solving

Geof Cox, Chuck Dufault & Walt Hopkins

These reproducible activities develop creative thinking, offer new approaches to problem solving, and develop innovative approaches to problems that aren't responding to traditional methods.

### Training Objective:

- Develop creative thinking
- Offer new approaches to problem solving
- Develop approaches to problems that will not respond to traditional problem-solving methods

### Activities Cover:

- Problem analysis • Thinking process
- Finding solutions • Implementation of creative problem-solving methods

HRD Press • 240pp • 3-ring binder • \$149.95

## Insights - A collection of Incidents for Developing Managers

Graham Kelly and Roger Armstrong

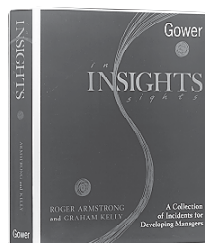
A unique type of resource. Each 'incident' presents, in dramatized form, an episode that reflects an issue or problem of importance to managers, which can be used in many different training contexts to stimulate analysis, discussion and recommendations for action.

There are photocopiable task sheets for participants, while support material for the trainer includes a statement of learning objectives, supplementary questions and details of other relevant training resources.

**Contains 31 incidents**, covering the key skills of management and set against a wide variety of organizational backgrounds. They are indexed by skills area.

**Incident Titles include:** • A Word in Your Ear • How Do You Put Up With Her? • Is This Really My Problem? • More Lame Excuses • You Want Me to Do What?.

Gower • 324 pp • 4-ring binder • £150



## Essentials of Management

Eddie Davies

A goldmine for training activities in all the core 'essentials' of management development.

All tried and tested in real organisations, these activities have been used successfully to:

- Give new managers practice in the core skills
- Remind senior and experienced managers that the 'essentials' are vital to performance and do need to be practised!

**Contents:** • Orientated to the future

- Planning for the future • Decision making
- Managing time and delegating • How do I choose the right person for the job?
- Leadership • Feedback skills • On the job training • Face to face communication skills
- Motivating your team • Managing meetings
- Managing assertively • Solving problems together • Written communications • Customer care • Managing budgets • Performance appraisal • Managing change

Penman • 20 Activities • 557pp • on CD-ROM: Rs.8,950.  
or Printed copy in ring-binder+CD-ROM: Rs.10,950.



## The Strategic Leadership Game

The Strategic Leadership Game uses

entertaining **Tangram puzzles** to bring home the importance of how you manage task performance.

It highlights learning points having to do with both dimensions of the classic managerial leadership grid: structure and support.

**Game A: Work Orders**, simulates a normal or typical task assignment in many workplaces. Participants are delegated a task with clear output criteria, but without any useful performance support or structure.

**Game B: Coaching Cards** also simulates routine assignments, but participants are placed in pairs, one as manager and one as employee, and manager's are responsible for supporting the employee's efforts.

HRD Press • 120 pp • Boxed Game Set • \$99.95



## Key Skills Analysis

Lesley Howard & Rose Taw

Few would disagree with this paradigm shift in the workplace, or with the growing significance of the Key Skills initiative. But, while you might believe in Key Skills, actually identifying any skills gaps within your own organization is very difficult as each organization needs its own unique skills balance.

This is where *Key Skills Analysis* comes in. It is a collection of **practical tools to identify and analyse key skill competencies in teams, staff, or entire organizations**. Then, once your requirements are identified, the material points you in the right direction to fill skills gaps.

Gower • 144 pp • 4-ring binder • £125.



## Knowledge Management

Mike Bagshaw and Paul Philips

Change your people's mindset from 'individual power is knowledge' to 'shared knowledge is the power of the future'. Most organizations know they have vast reservoirs of knowledge vital for future success, but lack the ability to tap into them.

This toolkit gives you practical strategies to explore where that knowledge is, and tap into it to release its creative potential.

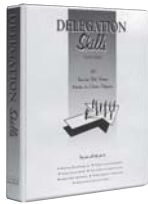
- It's not just what you know, it's knowing what to do with it
- Knowledge delivery: what, where and when?
- Mapping the invisible workplace: what's really going on around here?
- Gleaning tacit knowledge: time-lining
- Harnessing customer knowledge: customers call the tune because they know the score
- Capturing collective brainpower: getting everyone into the room together

Fenman • 21 Activities • 485pp in Ring-binder: Rs.9,950.

## Delegation Skills

Tony Bray

Show managers the importance of delegation as a method for developing their people, as well as a means for getting more things done. Includes ideas and activities on coaching, learning, performance review, leadership and motivation.



Help your managers to:

- develop their personal leadership style
- foster confidence and competence in others
- recognise and make use of different learning styles
- develop their coaching and training skills
- give praise and develop other people's self-esteem
- monitor job performance effectively.

Fenman • 22 Activities • 265pp in Ring-binder: Rs.9,950.

## Time to be Effective

Christine Chun

This pack tackles head-on the problem with most time management training - the fact that most people go away with good intentions but fail to implement what they've learned. *Time to be Effective* doesn't duck these issues. It helps you overcome scepticism and find approaches that really work. The secret of the success of this pack lies in the personalisation of the learning. Each activity is made relevant, practical and immediately useful to individuals.



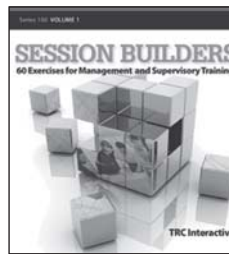
With this pack you'll:

- Revitalise your time management training
- Pick up new approaches
- Inspire and motivate your people
- Make time management personal and relevant to them.

Fenman • 19 Activities • 278pp • on CD-ROM: Rs.8,950. or Printed copy in ring-binder+CD-ROM: Rs.10,950.

## Session Builders Series 100: 60 Exercises for Management and Supervisory Training

Session Builders Series 100 is a 2 Volume set of 60 Activities. It covers over 20 of the most important management and supervisory skills, from active listening to time management. With more than 200 exercise options and variations you will always have a choice of realistic, easy-to-use designs that will add "something extra" to your training programs.



Each Session Builder exercise is short, simple to run and debrief. The exercises are provided in a completely detailed manner, so that there are no surprises for the end-user at any point in the training process.

You can use Session Builders to:

- Build skills
- Illustrate concepts
- Stimulate discussion
- Promote on-the-job application
- Reinforce learning
- Create a supportive learning climate

Session Builders exercises are flexible, as well: you can use them to help design your own management/supervisory training or as a supplement to your existing program.

HRD Press • 2-vol set • 850pp with CD-ROMs  
3-ring binder • \$249.95

## Project Management Activity Pack

Eddie Davies

Practical sessions take participants through every step of creating and implementing an effective project plan. There are people development activities, plus sessions on skills such as giving a presentation and writing reports.



**Revised and updated.** including two new activities: **Critical Path Analysis**, a technique that is one of the most useful tools for any project manager. Participants are encouraged to learn how to identify the key events that will dictate the overall length of the project.

The second new activity is **Managing Risk**, which ensures participants understand the importance of risk in projects, and its likely sources and how to manage risk successfully.

Fenman • 22 Activities • 572pp • on CD-ROM: Rs.8,950. or Printed copy in ring-binder+CD-ROM: Rs.10,950.

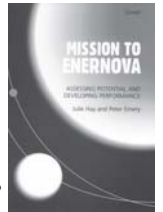
## Toolkits on Stress Management

Please see page 16.

## Mission to Enernova Assessing Potential and Developing Performance

Julie Hay and Peter Emery

Having used this game on a number of workshops I found it an excellent tool in addressing **project management techniques**, getting groups to work together in a non threatening or stressful way. The responses from the participants were also very positive with lots of positive feedback on how well they enjoyed the challenge." — **Journal of the National Association for Staff Development**



The exercise requires that participants, working on their own or in teams, budget, plan and present their strategy for reaching a new planet, Enernova, safely. The quality of their decisions on which route to follow, which crew members and equipment to take, as well as the levels of fuel, food and stores they will need, will be put to the test when the simulation itself unfolds.

*Mission to Enernova* can be used as a teambuilding to explore group dynamics, information handling, planning, decision making, communication and influencing skills, teamworking, presentation skills, flexibility, contingency planning, risk management, time management and working under pressure.

**The Simulation includes:** • Full instructions for the team facilitator wishing to use it as a team development exercise • There are also programme notes for an assessment or development centre, should the simulation be used in its more formal application • All of the participants' materials are reusable or photocopyable.

Pack contains: A4 Guide (44pp) • Posters • Cards  
Gower • Simulation Game • £150

## Performance Management and Development Toolkit

Peter Farquhar

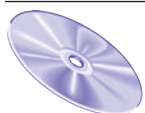
This toolkit will take your organisation right through the process of establishing an effective Performance Management and Development programme. Highly recommended for organisations working towards **Investors in People award**.

**This powerful toolkit enables you to:**

- develop and communicate business plans and objectives
- set up employee development strategies for helping all employees contribute to the corporate plan
- develop managers' leadership skills through effective ongoing performance management and development discussion
- establish clear evaluation processes for monitoring the return on investment in employee development against the achievement of business plans



Fenman • 15 units • 333pp in Ring-binder: Rs.9,950.



## Interactive CD-ROM Programs

on Management • Communication • Customer Service

See Page 18 for details

## Toolkit for Organisational Change

Dr Jan Jonker

Contains **30 practical instruments** to plan, communicate and implement changes; they'll help you to think differently and encourage you to step out of the 'business as usual' mentality.

**The instruments are divided into five main sections, representing a clear, five step approach to change.** You can use them to guide you through a complete change process, or dip into them whenever you need some help with a specific problem.

Fenman • 30 Activities • 314pp • on CD-ROM: Rs.8,950. or Printed copy in ring-binder+CD-ROM: Rs.10,950.



## Managing People Through Change

Arthur Proud

These 19 tried and tested activities deal with the human side of organisational change. Now you can train your managers in the skills they need to manage their people during times of upheaval and uncertainty. Show them how to encourage others to regard change as a time for learning and development – instead of a time of low morale and dissatisfaction.

Fenman • 19 Activities • 292pp in Ring-binder: Rs.9,950.



## Valuing Diversity at Work

Val Rowland and Ken Birkett

**A diverse workforce helps business results...**

This activity pack focuses on the business benefits to be gained from valuing all people regardless of age, gender, race, family circumstances or disability.

You can show that organisations which appreciate diversity will develop the ethics and values which underpin good people management. And attractive employment policies attract competent individuals, keen to perform well. Moreover, understanding the diverse nature of a market can improve customer care and open up new opportunities.

**Subjects covered include:**

- equal opportunities • ageism • sexism
- racism • disability/ability • sexual harassment • bullying

Fenman • 21 Activities • 404pp in Ring-binder: Rs.9,950.



## Skills of Appraisal & Performance Review

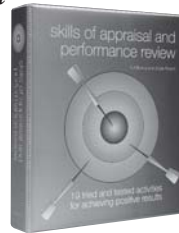
Val Rowland & Ken Birkett

Are you implementing a new appraisal system or updating and improving the one you have? This pack contains all the ready-made training materials you need to get everyone practising effective performance review skills.

**Learning Applications:**

- understanding the appraiser's perspective
- understanding the appraisee's perspective
- 360° approach to appraisals • questioning skills • communication skills • objective setting
- linking appraisals & reviews with Investors in People • performance pay • appraisal and personal development • appraising manual workers

Fenman • 19 Activities • 423pp • on CD-ROM: Rs.8,950. or Printed copy in ring-binder+CD-ROM: Rs.10,950.



## Setting Objectives and Seeing them Through

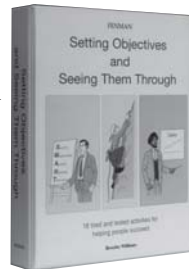
Beverley Williams

**Train everyone in how to:**

- agree and monitor objectives • keep momentum going after the objectives have been agreed • amend objectives when circumstances change
- review progress and reward success Participants learn how to devise and monitor objectives that are (and remain) current, relevant and focused – and therefore much more likely to be seen through to completion.

Every aspect of objective setting is covered, from understanding what objectives are and why they should be **'SMART'**: • Specific • Measurable • Agreed • Realistic • Time-bound

Fenman • 16 Activities • 374pp • on CD-ROM: Rs.8,950. or Printed copy in ring-binder+CD-ROM: Rs.10,950.



## Recruiting and Keeping the Right People

Susan Iacovou

It's easy to get recruitment wrong, as most of us know to our cost. These activities take your managers right through the selection process from planning, interviewing, selection and induction – ensuring a successful candidate becomes a valuable employee.

**Using the activities in this pack you will be able to:**

- equip participants with the skills to plan and manage the selection process
- increase participants' confidence in handling the recruitment process, from start to finish
- provide a portfolio of tried and tested techniques for carrying out each stage of the selection process
- increase the likelihood of participants making the right recruitment decisions
- ensure that new employees' induction is focused and effective.

Fenman • 20 Activities • 414pp in Ring-binder: Rs.9,950.

## The War for Talent

Adelaide Shone

**How to recognise, attract, develop and retain Key People**

- Spotting and nurturing talent is the best investment you can make
- Define high talent potential and put practical processes in place to attract, motivate, retain and reward key individuals
- Encourage your people to constantly give of their best at work

This pack is divided into **three sections:**

- 1. The manager as a talent scout and nurturer** of people with high talent potential. With these 4 activities, you'll be able to guide your managers to self assess how they develop their people, audit the potential of the organisation as a talent-friendly workplace and focus where development strategies need to be in place.
- 2. Managing people with a high talent potential:** 7 activities to support your managers when looking beyond CV's and job descriptions to what skills are needed in your organisation, to focus on how to empower and encourage their people.
- 3. Formalising processes and strategies:** 4 activities and tools to develop strategies to "get things done". You'll offer learning opportunities to match both the business needs and the individual's needs - and show how to get support from top decision makers.

Fenman • 15 Activities • 271pp • on CD-ROM: Rs.8,950. or Printed copy in ring-binder+CD-ROM: Rs.10,950.



## The Induction Toolkit

Lesley Myland

**The complete guide to designing and implementing induction programmes**

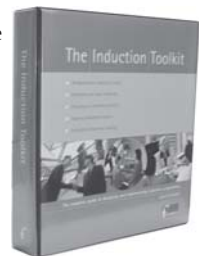
The Induction Toolkit will help you meet the challenge of ensuring that new staff get into action, get properly involved and committed fast.

This toolkit could save you thousands of pounds in recruitment costs: help new people feel at home quicker ... make them feel confident sooner ... reduce the chance of them leaving.

Any organisation which already has a good induction programme will know how valuable it is. And they'll see how valuable it is to share best practice from this remarkable toolkit. So if you're already quite pleased with your organisation's induction procedures, use this toolkit to see how it really measures up!

**Includes all the practical instruments and checklists you need.**

Fenman • 9 Activities • 258pp • on CD-ROM: Rs.8,950. or Printed copy in ring-binder+CD-ROM: Rs.10,950.



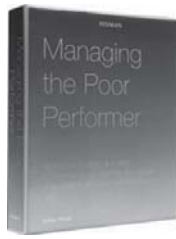
**Download Sample Activities**

from several of these toolkits at [www.multimediahrd.com](http://www.multimediahrd.com)

## Managing the Poor Performer

Arthur Proud

This manual will equip your managers with the skills to quickly spot changes in behaviour and performance, and identify the reasons behind these changes. Causes of poor performance are broken down into a framework in terms of willingness to work, and ability to perform required tasks.



**Part One (10 activities)** outlining the processes involved in addressing different types of poor-performer situations, such as dealing with:

- a sudden fall in performance
- the 'no improvement' review
- 'bolshie' employee
- high-performer who isn't meeting objectives

**Part Two (8 activities)** deals with the skills required to confidently address the poor performance issues, without demoralising or antagonising the individual concerned, such as:

- hiding your own opinion of the poor performer
- listening properly to the person
- setting improvement targets
- making action reports

Fenman • 18 Activities • 344pp • on CD-ROM: Rs.8,950. or Printed copy in ring-binder+CD-ROM: Rs.10,950.

## Managing Tricky Situations Involving People at Work

What do you do if someone has a row and walks out? How do you deal with damaging office gossip? How do you say 'no' to an unreasonable request?

Managers must be able to deal professionally with awkward situations involving people at work. And they need to do it with the minimum of disruption to day-to-day working.

This pack enables you to help your managers anticipate and prepare for the really thorny issues most of us would rather not have to deal with.

**Learning applications include:**

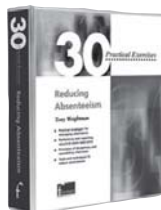
- assertiveness
- communication
- problem solving
- interpersonal skills development
- motivation
- transactional analysis
- mentoring
- body language
- conflict mgt.

Fenman • 18 Activities • 379pp • on CD-ROM: Rs.8,950. or Printed copy in ring-binder+CD-ROM: Rs.10,950.

## Reducing Absenteeism: 30 Practical Exercises

Tony Weightman

- Help your managers in their quest to reduce absenteeism in the workplace.
- With this easy to use and innovative new manual you will have:
- Practical strategies for managing attendance
- Training in performing and reporting return to work interviews
- Essential principles of disciplinary and counselling interviews.



30 practical exercises that will enable you to deal with absenteeism - quickly and effectively

Fenman • 30 Activities • 296pp • on CD-ROM: Rs.8,950. or Printed copy in ring-binder+CD-ROM: Rs.10,950.

## Discipline and Grievance: 30 Case Studies and Activities

Gill Hardy & Gill Kelley

Whatever the reason, if the person responsible does not act immediately and appropriately the situation will deteriorate. This can lead to loss of productivity and morale causing all the additional work, worry and hassle of formal procedures, and potentially, employment tribunals.



This toolkit covers the full range of issues relating to discipline and grievance, from informal and formal interviews and warnings to record keeping and appeals. It is a practical resource for all trainers and managers to use to develop those who deal with discipline and grievance at work.

- Case studies provide realistic situations that people can relate to
- Deal with sensitive, persistent and difficult situations
- Give people the skills and confidence to tackle these issues
- Learn the stages and procedures of discipline and grievance
- Understand the actions and responsibilities of individuals and the organisation

Provides effective learning through a wide variety of activities, including quizzes, games, checklists and role-plays.

**CD-ROM** containing handouts as Adobe Acrobat® .pdf files and as a Microsoft® PowerPoint® presentation.

Fenman • 30 Cases • 224pp • on CD-ROM: Rs.8,950. or Printed copy in ring-binder+CD-ROM: Rs.10,950.

## Managing Conflict

Caroline Love

**20 tried and tested activities for achieving positive outcomes**

Help your people recognise that conflict is inevitable, and that it can be healthy when appropriately managed. Develop skills and techniques for managing conflict effectively, and to achieve positive outcomes, rather than to prevent all conflict.



These activities transfer learning back to the workplace by requiring participants to relate theory and skills practice to their real-life experiences and by using learning logs to record progress and commit to further personal development.

**Each activity has been practised and perfected by the author, Caroline Love, in over 20 years' training experience.**

You get detailed instructions on delivery, timing, materials needed and background information, so every session is easy to prepare. You also get ready-to-photocopy OHT's and handouts plus useful tips from the author to save you time and give you additional expertise.

Fenman • 20 Activities • 489pp in Ring-binder: Rs.9,950.

## Dealing with Difficult and Aggressive Behaviour

Caroline Love

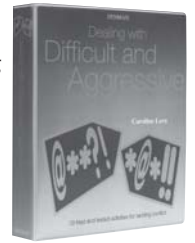
Give your people the skills they need to handle anything their job throws at them - confidently, professionally and calmly.

**Train them to deal effectively with:**

- Angry and aggressive customers
- Difficult members of the public
- Hostile negotiations
- Conflict with colleagues
- Communication breakdowns
- Aggressive behaviour from senior colleagues
- Harassment in the workplace

When you're asking people to deal face to face with the public, there can be risks to them and to your organisation. Sometimes colleagues can get aggressive too. This powerful pack provides training to make your people more confident and secure, equipping them with important skills, so that they are ready with effective and highly professional rapid responses.

Fenman • 19 Activities • 328pp • on CD-ROM: Rs.8,950. or Printed copy in ring-binder+CD-ROM: Rs.10,950.



## Ten-Minute People Development

Andrew Rea

This pack has been specially created to help anyone who is involved in training staff to run a 10 minute session on a whole range of topics relating to people development.

Each of the 50 activities is designed as an individual stand-alone session, although they can be combined together to create a longer training programme.

This activity pack is crammed full with great learning points and topics, and covers areas such as:

- Development
- Coaching
- Training
- Feedback
- Delegation

As a part of the Ten-Minute Series, this resource is packed with short, punchy training activities that can be completed (with an action plan from delegates) in just 10 minutes! *Fast and effective learning - whenever you want it!*

Fenman • 50 Activities • 424pp • on CD-ROM: Rs.8,950. or Printed copy in ring-binder+CD-ROM: Rs.11,950.



## Needs Assessment Coursebook & Workshop

Henry J. Sredl & Charles Chesney

**The program is organised around a five-step needs assessment model:**

- Plan and Scope
- Obtain Participation
- Collect Data
- Evaluate Data and Report Findings.

It will guide you from start to finish and help you discover gaps and discrepancies between actual and optimal performance.

**Includes:**

- Instructor Notes
- OHP Masters
- Exercises and Handouts
- Glossary of Terms.

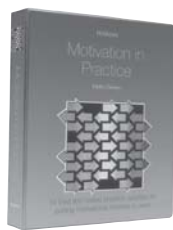
HRD Press • 340 pp • 3-ring binder • \$74.95

## Motivation in Practice

Eddie Davies

Help your managers understand the key motivational theories, and apply them in the context of their work

- What are the pros and cons of using money as a motivator for my team?
- How do I find out what motivates each member of my team?
- How do I keep my team focused and committed throughout a period of organisational change?
- My administrator used to strive for perfection in every task, but seems to have lost his drive - how do I rekindle his enthusiasm?



Use this training manual to help your managers develop insight into what motivates individuals and teams to maximise their performance. *Motivation in Practice* delivers all the key motivational theories, clearly explained, in jargon-free terms.

Fenman • 19 Activities • 508pp • on CD-ROM: Rs.8,950. or Printed copy in ring-binder+CD-ROM: Rs.10,950.

## Making Motivation Work: 30 Practical Exercises

Tony Weightman

Get to the heart of motivation - quickly and effectively - Refreshing and invigorating

Here are no-nonsense solutions to everyday training requirements:

- tried, tested and easy to use
- ideal for short timeslots
- packed with fresh ideas for dealing with key issues
- Help develop a motivation strategy
- Practise resolving demotivational strategies
- Show how to tackle difficult situations and behaviour



Fenman • 30 Activities • 292pp • on CD-ROM: Rs.8,950. or Printed copy in ring-binder+CD-ROM: Rs.10,950.

## The NVQ Assessor Toolkit

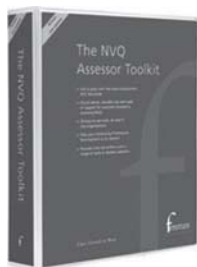
Clare Llewellyn West

Discover a wealth of material to guide you through the maze of NVQ assessment, saving hours of time and effort along the way.

If you're an experienced assessor, there's plenty of new and relevant material. If you're new to NVQ assessment, you'll find everything you need to bring you quickly up to speed.

**A word from the pack's author:**

"The success of NVQs lies in the role of the assessor. A good assessor can make the experience valuable and challenging. A poor assessor can make it frustrating, barren and worthless. Yet many assessors are thrown in at the deep end with only a vague sense of what's involved - **this toolkit is designed to help assessors everywhere make the best of this important role.**"



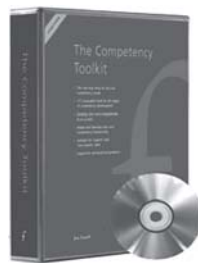
Fenman • 15 Activities • 292pp • on CD-ROM: Rs.8,950. or Printed copy in ring-binder+CD-ROM: Rs.10,950.

## The Competency Toolkit

Ian Favel

One-stop shop for all your competency needs.

These 171 simply written but powerful tools, will help you devise your own competencies from scratch. You'll be guided through each stage: from designing competency statements and frameworks, to addressing the all-important issues of what you might use your statements and frameworks for - and the best way to do it.



**It's like having your own coach sitting beside you, advising, helping and making everything straightforward and easy.**

Here is a one-stop resource for developing and nurturing your own organisational competencies. It describes each step in the process, and then provides you with example tools that can be used to carry out the steps described. *The Competency Toolkit* provides you with pages and pages devoted to:

- 7 detailed Case Studies
- 27 worked examples of Tools
- 12 examples of Management Competencies
- 171 simply written but powerful tools
- 13 different units

Fenman • 171 Tools • 504pp • on CD-ROM: Rs.8,950. or Printed copy in ring-binder+CD-ROM: Rs.10,950.

## Competency-Based Human Resource Management

David D. Dubois, William J. Rothwell with Deborah Jo King Stern & Linda K. Kemp

Moving beyond industrial-age notions of work, the book describes how to reinvent the HR department so that job *competencies* - rather than job *descriptions* - become the foundation for all HR effort. By isolating and focusing on the key competencies that distinguish top performers, HR departments can unleash the power of exemplary performers across all job categories and see significant gains in productivity.



This comprehensive handbook shows organizations how to make the transition from a work-based environment to a competency-based foundation. It includes planning tools, checklists, worksheets, and other practical aids that guide HR professionals as they transform their organizations into world-class performers.

Davies Black • 340 pp • HB • £35.00

## Competencies Activity Pack

Roger Pattison and Andrea Moffat

20 practical hands-on activities to introduce and make a success of competencies

- Understand what competencies are and how they are best used.
- Show how competencies work in practice
- Use practical experiences of how competencies can be applied in specific work contexts
- Become confident in the development and use of competencies in day-to-day work.



**Learn how to develop and apply your own Competency statements and frameworks - and how to evaluate and revise any existing job role Competencies.**

- More effective use and management of staff
- Better and/or improved performance - both people and organisational
- Better working relationships
- Better places to work, improved atmosphere, higher motivation leading to an open and honest approach to meeting targets and getting the job done
- Recognition of the need to value people and the behaviours that are wanted in successful organisations
- The development of flexible people with the right skills, experience and knowledge to achieve in today's tough business climate

Fenman • 20 Activities • 384pp • on CD-ROM: Rs.8,950. or Printed copy in ring-binder+CD-ROM: Rs.10,950.

## 20 Reproducible Assessment Instruments for the New Work Culture

Philip R. Harris, Ph. D.

This collection of reproducible assessment instruments will:
 

- Stimulate participant's thinking and awareness about themselves and others
- Provide objective feedback about behavior and performance
- Serve as a basis for discussion and learning, as well as for personal and organizational development

**Divided into four sections:**

- 1. Personal Assessment**, contains seven instruments to help individuals learn about themselves in order to more effectively acquire new competencies and meet the challenge of change.
- 2. Team Assessment**, contains four complimentary instruments to help both team leaders and team members understand the dynamics of the group process.
- 3. Management Assessment**, provides five instruments which may be used by individual managers for self-assessment of their managerial role and effectiveness.
- 4. Organizational Assessment**, includes four instruments which can be used by HRD specialists or top management to evaluate a company's climate, clarify one's position in the system, and improve meeting management.

HRD Press • 120pp • 3-ring binder • \$99.95

## Communication Skills

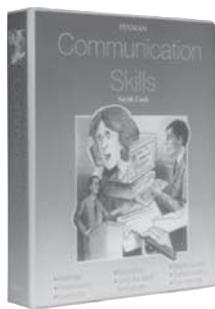
Sarah Cook

Your organisation needs people who can communicate clearly and effectively - with customers, colleagues, suppliers and business contacts. Here are 22 NEW activities to build:

- *Questioning and listening* skills to find out exactly what your customers need
- *Feedback and rapport building* techniques to ensure smooth day-to-day work with colleagues
- *Assertiveness and influencing* skills to create win-win outcomes with suppliers and colleagues, and *networking* skills to create a supportive, learning network both within and outside your organisation.
- Body Language • Presentation Skills
- Team Communication
- Handling Difficult Situations

At last! Here are modern communication skills training activities - including effective use of *email, voice-mail & audio and video conferencing* - at your fingertips and ready to run!

Fenman • 22 Activities • 380pp • on CD-ROM: Rs.8,950. or Printed copy in ring-binder+CD-ROM: Rs.10,950.



## 44 Activities for Interpersonal Skills Training

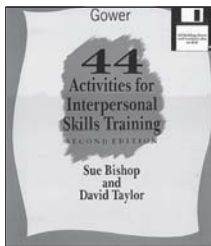
Sue Bishop and David Taylor

The first activity is for the training of managers, supervisors and others in facilitation skills. Subsequent activities are grouped under four headings:

- **Beginnings & Endings:** icebreakers, course review and course closure activities
- **Perceptions:** to identify and address issues which stem from assumptions and presumptions about self, people and groups
- **Communicating:** to develop verbal and non-verbal skills
- **Empowerment:** Each activity includes optional additional guidance, for the non-trainer, in the form of context and background information and further advice on processing plus likely pitfalls and how to overcome them.

CD-ROM enables you to edit and customize the material.

Gower • 624 pp • 4-ring binder+CD-ROM • £125



## Essential Interpersonal Skills for Outstanding Managers

Eddie Davies

**Stop managers talking - get them communicating!**

You and your managers will be able to develop insight into how other people feel, think and act. And you'll understand the importance of tone of voice, body language, listening skills. This pack gives you enough material for over 51 hours of training.

**Enable your managers to:**

- Interpret and use influencing styles and power bases
- Interpret and react to the interpersonal style of colleagues and customers
- Deliver clear and concise messages
- Ensure messages are received and understood
- Develop and use a flexible communication style
- Use the power of body language
- Gain commitment, trust, develop empathy
- Develop a positive and assertive style
- Develop essential interpersonal skills for every member of your organisation

Fenman • 20 Activities • 525pp • on CD-ROM: Rs.8,950. or Printed copy in ring-binder+CD-ROM: Rs.10,950.



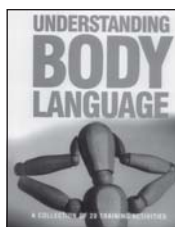
## Understanding Body Language 20 Training Activities

Edited by J. Norman

This powerful resource brings together exercises that use NLP, observation, mime, coaching, feedback and other techniques.

The activities have been chosen to suit different styles of training and to explore as many applications and dimensions of body language as possible. All of the activities are appropriate for general interpersonal skills training while others for interviewing, coaching or negotiating.

Gower • 180 pp • 4-ring binder • £75



## Advanced Presentation Techniques

Clare Forrest and Margaret Zuppinger

**How to turn good presenters into EXCEPTIONAL presenters**

Help your managers fine-tune their skills to:

- Become exceptional presenters
- Confidently handle large and/or multi-cultural audiences
- Use technology effectively
- Work in a team presentation or on their own.

Give your managers the confidence and expertise to deliver powerful presentations - every time!

Fenman • 20 Activities • 359pp • on CD-ROM: Rs.8,950. or Printed copy in ring-binder+CD-ROM: Rs.10,950.



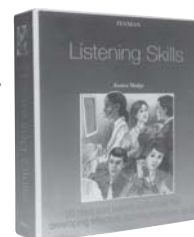
## Listening Skills

Jessica Madge

**22 gems of inspiration for developing your people's listening skills**

Good listeners win more business, retain more customers, motivate others and are 'in tune' with their people. You can dip into this goldmine of communication activities for your training courses on customer care, negotiation, recruitment and appraisal interviewing, mentoring, meetings, conflict management... This versatile pack addresses a wide range of skills: some activities are basic and introductory and others are advanced activities, suitable for those who are improving and refining their skills. The more advanced activities cover vital areas such as empathising, transactional analysis, incongruence between words and body language, using listening skills to reveal emotions, and pacing tone/energy and speed of speech.

Fenman • 22 Activities • 514pp in Ring-binder: Rs.9,950.



## Effective Meetings

Mary Richards

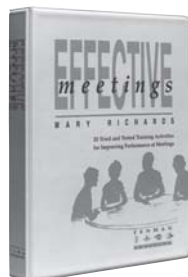
Top of most people's 'hate' list is the time they waste in meetings. Here are lots of ideas and proven exercises for helping people make their meetings productive and useful. There are specific activities for meeting participants and for people who chair or lead meetings.

**The pack provides plenty of opportunity to practise key skills like:**

- listening at meetings
- speaking at meetings
- non-verbal communication
- managing conflict in meetings
- controlling discussion.

Other activities focus on the practicalities of meetings such as choosing the appropriate location and time, using visual aids and using the agenda as a useful control mechanism.

Fenman • 20 Activities • 253pp in Ring-binder: Rs.9,950.



## 20 Training Workshops for Listening Skills

Clare Sproston and Glenna E Sutcliffe

Each workshop provides a complete list of all resources required, a guideline to the amount of time required, step-by-step instructions for running the event, OHP masters, assignment sheets and handouts. Each workshop takes between 1 and 3 hours to run.

**Part 1:** Examines how the individual copes with listening. Personal involvement in listening; inherent difficulties are explored and suggestions and solutions proposed.

**Part 2:** Demonstrates how listening skills form part of day-to-day effectiveness of all concerned.

**Part 3:** Identifies different learning skills. Those who cannot listen, cannot learn and the assignments enable participants to practise and improve their listening skills.

HRD Press • 518 pp • 3-ring binder • \$139.95



**Videos & CD-ROMs for**

# Technical/Industrial

**On-the-Job Skills Training**

**Chemical Plant • Refinery  
Power Plant • Instrumentation  
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OPERATIONS
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## Kennedy's Simulations for Negotiation Training (3rd. Ed.)

Devised and written by  
Dr. Gavin Kennedy

Detailed and proven simulations involving negotiating scenarios for purchasing, selling, industrial relations, disputed invoices, change management, problem solving and contract negotiation.

The simulations are graded "basic", "intermediate" or "advanced" to provide scenarios for managers with different levels of negotiating experience. Each of the 24 simulations (of which 12 are new) follows Gavin Kennedy's renowned four-phase "wants" methods of negotiating and includes detailed trainer's notes and full participant's briefs. In the first half of the manual Dr. Kennedy provides guidance on how to prepare for simulations, controlling the exercises, evaluating the outcome and using observers.

Gower • 272 pp • 3-ring binder • £175  
also available in CD-ROM format • £175



## Business Applications of NLP

Roy Johnson, John Eaton

**30 Activities in 7 Parts:**

**1: Visionary Leadership:**

- Team Vision • Setting Team Goals that Motivate
- Modelling Effective Leaders • Integrating the Vision

**2: Influencing with Words:**

- Dovetailing Values
- Seductive Communication
- Indirect Influence • Good/Bad News
- Entrancing Meetings • Co-operative Assertion

**3: Business Planning:**

- From Story to Strategy • Innovative Mindsets
- Harnessing the Unconscious • The Active Eye
- Turning Dreams into Reality

**4: Working with Groups:**

- Staying in Touch with Your Audience
- Mindful Preparation • The Meeting Process
- 3-D Meeting Review

**5: Self and People Management:**

- Relaxed Performance • The Key to Peak Performance
- From Crisis to Conclusion
- Changing Liabilities into Assets

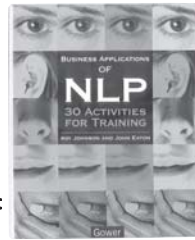
**6: Unlocking People's Potential:**

- Clarifying Responsibility • Plotting the Future
- Making Decisions • Reconciling Differences
- Finding Hidden Strengths

**7: Beginnings and Endings:**

- Setting up Success • Making it

Gower • 336 pp • 3-ring binder • £75



## NLP for Business Excellence

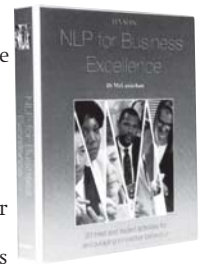
Di McLanachan

A practical, accessible tool for trainers: as an alternative to ploughing through weighty books, painfully extracting the really practical useful ideas from the more obscure ones.

Most sessions take an hour or two, so the activities deliver messages quickly. And there's a handout for each session that ensures people take away at least three learning points that they'll want to apply to at least three situations at work, so it's active, effective learning.

**Contents:** • Modelling • Filters • Metaphors • Rapport • Anchors • Self belief • Four way creativity • Visual, hearing and feeling channels of communication • Outcome analysis

Fenman • 20 Activities • 302pp in Ring-binder: Rs.9,950.



## Negotiation Skills

David Simmonds, Dave Clarke, Ian Steers

Give your people the experience and confidence they need to become effective negotiators. Not just in formal negotiations with external organisations but in day-to-day routine agreements between colleagues too.

Draw your participants into a power struggle over a proposal to extend the length of the session by one hour, or get them to bid for a £5 note in a fast and furious auction!

The 19 activities are organised into four main sections to deal with different levels of skills development.

Fenman • 19 Activities • 323pp • on CD-ROM: Rs.8,950.  
or Printed copy in ring-binder+CD-ROM: Rs.10,950.



## The Assertiveness Skills Pack

Joanna Gutmann

This pack sets out to demonstrate what assertive behaviour is (and what it isn't) and how it can be used successfully in a wide range of situations at work. Take the ideas, or whole activities, and incorporate them into sessions on customer care, team working, meetings, managing change, giving feedback – it pays to be assertive and these activities show how and why.

**Use the activities to help participants:**

- open up channels of communication in difficult situations
- be assertive in meetings
- use assertiveness skills in the face of anger
- receive and give praise without embarrassment
- feel confident and good about themselves
- use assertiveness to improve their time management
- manage aggression
- deal with non-assertive behaviour from others.

Fenman • 24 Activities • 242pp • on CD-ROM: Rs.8,950.  
or Printed copy in ring-binder+CD-ROM: Rs.10,950.



## The Business Writing Toolkit

Joanna Gutmann

This toolkit contains 105 tools to give your people confidence and skills in using business writing to benefit themselves and your organization.

It will be one of your most popular training resources as it is multi-faceted:

- a valuable reference tool for administration staff with queries on grammar and punctuation
- a self-study resource for managers to brush up on their report-writing skills
- a tool for you to incorporate into your communication training programme.

You may be particularly interested to look at the excellent units on paperwork for presentations, evaluation and course handouts.

Fenman • 105 Tools • 648pp • on CD-ROM: Rs.8,950.  
or Printed copy in ring-binder+CD-ROM: Rs.10,950.



Download  
Sample Activities

from several of these toolkits  
at [www.multimediahrd.com](http://www.multimediahrd.com)

## Using Emotional Intelligence At Work

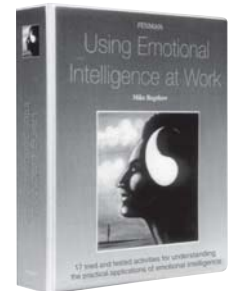
Mike Bagnshaw


**What is EQ, why it's important and how it contributes to personal and organisational success...**

With these 17 tried and tested activities you can:

- show people how to harness the energy of negative emotions for positive outcomes
- show people how to become resilient to problems and persistent in pursuing success
- help people motivate themselves and others
- give people the confidence and emotional ability to manage change – 'let go' when they need to, to embrace new ideas and procedures and to welcome change as a step forward towards continuous improvement and development.

Fenman • 17 Activities • 472pp • on CD-ROM: Rs.8,950.  
or Printed copy in ring-binder+CD-ROM: Rs.10,950.





**Simple Truths  
Desktop Collection**

**A unique collection of 18 Books & 18 DVDs.**  
Details on page 20.  
18 DVDs + 18 Books • Rs.19,500.

## AirLift!

In 60 minutes you have a clear idea of teams' communication and joint problem-solving techniques. Use it to measure team competencies at any level.

Teams must coordinate an airlift of tents, food and medicines, in various combinations and quantities, to eight isolated villages after a devastating earthquake. Special crates must be prepared, packed with the correct supplies (represented by coloured blocks), labelled – and loaded into the cargo hold. If teams don't match their chosen route with the order in which crates go in the hold, then supplies are dropped to the wrong villages. There's only one way to pack the cargo hold – and limited fuel prevents any re-routing of the flight! Teams complete a 'pilot's log' and their solutions are assessed.

**Learning Focus:** • *Breaking a task into component parts* • *Maximising resources* • *Logical problem-solving* • *Need to keep everyone updated* • *Sharpens teamwork under a tight deadline*

1 hour • 1-4 teams, 3-6 members per team • £350



## The Appraisal Game

Defines appraisal. Establishes basic principles and practices. Involves all participants in a simulated appraisal session. A thorough preparation for conducting effective appraisals with confidence.

Teams begin with a questionnaire that challenges assumptions and misconceptions and clarifies what a good appraisal is all about. Next, they study and present to the other teams different aspects of appraisal: the benefits, the fears and objections, the forms and the interview itself. Thirdly teams are given clearly defined briefs in preparation for simulated appraisal interviews (as the roles are very clearly defined, this is not strictly role-play). Other members of the team act as observers, supplying feedback to appraiser and appraisee for general discussion. Highly interactive. Thoroughly enjoyable.

2 hours • 2-4 teams, 3-6 members per team • £350



## Leadership Challenge

Choose a leader and watch how they get a grip on the task and brief their team. Can they communicate a vision of the task? Do they support, motivate, inspire the team to achieve its objectives? Tests and evaluates leadership styles.

In this simulation teams choose a leader. Each leader has a budget, a map and 10 minutes to familiarise themselves with the Brief. During this period the rest of the team completes a questionnaire about leadership qualities – for discussion later. Leaders, with their own style of leadership, brief their teams and oversee the activity. All information is available from a computer databank – but information costs money – and eats into a tight budget!

**Learning Focus:** • *Leadership in action* • *Qualities of good leadership* • *Importance of effective team briefing* • *Need for clear objective-setting* • *Platform to discuss leadership styles*

2 hours • 1-4 teams, 3-6 members per team • £395

## The Coaching Game

A basic introduction. Allows teams to learn some fundamental skills and puts coaching theory into practice in a non-threatening way.

There are two boards in the pack – ideal for six players at each. Individuals move around the board picking up cards that give hints and tips. They also identify areas where they may benefit from coaching and in the course of the activity receive mini coaching sessions from each other. Gets across some key issues – it's a two-way process; it involves 'open' questions; a person's feelings must be acknowledged; do not tell; do not judge. An ideal basic introduction to this important and popular topic.

**Learning Focus:** • *Insight into coaching* • *Avoid being judgemental* • *Establish rapport* • *Ask, not tell* • *Encourage people to find own solution*

1 hour • 1-2 teams, 4-6 members per team • £350



## Decisions! Decisions!

Customers can often be demanding. Just how far will you go to satisfy their needs? Make huge profits and have no customers or have happy customers and go BUST!!?

Teams represent the senior management of Extreme Holidays Ltd currently overseeing a trek in Borneo consisting of 17 clients. Courier, Dirk Hanson, sends a series of faxes demanding decisions on problems he is facing. Teams evaluate the problems and choose how to respond. The chosen option is entered into a computer that prints the consequences of the decision. Spending money cuts into profits; not spending dents customer morale. This activity does two things – first it allows teams to practise decision-making procedures; second it allows them to balance profit against customer satisfaction. Problems not dealt with efficiently come back to haunt the group. Teams receive a final report with customer feedback, profit figures and a score.

**Learning Focus:** • *Consensus decision-making* • *Listening to individual contributions* • *Balancing profit and customer service* • *Need for a decisions process* • *Valuing customers*

1 hour • 1-4 teams, 4-6 members per team • £395



## Stonehenge - Negotiation Game

Druid Constructions Ltd are building Stonehenge. What could be simpler? Based on our classic bargaining activity, this revised version, is packed with even more learning.

Teams have 'mixed' colours of building materials but must construct a complete 'Stonehenge' in pieces of the same colour. They can buy or swap pieces from other teams or from the Trainer, but cash is limited. But first they have to construct a 'shield' to hide their pieces from prying eyes and industrial espionage! Allocating the roles of Manager, Negotiator, Buyer and Surveyor, teams need to plan their strategy before information-gathering and negotiation periods begin. Can they negotiate with each other to get what they want? By comparing their original plan with what they actually did, teams learn the importance of planning ahead, setting objectives, responding flexibly to changed conditions and having a strategy and fallback position.

**Learning Focus:** • *Bartering and influencing skills* • *Planning for negotiations* • *Encourages a negotiation strategy* • *Tests ethics and honesty* • *Assesses teams' ability to work together* • *Team roles*

1 hour • 4 teams, 3-6 members per team • £395



## Managing Change

A realistic simulation to address the issues associated with managing change - teams actually experience the impact of organisational change.

For a brief period two teams work together following a procedure which they soon get used to. A third team observes them and soon realises that the procedure has faults. It is now their job to present an improved method to the 'workers' and implement changes (including making two people redundant).

The way they do it can make all the difference. Do they include the teams in the process or do they simply TELL them? Will it end in mutual acceptance or outright hostility? Hold on to your hat! Uniquely allows participants to experience the change process and report on their feelings - and opens up into a wider discussion on a range of issues around managing change.

**Learning Focus:** • *why people fear change* • *to involve people in the preparation for change* • *to implement change with minimum disruption* • *to understanding the change process*

1.5 hours • 3 teams, 2-4 members per team • £395

**Participative and Interactive – these games are all about ‘learning by doing’ and being proactive as opposed to being passive.**

rd.com for more details

## Teamwork Challenge

**Northgate classic! A fully interactive, challenging exercise and a valuable learning tool at all levels. Fast, furious and great fun.**

Teams have the floorplan of an aircraft hangar on their table. On it are marked a series of oil drums, spread out across the floor. Teams must get from one end of the aircraft hangar to the other by using ‘mini planks’ to link the oil drums. Not all the drums are close enough to be linked by planks so teams must plan the best route they can and then race to get across.

There’s just one catch. Red or green lines marked on the floor between certain drums indicate that a task must be completed before the line can be crossed. Red is for ‘difficult’; green for ‘easy’. Each team has 48 datacards and team members need to sift through the cards to access the data they need to solve the problems. Good organisation is key! Team cooperation is essential! The clock is ticking!! The race is on!

**Learning Focus:** • *Need for careful planning* • *Importance of sharing data* • *Valuing individual contributions* • *Stages of team development* • *Good and bad problem-solving* • *Rewards initiative*

2 hours • 1-4 teams, 3-6 members per team • £395

## Managing Time

**A real test of time management skills. Teams plan for a 4 week period and their efforts are scored out of 100. Tests prioritisation, delegation and common sense.**

Teams plan for one month in the life of a busy manager. A four-week diary must be filled in with those tasks teams decide the manager **MUST** do as well as a Delegation Sheet for those tasks not scheduled into the diary. Teams have information on short and long term objectives, routine work and the abilities of a three person team who they can delegate to. At the end of the exercise team decisions are fed into a computer and a six page report is produced on their performance together with a score out of 100. Managing Time reveals key lessons about diary scheduling, delegating, time planning, prioritising and learning to plan. Many teams delegate without checking other people’s diaries; teams delegate to the wrong person and some miss scheduled appointments! Not after this exercise they won’t!!

**Learning Focus:** • *Short and long term objectives* • *Prioritising urgent and important tasks* • *Diary planning* • *Delegating to the right person*

• *Understanding staff commitments* • *Time planning*

1.5 hours • 1-4 teams, 3-6 members per team • £395



## Houston, We Have A Problem

### Teamwork and Cooperation

**Teams work in a demanding environment – then Houston raises the bar a whole lot higher! Great exercise to develop teamwork and engender an environment of cooperation.**

As teams of lunar astronauts you address the logistics of collecting rock samples, erecting a laser beacon and planting a flag. With limited amounts of oxygen and water, between-team cooperation is the only viable solution and the sooner all teams accept this the better! Just when it looks like you’re on top of it all effective teamwork will be required to deal with an emergency communication from Mission Control, Houston. A malfunction in the essential carbon dioxide filter needs a quick fix. With the materials available, can you do it? Will it work? Will you get back to Earth?

**Learning Focus:** • *Setting clear team objectives* • *Group problem-solving* • *Coping with change* • *Meeting skills* • *Planning ahead* • *Ability to cooperate with others* • *Listening skills* • *Written communication skills*

1.5 hours • 4 teams, 3-6 members per team • £395



## Meetings! Meetings!

**Use to simulate a meeting. Watch participants practise their meetings skills and identify the gap between how meetings should work and how they often end up a waste of time.**



Each participant represents one of six managers from a hotel chain about to attend a regular Monday morning management meeting to plan for the week ahead. Each has a Manager Card listing current issues - which they must first prioritise. The meeting starts and you, the Trainer, observe what happens during the next 45 minutes. Typical issues are: lack of agenda, mini-meetings taking place at the table, dominant individuals, too much time spent on minor issues, no chairperson etc. All this makes for a great Debrief and two handouts allow the learning to be consolidated.

**Learning Focus:** • *Highlights poor meetings processes* • *Encourages better practices* • *Planning for meetings & setting agendas* • *Need for chairperson control* • *Shows need for everyone to contribute*

1 hour • 1-4 teams, 6 members per team • £395

## The Pyramid Game II

### Teamwork and Business Planning

**As pyramid builders, you tender for the construction of a prestigious pyramid. The customer is shrewd and looking for a flawless project, within budget and on time.**



Depending on your plans you’ll need to construct a model raft or a bridge (materials supplied) to be sure your final presentation captures the client’s imagination and convinces them that you are the right team for the project. All in the face of stiff competition!

Your team receives six briefing sheets but what is not immediately apparent is that the back pages are all different. Hopefully you’ll soon realise this! The project involves finding a site, estimating worker numbers, choosing the best stone quarry, planning a route to transport the stone (while avoiding areas of deadly ‘scourge’ disease), estimating the project completion date and quoting an overall cost. The route will determine whether you need the raft or the bridge.

There are a few hurdles along the way which add to the enjoyment of this all-round challenge of teamwork, business planning and persuasive presentations.

**Learning Focus:** • *team planning and organising skills* • *the elements of project planning* • *the need for risk assessment* • *the need for good communication between team members*

2 hours • 1-4 teams, 4-6 members per team • £350

## What Makes a Manager?

### People Management

**Provoke lots of discussion about what makes the perfect manager. An easy-to-use, group activity, ideal at the start of any People Management development programme.**

Your team has 72 cards. Each states a characteristic that a manager or supervisor might possess - some desirable, some undesirable, some irrelevant.

To begin this thought provoking people management activity, first sort the cards into four categories: Personal, Organisational, Interpersonal and Irrelevant. Then narrow the cards to just 30, spread roughly over the three categories, that best describe the perfect manager. Score your profile against the ‘definitive profile’ supplied. How do individuals match up to the profile? What are your strengths and weaknesses? The sorting and eliminating processes stimulate masses of valuable discussion about manager attributes.

**Learning Focus:** • *to establish the key attributes of effective managers, supervisors, team leaders* • *to appreciate the concept of the ‘whole’ manager* • *to reflect on their own strengths and weaknesses* • *to pinpoint areas for performance improvement*

1 hour • 1-4 teams, 3-6 members per team • £250

## Team Building Blocks: Practicing Group Collaboration

*Carmine Consalvo*

Renew your teams with this stimulating, hands-on training tool. *Team Building Blocks* gives your teams an easy-to-implement, effective, and enjoyable opportunity to practice and refine their problem solving and communication skills.



Using the set of 14 polished blocks, participants work together in performing these exercises. Your teams will be motivated and stimulated by solving problems, reaching consensus, and resolving differences while involved with these experiential puzzles.

**Exercises Cover:** • Risk taking • Diversity • Caching • Information sharing • Logic and spatial relations • Trial and error learning • Inter-team consultation • Time management.

**Training Objectives:** • Illustrate the principle of "competition" – the competitive and cooperative nature of teamwork • Highlight the importance of information sharing and collaboration between teams • Demonstrate the negative impact of distrust among team members.

*Each activity takes 15 to 90 minutes.*

**Complete with 14 wooden blocks + 148-page activity manual, which includes 18 detailed activities, facilitator's notes, post-activity commentary, and solutions.**

HRD Press • Boxed Game set • Rs.7,750.

## Winning Teams

*Tony Bray*

from "OK" to "good", from "good" to "better", from "better" to "excellent"

There's so much hanging on effective team structures. So much depends on effective project teams today. So the chances are your organisation needs teams that don't just work well: – it needs teams that do better, teams that beat expectations, teams that deliver faster. This new pack is designed to keep your teams and your training right up there at the front of the game, in your increasingly competitive world.

This pack throws a different light on the subject, and highlights areas that are not usually touched on dealing, for example, with internal politics in a team. Some good teams work in isolation - winning teams work successfully within the organisation. See that in action when you start to apply these activities.

Fenman • 28 Activities • 456pp in Ring-binder: Rs.9,950.



## Indoor and Outdoor Team Development

*Michele Barca and Kate Cobb*

These ready-to-run training ideas are selectable by location, learning need, and equipment available and gives you all the tools and guidance to:

- develop cohesion within multinational teams in the training room
- explore teamworking with a practical challenge in the carpark
- introduce lateral thinking techniques in the hotel grounds
- make the most of the great outdoors to illustrate the value of team identity.

Changes in management, and increased outsourcing of projects means more teams are being brought together for short periods of time. These teams need to work effectively from the word 'go'. Encourage productive team working with clear communication, using these ready-to-use training activities.

Fenman • 20 Activities • 448pp in Ring-binder: Rs.9,950.



## Team Working Activity Pack

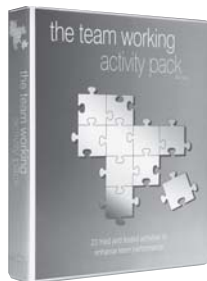
*Rod Storey*

**Fun and games with a serious purpose, helping team members practice a wide range of skills.**

These activities provide you with a rich mix of highly practical exercises including role-plays and hands-on team working activities. Team members learn how they interact with each other when working under pressure and how to monitor and review their own performance.

Reach for the paper clips, the pens, the string and Lego bricks – lots of ideas here to keep your sessions lively and fun.

Fenman • 23 Activities • 271pp • on CD-ROM: Rs.8,950. or Printed copy in ring-binder+CD-ROM: Rs.10,950.



## The Team Leader's Development Manual

*Mike Fenwick*

**18 activities to boost the skills of team leaders**

Motivate your supervisors to want to achieve their full potential and encourage them to take responsibility for developing their own people too.

- Provide core management skills to team leaders
- Enable team leaders to effectively manage their team
- Boost the confidence of newly-promoted team leaders
- Develop their leadership skills
- Enable them to bridge the gap between the team and management

Fenman • 18Activities • 334pp • on CD-ROM: Rs.8,950. or Printed copy in ring-binder+CD-ROM: Rs.10,950.



## Team Repair Kit

*Tony Bray*

**This is the trainer's first aid kit for injured teams.**

This unique new resource contains 21 units for recovering and revitalising damaged teams. It'll enable you to breathe new life into weakened and under-performing teams.

All the units in this pack have been used in real-life situations. So they are realistic, detailed and most important of all, proven to be effective.

**Learning includes:**

- Assess problems correctly
- Recognise and understand different team players' needs and perspectives
- Build trust and commitment.
- Give and receive feedback
- Handle change positively
- Get team members to take ownership of plans.

Fenman • 21 Units • 398pp in Ring-binder: Rs.9,950.



## Team Challenges

*Mike Fenwick*

**How to stretch teams - what every trainer should know**

Here you have 15 competitive activities to spark better team working. New exciting team challenges to help teams share responsibility, take collective decisions and think creatively. Each activity calls for two or more teams and all involve competitive situations where team members' combined skills win the day. Mental, physical and creative skills are all in demand.

Fenman • 15 Activities • 230pp in Ring-binder: Rs.9,950.



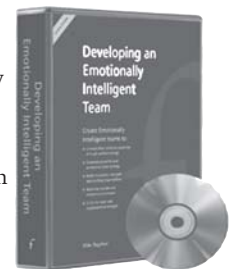
## Developing an Emotionally Intelligent Team

*Mike Bagsbaw*

These activities simply draw upon your skills as a facilitator.

- Develop high performance teams which have exceptionally well-developed interpersonal skills.
- Give your people practice in the vital processes that underpin the development of a high performance team
- Show how to develop mutual support and welcome accountability for processes & results
- Give your team confidence to embrace new ideas and procedures and to welcome change
- Show them how to develop shared responsibility and to express themselves more effectively
- Enable your team to master the art of defusing tension and discomfort
- Show them how to develop a framework of behaviour and team values
- Identify and agree goals and outcomes
- Make the teams in your organisation capable of exceptional performance

Fenman • 16 Activities • 360pp • on CD-ROM: Rs.8,950. or Printed copy in ring-binder+CD-ROM: Rs.10,950.



**Download Sample Activities**

from several of these toolkits  
Visit: [www.multimediahrd.com](http://www.multimediahrd.com)

## Grand Canyon Adventures

Take participants on an unforgettable video-based learning adventure!

These stimulating group activities provide an adventurous backdrop for enthusiastic participant involvement and memorable skill building.

*Designed for active Learning in:*

- Creativity and Problem Solving
- Collaboration • Teamwork
- Leadership • Conflict Resolution
- Consultation

1. **Overboard in the Roaring River:** A Traditional Consensus Decision-making Exercise
2. **Lava Falls:** Determining the Essentials
3. **Up Deer Creek Without a Boatman:** What Info is Necessary to Determine the Problem
4. **Stranded in Grand Canyon:** A Creative Problem-Solving Adventure
5. **Incident at Elves Chasm: Action Plan** Consensus and Consultation
6. **Incident at Elves Chasm: Priority Setting** Consensus and Consultation
7. **Hiking Out of Lava Falls:** A Creative Problem-Solving Adventure
8. **Up Deer Creek without a Boatman:** Collaboration
9. **Overboard in the Roaring River:** Confluence of Crisis and Management

**Inspiring video gets participants involved:**

Start your session with *The River Song*, 18-minute video which sets the scene for the simulations. It is an all-original, breathtaking video tour of the sites within the Grand Canyon where the simulations take place. It will motivate and focus participants on the activities, and ensure high-impact learning.

Package includes: 10 copies each of 9 Simulations, DVD and a Leader's Guide • HRD Press • \$499.95



## Card Games for Developing Teams

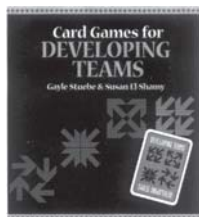
Gayle Stuebe and Susan El-Shamy

A versatile team development tool. The playing cards represent behavioural characteristics of effective teams designed to stimulate thinking and discussion.

*Card Games for Developing Teams* includes discussion games, card sorting and assessment games, acting and artistic games, as well as games involving the implementation of behaviours for team effectiveness.

A learning objective is given for each game and activity along with a short summary and the approximate time needed. The simplest and most effective way to use the cards is for group discussion games and activities.

HRD Press • 100 pp • 3-ring binder • \$99.95



## Excellent Customer Service

Susan Iacovou and Caroline Clemie

This versatile toolkit will slash hours off your preparation time for customer service programmes. Everything you need to run effective workshops is included and the toolkit's detailed explanations and expert instructional design mean that you can also confidently pass on units to team leaders and managers to use themselves.

The focus is on your people and their customers, so whatever business you're in, this toolkit has all the raw ingredients you need. Whether it's seeking feedback, benchmarking best practice, or implementing customer service standards, there are ready-made tools to set everyone off on the right track.

**This hands-on Toolkit helps you make light work of:**

- Introducing a customer service focus to your teams
- Developing the customer service skills of your teams
- Assessing and improving customer satisfaction levels
- Introducing service standards and procedures.

Fenman • 18 Units • 568pp • on CD-ROM: Rs.8,950. or Printed copy in ring-binder+CD-ROM: Rs.10,950.



## Ten-Minute Customer Service

Andrew Rea

The 50 activities cover all types of customer contact, including face-to-face, telephone, letter and e-mail. These useful exercises have been specially designed to ensure that your customer service training sessions and briefings are full of life and with great learning. Topics covered include:

- Defining customer service
- Customer service skills
- Benefiting from customer service
- Managing customer service

*As a part of the Ten-Minute Series, this resource is packed with short, punchy training activities that can be completed (with an action plan from delegates) in just 10 minutes! Fast and effective learning - whenever you want it!*

Fenman • 50 Activities • 415pp • on CD-ROM: Rs.8,950. or Printed copy in ring-binder+CD-ROM: Rs.11,950.



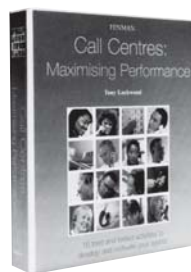
## Call Centres: Maximising Performance

Tony Lockwood

**Activities focus on the vital issues and challenges that apply to all call centre environments: equipping you with a ready-made series of solutions for training, coaching and motivating all kinds of call centre personnel.**

Since time is so important in call centres, the activities are designed to pack in a great deal in a very short time: most of the sessions last about two hours – and every one will make its mark on performance immediately.

Fenman • 16 Activities • 326pp in Ring-binder: Rs.9,950.



## Ten-Minute Sales Skills

Andrew Rea

This resource can be used for training die-hard sales people to customer service staff - anyone who is involved in the sales process.

Whether you are training an experienced sales person or a new starter, the 50 activities in *Ten-Minute Sales Skills* will enable you to deliver fast and effective training that sticks. Each session is marked as being suitable for selling by telephone, on-site (where customers come to you, e.g. retail) and field sales where your sales people visit the customer.

**Activities cover the 'sales process' - understanding the market, preparing to sell, and activities that give solid sales skills training.**

*As a part of the Ten-Minute Series, this resource is packed with short, punchy training activities that can be completed (with an action plan from delegates) in just 10 minutes! Fast and effective learning - whenever you want it!*

Fenman • 50 Activities • 408pp • on CD-ROM: Rs.8,950. or Printed copy in ring-binder+CD-ROM: Rs.11,950.



## Selling Through Customer Service

Tony Gillen

With these 19 activities you can get people to really enjoy selling – even if they don't think it's part of their job.

Whether your customer service staff work **face-to-face** or **over the telephone**, you can enhance performance by focusing on ways to help the customer want to buy. The activities are practical and involve participants by focusing on real customer contacts.

**Learning applications include:**

- rapport building
- dealing with objections
- understanding the buying process
- initiating sales conversations
- looking for opportunities to sell
- making outbound calls
- taking inbound calls.

Fenman • 19 Activities • 424pp in Ring-binder: Rs.9,950.



## Improving Customer Care: 30 Practical Exercises

Tony Weightman

**Refreshing & invigorating exercises for superior customer care**

Here are 30 practical exercises designed to provide hard-pressed trainers and managers responsible for people development with no-nonsense solutions to everyday training requirements - fast and effectively.

**With this easy to use and innovative new manual you will:**

- Ensure yours is the organisation of first choice
- Gain enthusiasm and commitment to customer care
- Easy to use exercises for trainers, managers or team leaders
- Create high standards, maintain high standards

Fenman • 30 Activities • 278pp • on CD-ROM: Rs.8,950. or Printed copy in ring-binder+CD-ROM: Rs.10,950.



## Continuing Professional Development

Sandy McMillan

This unique new pack helps individuals plan and take control of learning opportunities to become more motivated, and more effective at work. Discover how CPD can be fun, exciting and enormously satisfying as well as professionally necessary.



**Subjects covered include:**

- mentoring • preferred learning styles
- self-directed learning • career and personal development planning • informal/formal forms of learning • evaluation of learning events • keeping a record of development

Fenman • 21 Activities • 298pp in Ring-binder: Rs.9,950.

## 45 Activities for Developing a Learning Organization

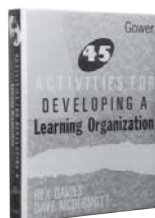
Rex Davies & David McDermott

A collection of ready-to-use training exercises for developing the understanding, skills and approach needed to create the learning organization.

**Special Features:**

- Flexible exercises ranging from short icebreakers to intensive workshops
- Modules containing detailed instructions for the trainer, including guidance on debriefing
- Participants material provided in the form of ready-to-photocopy masters
- Fully indexed activities to facilitate choice.

Gower • 236 pp • 3-ring binder • £150



## Using Accelerated Learning Techniques

Liz Bourne

**20 tried tested activities to help your participants learn faster and more effectively**

- Enhance your learners' experiences in the classroom
- Learn how to engage your learners' minds and bodies in the learning process
- Make your training sessions enjoyable, memorable and effective
- Learn how to use colour, music, games and physical activities in your training sessions.

There are supportive 'trainer tips' at the end of each activity to help you make the very most of each exercise and to help you anticipate how your participants will react.

Fenman • 20 Activities • 322pp • on CD-ROM: Rs.8,950. or Printed copy in ring-binder+CD-ROM: Rs.10,950.



## Action Learning Toolkit

Mike Pedler

**"There is no learning without action, and no deliberate action without learning" —**

Reg Revans, founder of Action Learning

**53 tools to help you understand Action Learning and put it into practice in hundreds of situations.**

- Action Learning focuses on real work issues and helps managers and team leaders tackle tasks and challenges
- Enables people to learn actively with and from each other
- Encourages people to exchange, challenge and support ideas in a constructive atmosphere
- Flexible and effective in a wide variety of organisations
- Generates transferable life skills for everyone
- Develops self awareness amongst participants, and helps them to become more aware of others
- Sharing of knowledge leading to active knowledge management and building a learning organisation
- Can support organisational change
- Increases trust, sense of community and being valued
- Team building Solutions are bought into by team members

Fenman • 53 Tools • 205pp • on CD-ROM: Rs.8,950. or Printed copy in ring-binder+CD-ROM: Rs.10,950.



## Developing a Learning Organisation

Jane Allan

All the building blocks you need for workshops and seminars; all the resources you need to promote an enthusiasm for learning as a key motivator and contributor to the achievement of your organisation's objectives. This Toolkit inspires people at every level in your organisation to embark on the adventure of learning. It'll help you introduce fresh perspectives, open up communication and get everyone committed to a culture of achievement.

**The 21 ready-made sessions are packed with ideas to help you find the answers to questions like:**

- Just what is a learning organisation?
- How can I unlock my organisation's potential?
- How can I bring about a sea-change in behaviour and attitudes?
- How can I make the corporate climate receptive to learning?
- How can I build a corporate-wide learning culture?
- How do I show clear bottom line results?

Fenman • 21 Activities • 792pp in Ring-binder: Rs.9,950.



## Coaching Skills Activity Pack

Tony Gillen

**Tap into these goal-focused activities to inspire performance coaching that really gets results**

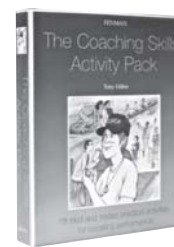
Ready-to-run ideas and truly practical exercises to make coaching relevant and immediately appealing to managers.

- Develop skilful questioning techniques
- Demonstrate the GROW sequence
- show that using simple coaching strategies is more effective than 'command and control' management.

In addition to illustrating coaching techniques for groups, teams, peers, colleagues and self-coaching, this pack demonstrates really practical and unique applications of coaching skills.

Using the activities in this pack you'll be able to show managers how to coach effectively so that the people in their teams take responsibility for improving their own performance, allowing the manager to get on with other things.

Fenman • 18 Activities • 348pp in Ring-binder: Rs.9,950.



## Coach the Coach High-performance Coaching Skills

**Coach the Coach** will enable you to:

- Keep up to date with current developments in coaching
- Develop professional coaching skills honed from the experts
- Communicate more effectively
- Facilitate better learning
- Deepen your understanding of what works in coaching.

**Coach the Coach** will inevitably become one of your most valuable assets as a coach.

- Professional development at a time to suit you
- Key skills at your fingertips
- Bite-sized information – easy to learn on the move
- A user-friendly style, easy to transfer the skills to real life
- Written by coaching authorities.

Fenman • 25 Modules • £229.50 • Sp. Price: Rs.14,950.



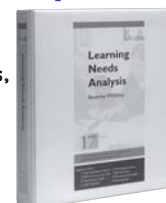
## Learning Needs Analysis

Beverley Williams

**Shows how to identify and agree learning opportunities, which meet personal development needs and organizational objectives.**

- Guide people clearly through the Learning Needs Analysis (LNA) process
- Ensure trainers and managers understand all the LNA methods available, learning how to develop and use whichever are most appropriate for specific situations
- Emphasise the importance of understanding and supporting the business needs – demonstrate the commercial benefits of effective LNA
- Show participants how to win commitment and active support for LNA from senior management and other staff.

Fenman • 17 Activities • 558pp in Ring-binder: Rs.9,950.





**Multi Media HRD Pvt. Ltd.**  
 Maker Bhavan 2, Ground Floor  
 18 New Marine Lines, Mumbai - 400020  
 Tel: 2203 2281 / 82 / 83 • Fax: 2205 8062  
 e-mail: info@multimediahrd.com

## Mentoring

Dave Clarke

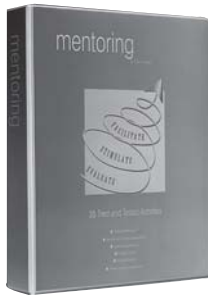
### Valuable skills for new and existing mentors

Use these activities to promote understanding of mentoring – what it is, what it isn't and how to evaluate it. Participants learn to distinguish mentoring from coaching, counselling and day-to-day management. They discover how to create learning opportunities for their mentees and how to develop themselves by being a mentor.

#### This pack will help you to:

- Develop competent and confident mentors
- Make appropriate pairings of mentor & mentee
- Implement an effective mentoring programme.

Fenman • 20 Activities • 305pp • on CD-ROM: Rs.8,950.  
or Printed copy in ring-binder+CD-ROM: Rs.10,950.



## 101 Questionnaires, Checklists and Proformas

Clare Forrest, Malcolm Harper,  
Dai Jenkins & Mike Levy

### Your invaluable learning and development collection

You'll have 101 different questionnaires, checklists and proformas at your fingertips. They have all been carefully chosen to provide you with the widest range of applications across a broad spectrum of situations. A toolkit, you'll have a comprehensive and versatile resource of tried and tested materials.

#### Essential tools for all your training:

Questionnaires, checklists and proformas are vital components of a trainer's toolkit, (and a managers as well!) but can be time-consuming and difficult to develop successfully. They may be used for many different purposes: gathering information, analysing and evaluating data or ideas, collating individuals' thoughts and feedback and acting as a prompt or an aide mémoire, to name but a few.

#### Each activity comes with:

- Purpose • When to use • How to use

Fenman • 101 Tools • 303pp • on CD-ROM: Rs.8,950.  
or Printed copy in ring-binder+CD-ROM: Rs.10,950.



## The Manager as Trainer, Coach and Guide

Eddie Davies

### The ultimate 'train the trainer' and 'coach the coach' training resource.

Discover ways to involve line managers in training and developing their people's true potential. Get them committed to the idea of a learning culture. Give them these activities to practise the skills they need.

Many managers don't know how to coach, instruct and encourage staff to learn for themselves. Here's the ultimate 'train the trainer' and 'coach the coach' resource for helping managers develop their people. It covers everything from preparing and conducting a coaching or training session, to how to evaluate the success of a learning event.

Fenman • 20 Activities • 399pp in Ring-binder: Rs.9,950.



## The Emotionally Intelligent Trainer's Toolkit

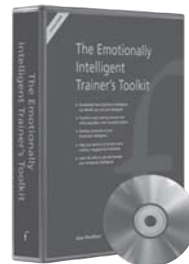
Alan Mortiboys

### Straight forward exercises to add a vital extra dimension to your training.

EI is about who you are as a person and how you relate to others, which is integral to your running a training session.

- how to deal with participants and shape emotional climate in the training room.
- how to deal with their expectations and making the most of the learning climate
- how to use language - both verbal and written to improve participants' learning
- self-awareness exercises to enable you to better attend, and respond to, your participants
- how to develop your EI and self-awareness further.

Fenman • 12 Activities • 230pp • on CD-ROM: Rs.8,950.  
or Printed copy in ring-binder+CD-ROM: Rs.10,950.



## Training Needs Analysis Toolkit

Sharon Bartram and  
Brenda Gibson

This bestselling manual is designed to help you match your training activity with the needs of your organization and the people in it.

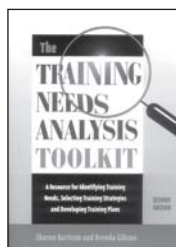
It contains **22 reusable instruments** for gathering and processing information on relevant issues.

**Part 1** looks at what is involved in identifying and analysing training needs.

It reviews the different types of information the instruments will generate and provides guidance on deciding how training needs can best be met. It concludes with ideas for presenting training plans and sharing your findings with others.

**Part 2** contains the instruments themselves.

HRD Press • 225 pp • PB with Disk • \$59.95



## Train-the-Trainer Workshop

Penny L. Ittner & Alex F. Douds

### Revised Edition Includes:

- Completely new chapter on evaluating training
- An inventory to assess participants' learning styles
- 62 additional OHPs
- Updated case studies.

#### Selected Contents:

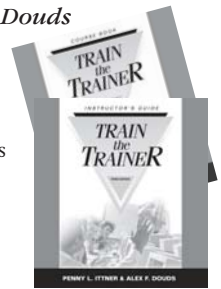
- Using Adult Learning Principles • Analyzing Training Requirements • Developing

#### Learning Objectives:

- Selecting Training Methods • Handling Problem Situations • Practice Training (Delivery)
- Using Your Training Skills • Evaluating Training

**Package includes:** • 250 pp Instructor's Guide  
• 200 pp Participant Coursebook • Lesson Plans  
• Handouts • OHP Masters

HRD Press • 450 pp • 2 Vol Set • 3-ring binder • \$149.90



## Evaluating Training

Sharon Bartram and  
Brenda Gibson

Training without evaluation is like travelling without a destination. Today's trainers need to demonstrate that what they are doing produces a benefit to the organization that employs them.

**Part 1** explains how to conduct an evaluation audit. It examines factors such as organizational culture, readiness for learning and evaluation strategy, and shows how to assess current practice and how to plan for the future.

**Part 2** contains 24 instruments for measuring training effectiveness and the impact of training at various levels. They are designed to help you answer two key questions: 'What have people learned?' and 'What difference has their learning made to them, to their department and to the organization?'

HRD Press • 170 pp • PB • \$39.95



## The Facilitation Toolkit

Sarah Cook

Learn how to focus on group processes, how to ensure the team maintains ownership of their problem, and how to manage group dynamics.

**The 24 sessions cover all the skills, tools and techniques you'll need as an effective facilitator, including answers to questions like:**

- When to intervene without guiding the group
- How to reflect back questions or queries without jeopardising your neutral role
- Understanding which tools and techniques to use
- How to interpret signals from the group
- Ways of evaluating your performance as a facilitator
- How to deal with difficult situations
- How to avoid common pitfalls.

Fenman • 24 Units • 306pp • on CD-ROM: Rs.8,950.  
or Printed copy in ring-binder+CD-ROM: Rs.10,950.



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- Online Preview of over 600 videos
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## 70 Ways to Reinvent Your Training

Andrew Rea

A stunning pack that will help you revitalise your training so that it moves into a class of its own. Provides tools that will raise the profile and impact of your training sessions within your organisation. Practical hints and tips to develop your own personal and effective delivery style.

**Section One** contains 5 units comprising of checklists and thought-pieces designed to help you revitalise existing training material, including reviewing and adding new approaches and methodologies.

**Section Two** contains 70 time-saving, tried-and-tested, ready-to go activities that can be used either to bring high impact to stand-alone sessions or as part of a wider training course. They include:

- Introductions and ice-breakers
- Activities - mental and physical - to energise the group
- Activities to illustrate and review key learning points.

*Re-energise your training and provide out of the ordinary, high-impact training that works!*

Fenman • 70 Activities • 376pp • on CD-ROM: Rs.8,950. or Printed copy in ring-binder+CD-ROM: Rs.10,950.

## The Ten-minute Trainer

Andrew Rea

A whole kitbag of high-impact training techniques to make perfect use of 10-minute training slot - **in a handy A5 size to fit in your briefcase.**

It provides 25 templates that are written without any specific subject in mind - so you can use them for just about any subject you wish.

It also provides 25 ready-to-run training sessions based on these templates... all built around **David Kolb's Experiential Learning Cycle**, and every session ends with a personal action plan. *You can use any of the templates for any of the sessions - so you'll have a resource of 625 possible training sessions. What's more, there's virtually no preparation or outlay required. + Your ten minute trainer sessions can be used in all sorts of learning situations with all sorts of people.*

25 Training Templates and 25 Training Sessions

Fenman • 50 Tools • 390pp • on CD-ROM: Rs.8,950. or Printed copy in ring-binder+CD-ROM: Rs.10,950.



## The High-profile Trainer

Jenny Linton-Beresford

**Show your organisation how your training makes a difference**

*51 ready-made tools that provide instant support and immediate improvements in the way you assess and present your work.*

There are checklists, worked examples, sample activities, meeting agendas, and proformas for you to use. And samples and examples throughout the Toolkit which are based on the activities of a wide range of private and public sector organisations.

You'll learn how to source and use the facts, figures and strategies underpinning your organisation's performance. You'll be able to design, write and present business-focused training proposals. And you'll discover strategies for building an atmosphere of trust and partnership with managers. It's all here in one superb resource.

Fenman • 51 Activities • 367pp • on CD-ROM: Rs.8,950. or Printed copy in ring-binder+CD-ROM: Rs.10,950.



## Effective Online Learning: The Trainer's Toolkit

David Anderson and Phil Race

**How to use new technologies to enhance learning and development.**

Over 100 tools show you how to untap the potential of your computer as a resource for training and learning.

**You'll learn:**

- All the features, benefits and barriers of using online learning.
- How to successfully incorporate online learning in your current training programme.
- How to maximise the learning experience - and get your learning outcomes right.
- How to make group-based online learning work for you.
- How to develop online learning within your organisation - including the cost benefits.

Fenman • 100 Tools • 472pp • on CD-ROM: Rs.8,950. or Printed copy in ring-binder+CD-ROM: Rs.10,950.



## Stress Management

### 101 Ways to Manage Workplace Stress

Mary Richards

**Practical tools and strategies for individuals, teams and organisations**

Each tool comes complete with background information, an explanation of its purpose and details of when and how to use it.

**The 101 tools are all photocopiable and subjects covered include:**

- Stress at work • Recognising stress
- Strategies for managing stress at work
- Thinking skills • Behavioural skills
- Organisational skills • Physical skills
- Lifestyle skills • Tools for team leaders
- Managing stress in a team • The case for a stress management policy and programme
- Developing a stress management policy and programme

Fenman • 101 TOOLS • 490pp in Ring-binder: Rs.9,950.



## Storytelling for Trainers

Mary Richards

**50 short stories and 175 related activities to aid memory and enhance learning**

Learn how to use story-based activities as catalysts for learning with this superb training resource. As well as containing tips and tricks on choosing, using and delivering stories, you're also provided with 50 versatile stories to augment virtually any training session - each with its own ready-to-use activity.

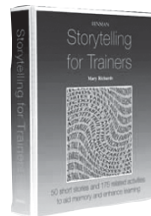
Each story covers a number of different training topics and key learning points so you can choose the ones that are most appropriate to your message. And you can use the detailed, ready-to-use support material.

**Learning Points:**

- When to Use the Story
- Points to Consider When Telling the Story
- Discussion Points and Activities

accompanying each story to explore the key points in the story.

Fenman • 175 Activities • 362pp in Ring-binder: Rs.9,950.



## Internet Ideas for the Resourceful Trainer

Andrew Rea

**Low cost e-mail & Web-based tools for the non-technical trainer**

Reap the benefits of using the internet as an additional training resource at virtually no cost.

**Section 1: Pre-event Resources**

How to use the internet before a training course for research, web-based communities, e-mail invitations, pre-course publishing learning methods and many more.

**Section 2: Distance Learning Resources**

How to use the internet with virtual groups - remote individuals who may never come together as a face-to-face group.

**Section 3: Classroom Exercises Using the Internet**

The eleven tools in this section are designed to be used in a traditional training room - but making use of modern technology.

**Section 4: Post-Event Resources**

How to use the internet after a training course for online evaluation, action planning, learning review groups, online coaching by e-mail and many more

Fenman • 29 Activities • 265pp in Ring-binder: Rs.9,950.



## Stress Management At Work

Mary Richards

Learning to manage stress has benefits for everyone - and that's where the activities in this pack come in. They enable participants to understand the true nature of stress and how to harness it for improved performance. This means that individuals will achieve a better quality of life, with organisations improving their productivity and profitability.

**This activity pack:**

- Makes it clear that stress is a response to pressure
- Demonstrates that reactions can be chosen and changed
- Shows you how to recognise stress in yourself and others
- Identifies strategies for managing stress and explores skills and ways for managing stress

Fenman • 19 Activities • 346pp • on CD-ROM: Rs.8,950. or Printed copy in ring-binder+CD-ROM: Rs.10,950.



## WorkPlay: 36 Indoor/Outdoor Activities for Leadership, Team Building and Problem Solving

*Carmine Consalvo*

*Work/Play* contains 36 varied and versatile activities that cover a wide range of training themes and can be conducted indoors and outdoors. Some activities are play in the sense of games of joy and physical exercise. Others are play in the sense of games like chess.

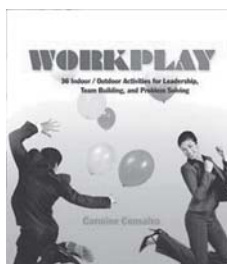
These activities are ideal for training focused on • Team Building • Problem Solving • Leadership • Communication • Decision Making • Creativity and a multitude of other critical topics.

You can quickly find just the right game – when you need it – because the collection is organized into three easy-reference parts:

1. Icebreakers, energizers & closing activities
2. Scenario-based activities
3. General activities for multiple objectives

Each activity contains all the step-by-step directions you need to conduct the experience – including directions and reproducible handouts. You'll find activities for groups as small as 5 and as large as 200 or more.

HRD Press • 322 pp • 3-ring binder • \$149.95



## Best of Energisers & Pacechangers

*Sarah Cook, David Cotton, Eddie Davies, Alan Margolis, Mary Richards, Keith Tanner, Beverley Williams*

**100 fun and quick activities for getting and keeping participants in a great learning state!**

Energisers revitalise jaded and weary participants, allowing them to use their minds and bodies in a different way, and thence to return to the programme refreshed and more receptive to learning.

Pacechangers may either speed up or slow down the tempo of the session. As with energisers, they allow a smooth transition between activities of different types and styles.

The activities are diverse in nature and reflect the different philosophies of their authors. They have been chosen for their different types of appeal and their appropriateness across a wide range of training situations.

**An absolute must-have for any trainer.**

Fenman • 100 Activities • 504pp • on CD-ROM: Rs.8,950.  
or Printed copy in ring-binder+CD-ROM: Rs.10,950.



## Best of Icebreakers and Endings

*Sarah Cook, David Cotton, Eddie Davies, Alan Margolis, Mary Richards, Dr Keith Tanner, Beverley Williams.*

**100 great ways to start and end your training session**

*Best of Icebreakers and Endings* has been selected to give you brilliant tools for your critical sessions.

There are **36 icebreakers** and **64 endings** - all carefully chosen to provide you with the widest range of application across a broad spectrum of training situations.

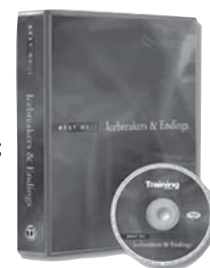
**Use icebreakers to:**

- Relax and release tension
- Mix up the group
- Build trust and honesty
- Set the pace or tone
- Create the right 'learning state'
- Share learning objectives
- Get to know each other
- Share what they already know

Here's a treasure chest of activities that will transform your training ... ensuring that you get off to the best possible start, and leave your participants with a memorable ending!

36 Icebreakers + 64 Endings

Fenman • 100 Exercises • 446pp • on CD-ROM: Rs.8,950.  
or Printed copy in ring-binder+CD-ROM: Rs.10,950.



Also Available

**Pfeiffer  
Annuals**

and other  
Pfeiffer Books & Manuals  
Write for details.

## Innovative Video-based Toolkits

**D**esigned for maximum flexibility, each toolkit provides you with high quality video vignettes that you can use in your own custom training courses.

Each clip (20 seconds to 3 minutes) depicts a common workplace interaction.

### Communication Toolkit

**A library of 39 video clips (70 min) on various aspects of communication**

covering following categories:

- Speaking Clearly
- Active Listening
- Nonverbal Communication
- Conflict & Difficult Conversations
- Group Communication
- Presentation Skills

**The Leader's Guide contains:**

- Reference Tables that help you select clips by skill (e.g., Listening) or application (e.g., Supervisor-to-Subordinate communication), and provides following information for each clip:
- Primary and secondary skills that can be taught using the clip
- Suggested training applications
- Background information relevant to the clip
- Scene description and photo
- Suggested Discussion Questions along with possible responses
- Activity Suggestions
- Key points to draw from the clip
- Ideas for following up on training conducted
- Suggestions for using the clip in conjunction with other clips in the Toolkit.

CRM Learning • \$795 • Sp. Price. Rs.16,850

### Customer Service Toolkit

**A library of 72 video clips (75 min) on various aspects of customer service.**

Finally, an affordable video clip library with enough variety to help you build customer service training courses unique to every type of trainee. You receive multiple video clips in these Customer Service topic areas:

- Attitude
  - Communication
  - Problem Solving
  - Service Recovery
  - Supervising a Customer Service Department
  - Internal Customer Service.
- Plus you will have a variety of video clips in each of these service categories: face-to-face (including field) & telephone, business-to-business & business-to-consumer, as well as employee-to-employee / internal customer service.

CRM Learning • \$995 • Sp. Price. Rs.16,450.

**Each toolkit includes:**

- Chaptered DVD with 2 versions of all clips: with introductory narration and without;
- CD-ROMs with 2 versions of all clips (for importing into PowerPoint presentations);
- Comprehensive electronic Leader's Guide that includes key points, discussion questions and activity suggestions for every clip.



### Supervisor Toolkit

**A library of 90 video clips (82 min) on various aspects of supervision**

in following skill categories:

- Hiring and Building Your Team
- Planning, Prioritizing, and Delegating Tasks
- Coaching and Training
- Motivating, Encouraging and Giving Positive Feedback
- Building Trust and Showing Respect
- Handling Conflict
- Performance Appraisals
- Discipline and Giving Constructive Feedback

The **Leader's Guide** provides suggestions for using the clips to draw out specific lessons on supervision.

CRM Learning • \$795 • Sp. Price. Rs.16,450



# Interactive CD-ROM Programs

An ideal tool for self-learning.

Price: Rs. 4,950/- each + VAT & shipping.

# Pfeiffer

## MANAGEMENT

### Attitude for Success

Improve the quality of life by creating a positive, winning attitude. Shows practical, commonsense strategies for maintaining a more energetic, productive lifestyle.

### Coaching and Counseling

Accurately identify when your employees require assistance and deliver the help they need – whether it's a timely piece of advice, a sounding board, or an encouraging word.

### Conflict Management

How to diagnose conflict, prepare strategies to resolve it, and implement productive solutions.

### Manage Stress

Discover new ways to deal with stress in typical day-to-day situations to become healthier and more productive, both at work and at home.

### Manage Time

Increase productivity by prioritizing your activities. After evaluating your current use of time, this program will help you take control of your schedule and develop a personal time management system that works for you.

### Managing Change at Work

Times of uncertainty present powerful opportunities to reinvigorate employees and redefine direction. How to refocus and motivate your workplace during organizational transition.

### Mentoring

Clarify both parties' needs and responsibilities, avoid common pitfalls, and make the most of the unique mentoring relationship.

### Motivating at Work

Handy tips and you will increase team performance—while making the job more enjoyable for everyone. Become a leader who inspires and rewards employees to give their best.

### Organize for Success

Get organized and learn how to become more productive – and save up to 2 hours a day – by staying in control of your home and workspace.

### Project Management

Take the most complex project and break it down into simple, achievable steps—from initial planning to celebration! Provides all of the techniques and tools you need to get started.

### Sexual Harassment

This integrated course explores sexual harassment issues in depth and with realistic role-plays.

### Team Problem Solving

Team dynamics often create their own set of problems. Don't try to find solutions alone—do it with the proven resolution techniques outlined in this ready-to-apply course.

## COMMUNICATION

### Better Business Communication

Use these handy tips to improve meetings, presentations, memos, and other types of business communication.

### Better Business Writing

Starting with the basics, this course helps you recognize and correct problems, avoid redundancies, and write with your goals in mind.

### Communicate

Learn proven techniques for writing, presenting, and interactive with others in more meaningful and successful ways.

### Developing Positive Assertiveness

This course will help you examine your posture, language, and attitude while learning to deal openly with others.

### Effective Meeting Skills

Planning, creating an agenda, moderating conflict, and summarizing action items.

### Effective Presentation Skills

How to organize, create, and deliver effective presentations..

### Giving and Receiving Feedback

Make the most of your opportunities by shifting feedback from critical to constructive and mindsets from defensive to receptive.

### Working Together

Help teams understand the origin of their beliefs, the value of other perspectives, and the benefits of working in an inclusive environment.

## CUSTOMER SERVICE

### Calming Upset Customers

This course gives your employees techniques and guidelines for managing even the most difficult customers.

### Customer Satisfaction

Improve your employees' people skills, and you'll be rewarded with satisfied customers. This course develops the skills needed to provide top-notch customer service.

### Quality Customer Service

This course describes the numerous factors—operational and personal—that all combine to create a winning environment.

### Telephone Courtesy & Customer Service

Give employees effective telephone skills and you will see what a powerful business tool the phone can be. Everything from voice to follow-up call is covered in this course.

## Pfeiffer Library CD-Rom



### Version 4.0

The new Pfeiffer Library CD-ROM (version 4.0), brings together more than **2,500 exercises, assessments, and games for trainers!**

This unparalleled collection contains proven training activities, instruments, essays, and theories from the most respected professionals in the training and development field. There's never been an electronic training library like this one! In just a few clicks, you can have a training solution that is right for your specific situation. Then simply customize it as you see fit (add your company logo, contact information, etc.) and print. It's that fast and easy!

### What's new about this edition?

- Resources far beyond the Pfeiffer Annuals—for the first time, this new edition features training games and activities, icebreakers, openers, energizers, closers, and other training activities from a wide variety of Pfeiffer's best authors, in addition to the entire collection of the Pfeiffer Annuals
- A brand new interface—new and completely redesigned, making this application run smoother than ever before, while being super-intuitive and user-friendly
- Advanced search functionality—easier access to the tools you need. Search by topic, method (type of tool), time required, author, or keyword
- New user's guide—more user-friendly and complete. Designed to get you up and running immediately

CD-ROM with Instruction Booklet • \$2,500.

### Extensive Range of Safety Videos in English & Hindi



## SAFETY

- Safety Awareness • Fire • Electrical
- Industrial • Chemical • HazMat
- Ergonomics • Material Handling
- Personal Protection • Driving
- Office Safety • etc.

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## Survival Simulations

How can an Australian bushfire ignite your company's performance?

Select the Survival Simulation that's Right for You:

To meet all of your team development needs, here are 6 simulations that target specific areas for you to choose from:

- CASCADES • BUSHFIRE**  
**DESERT 1 • DESERT 2**  
**SUBARCTIC • EARTHQUAKE**

Each Simulation Kit contains:

- 1 DVD • 5 Observer's Guides
  - 1 Leader's Guide • 25 Participant Booklets
- Produced in USA • Each Kit: Rs.19,250.

### Versatile:

The simulations can be used as an icebreaker at the beginning of a session.

### Interactive:

By starting on equal footing, participants have the opportunity to fully participate, focus on group processes, and analyze their contributions to the quality of the team's performance.

### Easy to Implement:

**Leader's Guides** provide information needed to design and facilitate a successful program, including the experts' decisions and rationale, scoring instructions, program design options, and tips for discussing the skills and processes that contribute to effective team performance.

**DVDs** enable participants to see the situation setting and the available items, making the simulation more real for them. They also relieve you of the responsibility of having to be the "survival expert" by presenting the expert's rank and rationale to participants.

Set in unfamiliar locations or unusual circumstances (such as an earthquake or bushfire), these simulations require team members to work together effectively to deal with the unknown and take participants outside of their organizational roles and areas of expertise to a situation where only their synergistic problem-solving skills will help them to survive. As such, these Simulations highlight general problem-solving processes and skills (rather than problem-specific) content or knowledge.

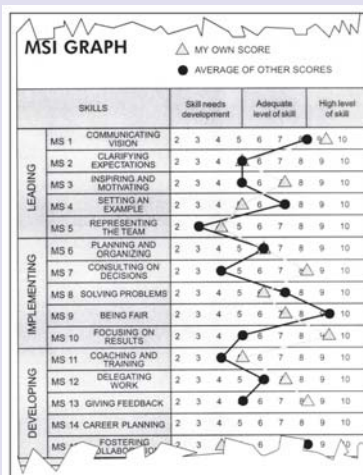
## SKILLS INDICATORS

360° feedback on key workplace skills

Each Skills Indicator includes a Self-Rating Questionnaire and three Feedback Questionnaires

Measure your strengths and weaknesses and become more effective in 6 easy steps:

- Rate Yourself
- Calculate Your Score
- Invite Others to Rate You
- Calculate Their Scores
- Analyse Your Score
- The Action Plan



Int'l Price: £12.50 each indicator

**Special Price for India:**

Each Indicator is sold in a pack of 5 copies for Rs. 1,500.

Quantity discounts also available.

Write for details.

## Team Skills Indicator (TSI)

### Showing Commitment:

- Putting the team first
- Meeting team expectations
- Supporting team decisions
- Representing the team
- Getting along with others

### Taking Personal Responsibility:

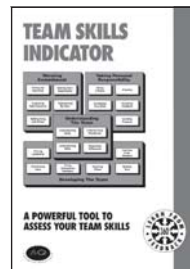
- Taking initiative
- Adapting
- Developing own skills
- Accepting feedback • Handling pressure

### Understanding the Team:

- Understanding goals
- Understanding procedures • Understanding roles
- Respecting differences

### Developing the Team:

- Sharing leadership
- Contributing ideas • Building trust
- Giving constructive • feedback
- Coaching others • Learning from mistakes



## Service Skills Indicator (SSI)

### Preparing for Service:

- Knowing your business
- Anticipating problems
- Understanding service expectations • Keeping management informed
- Projecting a professional image

### Identifying Customer Needs:

- Assessing service situations • Building rapport
- Obtaining customer information

### Satisfying Customers:

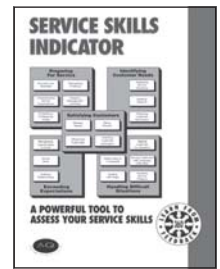
- Meeting needs
- Being flexible • Influencing customers
- Checking customer satisfaction

### Exceeding Expectations:

- Recognising opportunities to excel • Giving more • Building relationships

### Handling Difficult Situations:

- Gaining customer cooperation • Responding to complaints
- Serving customers with language difficulties
- Dealing with anger • Handling service pressure



## People Skills Indicator (PSI)

### Personal Effectiveness:

- Winning first impressions • Empowering yourself
- Being assertive
- Influencing others

### Team Skills:

- Communicating in a team • Team building
- Managing meetings
- Presenting to a group

### Core Communication Skills:

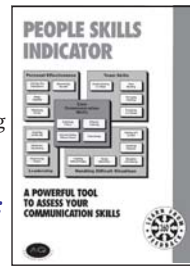
- Explaining clearly
- Effective listening
- Communicating without words • Interviewing

### Leadership:

- Coaching on the job
- Productive counselling • Empowering people

### Handling Difficult Situations:

- Handling difficult people • Giving bad news
- Dealing with conflict • Mediating disputes
- Discipline interviewing



## Management Skills Indicator

### Leading:

- Communicating vision
- Clarifying expectations
- Inspiring and motivating
- Setting an example
- Representing the team

### Implementing:

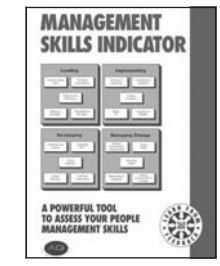
- Planning and organising
- Consulting on decisions
- Solving problems
- Being fair • Focusing on results

### Developing:

- Coaching and training
- Delegating work • Giving feedback
- Career planning • Fostering collaboration

### Managing Change:

- Seeking improvement opportunities • Taking risks • Informing others
- Responding to feedback • Gaining commitment to change



## Training Games Compendium

Fun, engaging and proven to work games that will have your training sessions buzzing with energy, enthusiasm and long-lasting learning. **These eight complete games** (with 21 variations!) are ready to go – all the materials are here for you to run the game – playing cards, blindfolds, stepping stones, game cards, pens, delegate handouts and trainers guides. You could use one of these games in practically any management soft skill course you run, from negotiation to telephone skills, from leadership to business process.

Everything you need to run the course is right here, just take the game you want out of the handy carry case and away you and your delegates go!

1. **Text me**
2. **It's not what you say**
3. **Psycho babel**
4. **Matters of estate**
5. **I stay, you go...**
6. **Finger minefield**
7. **Stepping stones**
8. **Industrial espionage**

Fenman • Boxed Game Set • Rs.17,450.



## 10 Top Customer Service Games

Games are memorable, competitive, action packed and fun and these 10 games not only deliver these feelings but will also provide key messages and learning's about providing consistently great service for all customers.

**10 Complete Games** – all materials are included for up to 12 players for each game • Game Cards • Dice • Wheel Spinner • Counters • Players' and Facilitator's Instructions. There are Timings and Applications Grids, and Suggestions for using the games from 'mini' sessions to a 2-day course.

- 1: **Skills Bingo**
- 2: **Pieces of the Picture**
- 3: **Stick or Twist?**
- 4: **Matchmaker Game**
- 5: **Steeplechase**
- 6: **Perfect Fit**
- 7: **Service Sort**
- 8: **Question Time**
- 9: **Tell Tale**
- 10: **In a Spin**

Fenman • Boxed Game Set • Rs.17,450.



## The Beer Game: Production/Distribution Game

**Logistics & Supply Chain Management.** Developed at MIT, USA.

*The Beer Game* was developed to introduce the concepts of **System Dynamics** and to illustrate the key principle that "structure produces behaviour". Players experience the pressures of playing a role in a complex system and can see long range effects during the course of the game. Each player participates as a member of a team that must meet its customers' demands. The object of the game is to minimize the total cost for your team.

The structured debriefing that follows, illustrates a number of insights about management systems that generalize well beyond inventories. To play and debrief the game takes just over two hours. The debriefing is the most important part of the game. Each game board accommodates up to 8 players (4 pairs) comfortably.

- Package includes:**
- 30" X 100" vinyl game board
  - instructions for leading and debriefing the game
  - customer order cards, order slips, pencils
  - 600 plastic game chips
  - informational DVD showing the game being played at MIT under the direction of Professor John Sterman.

Price: Rs.9,000.

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As children we learned through play, and as adults we still would, if we were taught that way.

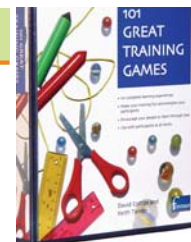
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The manual comes with a handy **Theme Finder** and so whenever you are looking for an activity on change, listening skills, communication skills, time management, team building or any one of the 33 categories that you can use the games for, just turn to the Theme Finder and pick the game that is right for you. There is also a Timings grid, so you can check that the game will fit your schedule.

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