

Resource Library Catalogue Management

11. Personnel and Management Issues

11.1 Hiring and Firing

More than a Gut Feeling III **11.1.001**

(32 minutes) The dreaded interview. What do I ask? How do I get the information I need to make a good decision? The skills taught in this video will help answer those questions. Rather than making a decision based on the way you feel about an applicant--a gut feeling--you will learn how to evaluate a person's potential based on their past experiences. This video offers excellent guidance in selecting the right applicant, especially for office and administrative purposes.

Hiring and Firing **11.1.002**

(22 minutes) Covered in this video are planning for the employment or termination interview, documentation, avoiding conflicts, dealing with difficult situations, and what you can and shouldn't say.

Successful Interviewing How to Hire the Right Person for the Right Job. **11.1.003**

(22 minutes) This video shows how to prepare for an interview, evaluate the applicant, and document on the basis for a decision to hire.

Legal and Effective Interviewing **11.1.004**

(23 minutes) Effective interviewing techniques are taught in this video.

Legal and Effective Employment Termination **11.1.005**

(28 minutes) This video shows ways to reduce the stress of that unpleasant task and avoid potential lawsuits resulting from a wrongful discharge.

Basics of Interviewing **11.1.006**

(22 minutes) This video guides you through the steps of planning the interview, asking pertinent but safe questions, and evaluating an applicant's fit for the job.

11.2 Performance Appraisals

Legal Side of Performance Appraisal, The **11.2.001**

(18 minutes) This video tells how to develop a performance appraisal system that is an effective management tool without the problems that accompany poor ones.

Managing Performance **11.2.002**

(11 minutes) This tape gives the basics of evaluating employee performance through setting and measuring standards and objectives.

Performance Management **11.2.003**

(25 minutes) An excellent video for managers and supervisors wanting to develop an effective approach to improving performance in employees. This video teaches a positive coaching approach to setting goals, providing feedback, and correcting problems.

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Legal and Effective Performance Appraisals **11.2.004**
(30 minutes) This video teaches how to effectively provide feedback in a fair and honest way.

11.3 Legal Aspects/Law

Americans With Disabilities Act, The **11.3.001**
(39 minutes) This video will help the employer better understand this Act, including discussions on the definition of disability, medical examinations and information, reasonable accommodation, essential job functions.

EEO Compliance for Managers and Supervisors **11.3.002**
(23 minutes) This video explains what equal employment opportunity is and provides guidance to the supervisor for compliance.

Making ADA Work For You **11.3.003**
(21 minutes) This video provides the employer with a guideline for compliance with the Act and removes many of the myths about disabilities.

11.4 Sexual Harassment/Discrimination

Making Advances What Your Organization Must Do About Sexual Harassment **11.4.001**
(36 minutes) This video provides guidance on the topic of sexual harassment and discusses what constitutes sexual harassment, preventative measures that can be taken, and what to do if a complaint is made.

Employee Awareness Sexual Harassment **11.4.002**
(19 minutes) This video is designed to educate and sensitize employees on the issues of sexual harassment.

Proactive Management Sexual Harassment **11.4.003**
(21 minutes) This video is designed to make supervisors aware of the problem of sexual harassment in the workplace.

Sexual Harassment: New Roles/New Rules **11.4.004**
(20 minutes) This video provides insight into the significant issue of sexual harassment in the workplace and gives examples of situations that may constitute sexual harassment. This is an excellent video to show to all employees as part of a training program to help create awareness and control sexual harassment.

11.5 General Harassment/Discrimination

With All Due Respect **11.5.001**
(18 minutes) This video deals with diversity issues in the workplace. The emphasis is on the right every employee has to be treated respectfully. It points out that harassment is not limited to sexual harassment. It also provides steps to dealing with harassment. This video is excellent for training both managers and employees on the importance of having a respectful workplace.

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Policy Is Not Enough, 11.5.002

(17 minutes) What are the liabilities an employer faces if employees are harassed in the workplace? What should be done if such harassment is taking place? This video, designed for managers and supervisors, answers these questions and gives steps for stopping and preventing workplace harassment. The information in this video will be beneficial to everyone in authority in the county.

Harassment in the Workplace: Management Awareness 11.5.003

(21 minutes) Harassment in the workplace goes beyond insight into the significant issue of sexual harassment. It can be based on many things, such as age, physical characteristics, or race. Not only are all forms of harassment counter productive, many forms of harassment are illegal. This video will help the manager recognize harassment in the workplace and show what steps can be taken to control it.

Harassment: Keeping It Out of the Workplace 11.5.004

(18 minutes) This video uses a unique method to create an awareness of harassment issues. It contains several scenarios showing various forms of workplace harassment and, at the end of each, the actors "break character" to discuss the scene they just performed. This video gives the supervisor a better understanding of workplace harassment and what can be done to prevent it.

Employment Practices 11.5.005

(12 minutes) This video begins with showing how public officials are often sued for employment practice claims and teaches them how to avoid being sued because of the Five D's; Discrimination, Documentation, Drastic Action, Discipline & Discharge.

11.6 Drug and Alcohol Testing

Reasonable Suspicion Training for Supervisors - Kit 11.6.001

(37 minutes) Practical training, with the insights your supervisors need when making these difficult decisions. It's one thing to talk about the indicators of alcohol misuse, but it's another thing to take action when those indicators are spotted. How do you approach a driver in a non-confrontational manner? How do you ask him to undergo testing? How do you handle him if he becomes uncooperative? It's critical that your supervisors know what to look for and how to respond. This training program can help prepare them to assess the situation and act accordingly.

Alcohol & Drug Testing: Training and Awareness for Supervisors & Employees--KIT 11.6.002

(30 minutes) This kit provides a guide and information to help you implement the Department of Transportation's (DOT) Controlled Substances & Alcohol Use and Testing standard in your company. The DOT ruling covers safety-sensitive employees in commercial transportation, as defined by each DOT agency. This includes: Federal Aviation Administration; Federal Transit Administration; Research and Special Programs Administration; United States Coast Guard. This kit includes one video, instructor's guide, four handbooks.

Recognizing Drug and Alcohol Abuse 11.6.003

(19 minutes) This video helps guide the supervisor through the difficult process of determining if an employee is an abuser.

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Reasonable Suspicion Testing: Training for Supervisors (2001 edition) 11.6.004

(60 minutes) this fast-paced program illustrates a variety of scenarios and gives supervisors the confidence they need to handle difficult situations. It also demonstrates proper procedures to follow and explains: Common symptoms of alcohol misuse and controlled substance abuse, What kinds of observations supervisors need to make, How to document observations How to approach suspected drivers, Who must conduct the testing and how to respect drivers' privacy. This is the 2001 edition.

Drug Testing Awareness--Supervisor KIT 11.6.005

(14 minutes) Operating a high powered vehicle or equipment requires skill, decision making, and concentration. It has been proven that using alcohol and other drugs while operating a vehicle or equipment can negatively affect the operator's ability to perform these and other important tasks. The Supervisor version covers the supervisor's role in the drug testing process, who needs to be tested and how to maintain an ongoing drug testing program.

Road To Safety: An Overview of D.O.T. Commercial Driver Drug and Alcohol Testing Requirements 11.6.006

(13 minutes) This video educates contractors on the drug and alcohol testing requirements; trains employers on the different protocols for proper drug and alcohol testing on workers, and explains what training is required for supervisors and workers.

11.7 Others

***** NEW *** How to Communicate Clearly and Effectively With Employees 11.7.001**

(21 minutes) This video covers various ways of communicating with employees including giving both effective praise and criticism as well as delegating and preventing misunderstandings. In DVD format.

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12. Workplace Issues

12.1 Motivation/Participation

How to Make Quality....Fail 12.1.001

(18 minutes) This video reveals the attitudes and pitfalls that can kill quality programs. Inspires new appreciation for quality and the need to make it succeed.

Personal Excellence (The Fred Factor) 12.1.003

(30 minutes) This video shows how each individual can make a difference in the workplace and its importance.

FISH! 12.1.004

(17 minutes) What does a fish market have to do with effective management in county government? Plenty! This video shows how the World Famous Pike Place Fish Market developed a work culture in which employees look forward to coming to work. It stresses the fact that a somber, nose to the grindstone attitude is not a requirement for a highly productive workplace. This is not a "how to" tape, but instead shows philosophies that build teamwork and loyalty among employees.

Attitude Virus: Curing Negativity in the Workplace (Government Version) 12.1.005

(21 minutes) Have you ever had an employee who constantly stands in the way of progress? Maybe not a bad person, but a person with a bad attitude. This video looks at some of the negative attitudes found in the workplace and offers approaches to turning these attitudes around.

Motivating Others 12.1.006

(30 minutes) This video will help you better understand employee values and then use this information to motivate your employees to higher levels of performance and more job satisfaction.

Positive Workplace, The 12.1.007

(55 minutes) This video shows how humor can play an effective role in a work setting and how a supervisor can generate a positive feeling toward work among the employees.

12.2 Teamwork

Unified Team, The 12.2.001

(26 minutes) Stressing the importance of teamwork for maximum productivity, the film focuses on how to achieve this. Problems that occur in teams, such as conflicting agendas, personality conflicts, etc., and resolutions are also discussed. Viewers will learn how to promote a sense of achievement, belonging and contribution in team members.

Making Teamwork Work 12.2.002

(50 minutes) In this video, the supervisor learns how to develop the team concept in employees and then provide effective leadership for the team.

12.3 Conflict Resolution

Conflict Resolution 12.3.001

(27 minutes) This video shows supervisors effective techniques to resolve conflicts in the workplace before

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they escalate. There are breaks at the end of several scenarios for discussion which make this tape excellent for group training.

Conflict Communication Skills

12.3.002

(18 minutes) We've all had to deal with the angry client or the upset co-worker and, quite often, the problem escalates if we don't handle the situation properly. This video teaches the skill to deal with these conflict situations in such a way that the individual's anger is diffused and resolution of the problem can begin.

12.4 Workplace Violence

Workplace Violence Recognizing and Diffusing Aggressive Behavior

12.4.001

(28 minutes) This video shows how by recognizing potential violent behavior, the supervisor is in a better position to control a situation.

Workplace Violence: Training for Supervisors & Managers

12.4.003

(23 minutes) This information packed video reviews violence prevention strategies, including how to create an atmosphere where employees are encouraged to report threats of violence, and feel comfortable doing so. In establishing an open system of communication managers will learn about the importance of creating a workplace violence policy, getting the message across to employees, identifying potential at risk employees, organizing a threat management team, and documenting all threats, incidents and behaviors accurately.

12.5 Diversity

Flashpoint: When Values Collide

12.5.001

(77 minutes) One way to describe Morris Massey's videos is that they contain a little something to offend everyone while teaching you a great deal about yourself and those around you. Flashpoint: When Values Collide is about how myths about Sex, Ethnicity and Age (S-E-A) sabotage our personal and professional relationships. This video is designed to help team members develop shared values by recognizing their homegrown prejudices and accepting those of others.

What You Are Is Where You Were When/Massey Triad--Program 1

12.5.002

(69 minutes) One way to describe Morris Massey's videos is that they contain a little something to offend everyone while teaching you a great deal about yourself and those around you. Through a forceful and humorous presentation, Dr. Massey makes us aware of the value systems we develop and, through understanding the differences in peoples' values, how to become more effective in our business and personal relationships. While these tapes are not for the faint of heart, they are highly recommended for those who sincerely want to understand why we have our personal values and why we cannot expect, nor do we want, everyone else to have those same values. Recommended viewing schedule is one month between each tape of the Massey Triad to allow viewers to absorb content before going on to another.

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What You Are is Not What You Have To Be/Massey Triad--Program 2 **12.5.003**

(64 minutes) One way to describe Morris Massey's videos is that they contain a little something to offend everyone while teaching you a great deal about yourself and those around you. Through a forceful and humorous presentation, Dr. Massey makes us aware of the value systems we develop and, through understanding the differences in peoples' value, how to become more effective in our business and personal relationships. While these tapes are not for the faint of heart, they are highly recommended for those who sincerely want to understand why we have our personal values and why we cannot expect, nor do we want, everyone else to have those same values. Recommended viewing schedule is one month between each tape of the Massey Triad to allow viewers to absorb content before going on to another.

What You Are Is Where You See/Massey Triad-- Program 3 **12.5.004**

(58 minutes) One way to describe Morris Massey's videos is that they contain a little something to offend everyone while teaching you a great deal about yourself and those around you. Through a forceful and humorous presentation, Dr. Massey makes us aware of the value systems we develop and, through understanding the differences in peoples' values, how to become more effective in our business and personal relationships. While these tapes are not for the faint of heart, they are highly recommended for those who sincerely want to understand why we have our personal values and why we cannot expect, nor do we want, everyone else to have those same values. Recommended viewing schedule is one month between each tape of the Massey Triad to allow viewers to absorb content before going on to another.

Diversity Through Character **12.5.005**

(17 minutes) How can a group of people representing five different races not be considered a diverse group while five people of the same race can be considered a diverse group? View this video and find out. Looking beyond the stereotypes to see the whole person is just one of the lessons in this video. It gives a better understanding of what diversity is and how to appreciate an individual for what he or she really is rather than basing our feelings on preconceived notions based on a person's background. If you are looking for a humorous way to teach diversity, this is an excellent video.

F.A.I.R. Way to Manage Diversity, The--KIT **12.5.006**

(19 minutes) The Video and Materials in this kit give people positive steps they can take to manage diversity in the workplace by using Feedback, Assistance, Inclusion and Respect.

SELF Profile--KIT **12.5.007**

(60 minutes) This video will give you insight into the different personality types, their values, and why people act the way they do.

13. Skills and Training

13.1 Managers/Managing

Role of the New Manager (The) **13.1.001**

(30 minutes) This video examines the role of the manager in today's world.

One Minute Manager, The **13.1.002**

(25 minutes) This video helps the manager understand and develop a program of recognizing accomplishments at the time they occur and correcting problems as soon as they are recognized.

13.2 Supervisors/Supervising

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New Supervisor, The--KIT **13.2.001**

(25 minutes) This video will assist the newly promoted supervisors who are going through that rough period of trying to fully understand their new role and what is expected of them. It will guide in developing the skills that are essential for effective performance in this new role.

Effective Supervisor, The **13.2.002**

(46 minutes) This video will help you understand the role of the supervisor and how to more effectively get the results you want from your employees.

After All, You're The Supervisor **13.2.003**

(20 minutes) What do supervisors do and how do they do it? This video shows how to develop the 17 skills for supervisors and how to deal with the daily anxiety, interruptions and barriers that supervisors face daily.

13.3 General Leadership

Practical Coach, The **13.3.001**

(24 minutes) Good workplace coaching can be the difference between success and failure; a good coach will inspire, encourage and challenge a team. Viewers will learn how to recognize and praise good work, correct poor performance and get things back on track when necessary.

Credibility Factor, The **13.3.002**

(22 minutes) Credibility is a major factor in effective leadership. In this video, we see the central differences between effective and ineffective leaders and learn how managers can develop the five keys to credibility. Great for both the new and experienced manager.

14. Personal Development

14.1 Goals

Motivation and Goal Setting--KIT **14.1.001**

(60 minutes) This program is designed to help the manager achieve important goals, develop the discipline to stay on course in achieving those goals, and create action plans that get results.

Presentation Skills for the Professionally Petrified **14.1.002**

(20 minutes) This video will help you overcome that greatest of all human fears speaking in front of a group.

14.3 Mental Health/Stress

Stress Management: A Practical Approach **14.3.001**

(14 minutes) Excessive stress can affect both our physical and mental well being. It is important that everyone be able to deal with this health hazard but few of us know how. This video teaches techniques that will help us control our lives and those situations that seem to be completely out of hand.

Lighten Up **14.3.002**

(38 minutes) This video shows how we can reduce the stress of modern life by having fun as we achieve our successes and deal with adversities through humor.

14.4 Others

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Continuous Self Improvement **14.4.001**
(42 minutes) This video discusses the balances we need to improve and grow.

15. Professional Development

15.3 Others

***** NEW *** Professional Conduct 101** **15.3.002**

(16 minutes) Starting a new job has its challenges, but new employees should understand that success often hinges as much on projecting a professional image as on the quality of their work. This video discusses three things that employees can do to project a professional image--adjust to the organizations' culture, avoid common mistakes and how to create alliances that will boost their careers. In DVD format.

16. Customer Service

16.1 Communication

What Do You Say? **16.1.001**

(22 minutes) This video puts employees in the hotseat as they are challenged with more than 30 awkward, intimidating, and sometimes overwhelming customer situations. It then provides realistic, practical answers that they can use on the job immediately.

16.2 Public Perception

Guest, The **16.2.001**

(14 minutes) How a citizen views the County or an individual County department depends, to a great extent, on how he or she is treated by County employees. Through humorous scenarios, this video shows the importance of good customer service and how it can be developed.

16.3 Others

Dealing With Difficult People **16.3.001**

(36 minutes) This video helps identify personality types and styles which is a big step in effectively dealing with anyone.

Invisible Man Meets the Mummy **16.3.003**

(18 minutes) This video presents a lighthearted look at customer service and its importance in any organization.

20.

20.3

Bloodborne Pathogens: An Officer Survival Guide **20.3.002**

(34 minutes) This program helps to guard against bloodborne pathogens by presenting a series of situations which put officers at risk of contracting HIV or the Hepatitis B virus, and by demonstrating a number of risk-reducing techniques.

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24.

24.3

Community Relations and the Media

24.3.003

(14 minutes) This tape reviews the rights of the media and the methods the media may utilize in approaching a corrections facility for a story. It also presents tactics that reporters may use during interviews and how you can best respond to protect the facility against unfair or inaccurate reporting.