

# Interactive CD-ROMs

Produced in USA

Each CD-ROM combines video, audio, animation, text and graphics to make learning more immediate... dramatic... and memorable...

*Learn what it takes to be an effective leader*

## Successful Leadership

You've been tapped to lead. This is your big chance. You want to make sure you know what's expected of you and what you should expect. You need to be an effective leader. Your future is riding on this opportunity

*Successful Leadership* helps you to develop the leadership skills you need to succeed in today's challenging, diverse workplace. You'll find out how to assess the leadership skills you already possess...determine what ones you need...and mould them all together into an effective leadership style.

The **Interactive Simulation** gives you an opportunity to try out your newfound leadership skills in a real-world situation. You'll take the lead as you work to select a successor to the retiring sales manager of E.A.T.S. Manufacturers, Inc., a restaurant supply company.

### You'll learn how to:

- Establish your credibility as a leader
- Communicate and implement your leadership vision

- Motivate, empower, and coach the people you lead
- Delegate tasks in a fair and equitable manner

Rs.7,950/-



*Today's supervisor has to be more than just "The Boss!"*

## How to Supervise in Today's Workplace

Marked by fast-moving change, radical innovation, and constant pressure to perform, today's workplace is more team oriented with leaner, more responsive management. To succeed and be effective, supervisors must understand their role, possess the skills needed to confront daily challenges, and above all, know how to nurture and coach employees.

This is what *How to Supervise in Today's Workplace* offers you — all the skills and techniques you need for effective supervision. It contains tips on how to manage stressful situations and difficult individuals.

It covers such problems as habitually late arrivals, inordinately long lunches, chronic complainers, excessive absenteeism, and personality conflicts.

A true-to-life **Interactive Simulation** allows you to try out the supervisory skills needed in today's workplace.

### You'll learn how to:

- Manage problem employees to redirect unacceptable behavior and improve performance
- React to change in a positive, proactive fashion by clearly communicating needs and objectives

- Improve performance, participation, and productivity through delegation and training
- Accept and provide frequent and constructive verbal feedback

Rs.7,950/-



*Experience the role and responsibilities of a project manager first hand*

## Project Management: Planning & Scheduling

Every project's success or failure depends on the quality of the project plan. *Project Management: Planning & Scheduling* shows you how to use proven techniques to build a practical project plan—and follow that plan through to successful completion. You'll learn the importance of up-front planning to meet goals, and then build schedules that are right on target.

You will gain the confidence to construct a Work Breakdown Structure (WBS) to define exactly what must be done to complete a project and the ability to create a Resource Loading chart to identify the human skills required.

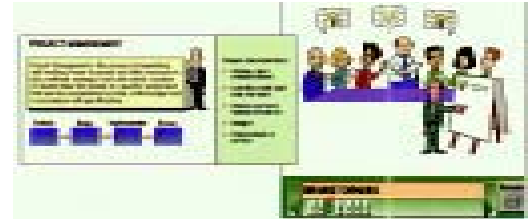
You will be able to estimate and schedule the project using the Critical Path Method (CPM) and the Program Evaluation and Review Technique (PERT). You'll learn proven techniques for identifying task dependency relationships using Task Network Charts and develop a Gantt Chart to show the visual relationship between project tasks and time.

### You'll learn how to:

- Scope out a project to determine quality, time, cost, and resource allocation
- Plan and schedule any size project successfully from start to finish

- Recruit team members with the necessary skills to refine and implement the project plan
- Guarantee “buy-in” and approval of your plan
- Establish clearly defined project goals and objectives

Rs.7,950/-



*Build a solid foundation for world-class quality*

## Quality Tools for Continuous Improvement

17 essential quality improvement tools will help you build greater quality into everything your company does. Use these tools to forge the critical link between continuous process improvement and customer satisfaction.

*Quality Tools for Continuous Improvement* demonstrates how and when to use these tools. You'll see how to enhance their effectiveness by using them in combination to identify problems, develop solutions, monitor progress, and measure results. Numerous interactive exercises let you work with these quality tools in simulated, real-world situations.

### You'll learn how to:

- Focus on quality as a continuous process rather than a single event
- Identify the quality needs of both internal and external customers
- Use 17 proven quality tools to “build in” a higher level of quality from the bottom up
- Dramatically increase the power of these tools by using them in combination

- Affinity Diagram • Brainstorming
- Cause/Effect Diagram • Check Sheet
- Control Chart • Flow Diagram
- Force Field Analysis • Histogram
- Interrelationship Diagram
- Matrix Diagram • Nominal Group Technique • Pareto Diagram
- Prioritization Matrices
- Process Decision Program Chart
- Scatter Diagram • Tree Diagram

Rs.7,950/-

### Here are the 17 quality tools you'll learn how to use:

- Activity Network Diagram

*Put time on your side...*

## Time Management

*Time Management* shows you how to make the most of your valuable time. You'll learn how to manage the countless distractions and interruptions that eat away at your day. By combining common sense with a few simple, but proven, time-saving techniques, you'll uncover whole blocks of time that you can put to new use.

A realistic **Interactive Simulation** gives you an opportunity to put your newfound time management strategies to the test. You become Vice President, Global Human

Resources of AeroSport Inc., a worldwide manufacturer of athletic equipment. Your challenge is to deal appropriately with numerous demands on your time.

### You'll learn how to:

- Identify and eliminate personal time-wasting activities
- Set goals and establish priorities
- Delegate routine tasks successfully

- Recognize the symptoms of stress and the effect of stress on time management

Rs.7,950/-



Create a blueprint for success

## Planning Strategies

*Planning Strategies* guides you to a greater understanding of strategic planning so you can become a more involved participant in planning. The carefully developed learning path builds a solid foundation of strategic planning basics, enhances your comprehension, and increases your ability to contribute productively to the planning process.

A realistic **Interactive Simulation** gives you front-line experience as you help put together a “turnaround” plan for Intermix, a \$2.5 billion computer systems integration

firm that lost control of its planning function.

### You'll learn how to:

- Contribute to a successful strategic planning process
- Maintain the critical link between operational and strategic planning
- Understand the concepts, processes, techniques, and behavioral aspects of planning

- Access and use invaluable research and planning resources such as informational databases.

Rs.7,950/-



*Break out of feature-benefit selling into real profit selling*

## Step Up to Consultative Selling

In today's fast-paced, highly-charged sales arena, Mack Hanan's *Step Up to Consultative Selling* is helping smart salespeople dominate their markets — even in fiercely competitive commodity product and service industries.

This interactive program shows you how to sell the customer on the profit-building value of your product or service. You will learn how to “step up” from traditional vending with Mack Hanan's unique Profit Improvement Proposals (PIP) that go right to the customer's bottom line.

You will gain the knowledge and skill to identify a customer's problems in financial terms and the ability to market yourself as a profit-partner consultant rather than a vendor. You'll acquire the competence needed to create effective Profit Improvement Proposals (PIP) and the confidence to become a contributing partner in your client's business.

Actual case studies dramatize Consultative Selling strategies and demonstrate the incredible closing power of Mack Hanan's sales concepts.

### You'll learn how to:

- Build relationships based on partnering, rather than the “sell-and-bill” mentality of traditional selling
- Professionalize your mission by expressing it in business management terms, not sales talk
- Develop sales strategies driven by customer profit objectives
- Sell the money-making and money-saving benefits of your products and services

Rs.7,950/-

*When you think about it, every problem gets easier to solve*

## Critical Thinking Techniques: Finding Better Solutions

In today's complex and fiercely competitive marketplace the relationship between cause and effect can be so subtle that it's easily overlooked. To solve any problem successfully you have to learn to look beyond the obvious and examine the root causes.

*Critical Thinking Techniques: Finding Better Solutions* shows you how to develop your critical thinking skills and apply them to solving even the most perplexing problems. It builds a strong foundation of practical problem-solving techniques based on critical thinking

In an **Interactive Simulation** you actually become the customer service manager for CoolCo, an air conditioner manufacturer. It's your job to use your new critical thinking skills to find out why company sales have plummeted.

### You'll learn how to:

- Employ a variety of analytical tools to verify cause and effect relationships
- Isolate the real source of a problem
- State problems correctly to gain a new perspective on solving them

- Use proven creative techniques to generate effective solutions
- Develop a problem-solving plan and map out tasks for implementation

Rs.7,950/-



*Build and manage teams that surpass your expectations.*

## Championship Teams

*Championship Teams* reveals the secrets to organizing and managing a true high-performance team. You'll discover the key characteristics that all high-performance teams possess, understand why team dynamics are so important, and learn why effective communication is crucial to the team's success. In addition, you'll be able to identify effective, desirable individual behaviors and recruit to those standards.

Through a realistic **Interactive Simulation** you'll build a high-performance team to position The Skeleton Crew, Inc., an iron

manufacturing firm specializing in skyscraper steelwork, for success in the 21st century

### You'll learn how to:

- Use a proven four-step process to organize the team
- Clarify the team's mission and empower it to achieve its goals
- Help the team to communicate more effectively

- Overcome unexpected barriers to building high-performance teams

Rs.7,950/-



*Unravel the mysteries of financial statements*

## Fundamentals of Finance for Nonfinancial Managers

Now you can learn to interpret financial statements even if you don't have a financial background. This course will give you a fundamental understanding of finance and accounting. You'll learn about the three main financial statements — Income Statement, Balance Sheet, and Cash Flow Statement — what they contain and what they can tell you about a company's financial health.

A realistic **Interactive Simulation** gives you hands-on experience with understand-

ing and interpreting financial statements of the STB Manufacturing Company

### You'll learn how to:



- Differentiate between cash and accrual based accounting
- Evaluate the financial health of an organization using the Balance Sheet
- Determine an organization's profitability using the Income Statement
- Identify an organization's sources and uses of cash using the Cash Flow Statement

Rs.7,950/-

*Strengthen cash flow today for tomorrow's success*

## Cash Flow: Planning for Profit

*Cash Flow: Planning for Profit* gives you a solid understanding of cash flow in today's turbulent marketplace. You'll find out how to maximize cash flow for stability and profit, manage cash flow shortages, and leverage cash surpluses.

In a realistic **Interactive Simulation**, you become the Financial Manager for ACE Athletics, a well-known regional sporting goods manufacturer that's beginning to branch out nationally. It's your job to quickly get a handle on cash flow fluctuations and prepare a plan to keep the operation running while providing financial support for growth.



### You'll learn how to:

- Prepare and interpret a statement of cash flows
- Develop a fine-tuned cash flow plan that suits your company's unique situation
- Combine accounting and operating data to produce a comprehensive picture of present and expected cash flows
- Investigate investment options and opportunities for cash surpluses
- Determine and maintain the optimum levels of cash, receivables, and inventory

Rs.7,950/-



# Interactive

Produced by

# CD-ROM Programs

# GRISP Learning USA

## 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

The handy tips in this course help you 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. Offers techniques for becoming healthier and more productive by reducing stress, 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. This course shows you how to refocus and motivate your workplace during organizational transition.

### Mentoring

Easy guidelines help you clarify both parties' needs and responsibilities, avoid common pitfalls, and make the most of the unique mentoring relationship.

### Motivating at Work

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

### Organize for Success

Get organized and stay organized. 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. Nationally recognized experts help you understand this difficult topic better.

### 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

Get your ideas across more effectively. You'll learn proven techniques for writing, presenting, and interacting 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

This course will help you with all the meeting essentials—planning, creating an agenda, moderating conflict, and summarizing action items.

### Effective Presentation Skills

With an emphasis on the need for preparation and practice, this course provides guidance on 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

Effectively handle an upset customer and you may have customer for life. 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

Help every employee provide excellent 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.

**Price: Rs.6,850 each. Sales tax and shipping extra**



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