

NEW RELEASES

Are We Really So Different, You and I?

So often we focus on what makes us different, but in reality there is far more that we have in common. This emotionally moving, inspirational video follows the circle of life as it highlights the common values and motivations that we share as human beings. A compelling way to start any diversity training program.

3 min. / 2012 / AWR01 / Purchase \$295

Also available with French subtitles

Behavioral Interviewing: Predicting Performance

From planning to candidate evaluation, this program shows managers how to use behavioural interviewing questions to obtain applicant information from the perspective of past behavior.

Includes: Leader's Guide and Employee Quiz

15 min. 2015 / ABCBIPP / \$595

Celebrate! Change Your Lens, Change Your Life

Dewitt Jones is one of the best storytellers in the training industry. His enthusiasm and humanity engage viewers like no other author. This program expands on the concepts originated in *Celebrate What's Right With the World* and contains highly inspirational personal life lessons that we can all apply.

Includes: Training Guide, User Guide, Group Discussion Questions & Activities, PowerPoint, Posters, Transcript

19 min. / 2012 / STD024 / Purchase \$795

Consciously Overcoming Unconscious Bias

We all have prejudices we may not be aware of! This program encourages us to take small steps – micro-affirmations – toward a happier, healthier workplace.

Includes: Leader's Guide, Reproducible Participant Materials, PowerPoint Presentation

8 min. / 2014 / COUB01 / Purchase \$425

Customer Service Gone Viral

It used to be when someone received bad service, they would tell a few friends... now they tell the world! This program not only shows you how to avoid becoming an embarrassing internet sensation - it also demonstrates how to provide excellent service that will lead to rave reviews - online and off!

Includes: Leader's Guide, PowerPoint, optional subtitles.

18 min. / 2013 / ATM002 / Purchase \$795



**Special Introductory
DVD Series Price \$1995**

Cutting Edge Basic English Series

Combines linguistics, psychology and instructional design. The programs build understanding and help learners practice real-life English. For self-study or group ESL lessons at work, school or at home. Complete program details on our website.

Each program includes: Workbook and PowerPoint

20 x 17min. / 2014 / S0001443

DVD Series Price: \$2640



Cutting Edge Success at Work Series

Covers 50 employability learning points organized into ten subject areas, for school graduates, college students and new hires, particularly young people, and the skills they can learn and implement to achieve a successful job interview.

Titles in Series:

- Appreciate Feedback
- Be Confident and Assertive
- Build Employability Skills
- Communicate Effectively
- Contribute to the Team
- Demonstrate Your Strengths
- Impress at Job Interviews
- Make a Great Impression
- Prioritize and Organize
- Set and Achieve Goals

Each program includes: Workbook and PowerPoint

10 x 11min. / 2014 / S0001453

DVD Series Price: \$1895

**Special Introductory
Pricing:
DVD Series \$1350
3-Year Streaming
License \$2195**

Gateways to Inclusion: **AWARD WINNER**

Turning Tense Moments Into Productive Conversations

This diversity and inclusion training video shows how painful and disruptive diversity disasters can be, and offers four immediately-applicable skills that will help turn tense moments into productive conversations. The program can stand alone or can be easily integrated into your existing diversity and inclusion curriculum.

Includes: Leaders Guide with 90- and 45-min. session outline, Refresher Workshop, Participant Handouts, Quiz & Note-Taking Guides, Post-Test Handout, PowerPoint

17 min. / 2013 / SUN7 / Purchase \$695

With French and Spanish subtitles

Leadership Feedback

This program provides the kind of honest feedback leaders don't normally hear. Six issues of leader/employer interaction are illustrated after which viewers will clearly understand how to generate the kind of feedback that really matters: employee commitment and productivity!

Includes Leader's Guide, Reproducible Participant Worksheets, PowerPoint Slides.

17 min. / 2014 / ATM003 / Purchase \$870

Legal Social Media at Work

Every piece of information shared on social media leaves a permanent record that is virtually impossible to erase. This program covers all aspects of social media use including the consequences of inappropriate posts.

Includes: Leaders' Guide, Employee Quiz

12 min. / 2013 / SOC01 / \$395

For more information or for assistance please contact:

Teresa Machado (416) 252-1173 ext. 247 or (800) 561-4300

tmachado@itf.ca

MADE SIMPLE SERIES - \$295 each

The perfect comprehensive library for managers. Each program covers every aspect of important legal topics. Each program includes: Facilitator Guide and Related Support Materials

Ethics Made Simple [CC]

A short but comprehensive workplace ethics training program that covers virtually every major workplace ethics topic in a few short minutes. Arm your employees with the facts about what behaviours are unacceptable in your workplace. Covers everything from unauthorized photocopies to falsifying pay records, and much more.

8 min. / 2013 / SIM04

Harassment Made Simple [CC]

A short but comprehensive harassment prevention video that covers every aspect of this important topic, from Sexual Jokes to Threatening or Intimidating, and more.

6 min. / 2011 / SIM01 / Available in French

Harassment Made Simple for Managers [CC]

Focusing on the manager's role in preventing harassment, this comprehensive program defines harassment and the steps all managers should take to combat harassment in their workplace. Topics covered range the manager's responsibilities in preventing harassment to Cyber Bullying and much more.

11 min. / 2013 / SIM05

Sexual Harassment Made Simple [CC]

A short but comprehensive sexual harassment prevention video that covers every aspect of this important legal topic, from Quid Pro Quo and Hostile Environment Sexual Harassment to Prevention Techniques and Legal Consequences, and more.

6 min. / 2011 / SIM02 / Available in French

Sexual Harassment Made Simple for Managers [CC]

Managers have the dual responsibility of avoiding harassing conduct themselves while preventing it in the workforce. This new program defines exactly what sexual harassment is in layman's terms, then gives managers the instruction they need to prevent and handle harassment situations when they occur.

11 min. / 2015 / ABCSEXM /

Workplace Bullying Made Simple [CC]

Decline in employee morale, loss in productivity, employee turnover, health problems and loss in organizational reputation are just a few of the problems that bullying causes. This comprehensive prevention video covers every aspect of this important topic from teasing cyber bullying and more.

6 min. / 2011 / SIM03 / Available in French

THE HAPPINESS ADVANTAGE With Shawn Achor



What does being happy have to do with work? We've all been told that if we work hard, we'll be happy. What if that formula is wrong? What if the opposite were true and happiness is the secret to success – at work and at home?

Did you know that optimistic salespeople outsell their pessimistic colleagues by 56%? According to bestselling author Shawn Achor, happy employees have higher levels of productivity. Happy employees also perform better in leadership roles. You might even find that happiness can be your single most important competitive advantage!

The Happiness Advantage training video gives you a formula for improving productivity, overcoming challenges, increasing cognitive abilities, and improving teamwork – all while improving your mindset. This comprehensive train program is based on Shawn Achor's book, *Happiness Advantage: The Seven Principles of Positive Psychology That Fuel Success and Performance at Work*.

The Happiness Advantage training program is available on its own as a 3-part, 38-minute training DVD or as a complete 2 DVD training program that includes five Implementation Modules that provide real world suggestions for leaders and employees who are looking to improve happiness and success.

Preview **The Happiness Advantage** on our website www.itf.ca



EMOTIONAL INTELLIGENCE

Emotional Intelligence Series with Daniel Goleman

This video-based training series gives participants of the part emotions play in workplace communication while providing practical instruction on how these skills increase performance on-the-job and improve our overall well-being. Workplace vignettes depict workers who use EI to relate better to others (including the boss), communicate more effectively, decrease stress, and increase productivity.

Understanding Emotional Intelligence

Daniel Goleman explains the basic principles surrounding "The Science of Emotional Intelligence" while scenarios illustrate the various teaching points.

Demonstrating Emotional Intelligence

Learn the subtle art of reading facial expressions, understand how emotions are passed from one person to another, and how to apply the basics of both Emotional and Social Intelligence in the real world of work.

Emotional Intelligence and Optimal Performance

Once you master the five simple steps outlined in this program, you will be able to get along better with others, handle stress better, communicate better, work more efficiently and be more productive.

Each DVD includes: Q&A Interview with Daniel Goleman, PowerPoint Presentation, reproducible Participant Handout

3 x 12-18 min. / 2007 / S0001467
Purchase \$875 series, \$325 each

INTERNATIONAL TELE-FILM

(800) 561-4300 ~ sales@itf.ca ~ www.itf.ca

RIGHT WORDS CUSTOMER SERVICE RECOVERY SERIES - \$895 each

Sometimes it is the newest or least trained employee who has the last chance to save a customer relationship. They become the face of your organization when things go wrong. These practical and memorable programs are specifically designed to empower your staff with a clear checklist of Customer Service Recovery tools and techniques. From showing empathy and truly listening, to exploring with permission phrases and presenting options, front-line employees will learn how to match the signals they send to guests with the words they say. In this ongoing series of industry-specific customer service training programs, employees will learn how to use the right words to:

- Send the 3 Signals: "I Care" - "I Understand" - "You can Trust me to take care of this"
- Stay Polite and Professional: When the customer is Rude – When the customer is Clueless – When you can't say, "Yes"

A wide variety of realistic industry-related scenes demonstrate how *The Right Words at the Right Time* can overcome almost any service recovery challenge.

The Right Words at the Right Time Programs:

- **Customer Service Recovery for Business**
13 min. / 2013 / RIGHT09
- **Customer Service Recovery for Government**
15 min. / 2012 / RIGHT05
- **Customer Service Recovery for Healthcare**
15 min. / 2012 / RIGHT06
- **Customer Service Recovery for Hospitality**
11 min. / 2013 / RIGHT08
- **Customer Service Recovery for Retail**
13 min. / 2012 / RIGHT07

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

Let's Talk...Harassment & Bullying Series (Canadian Version)

This harassment training series is designed to address recent concerns about the prevalence of bullying, new legal requirements to provide training to prevent abusive conduct and the need to clarify legal definitions of harassment. The programs address all of these issues and more in a concise, easy-to-understand way. Engaging and informative.

Titles in Series:

- Let's Talk...Bullying, Abusive Conduct and Their Consequences
- Let's Talk...Harassment - It Happens

Each program includes: Leader's Guide, Reproducible Participant Materials, & PowerPoint Presentation
2 x 10 min. / 2015 / ATS Media
DVD Price: \$695 series • \$495 each

Please note:

**Industry Discounts available on DVD Purchases
for Government, Education, Non-Profits**

**For complete details on all programs please go
to www.itf.ca**

**All programs are available for digital delivery.
Please enquire.**

BUDGET SMART RESOURCES - \$229 each

Conflicts in the Workplace: Sources and Solutions [CC]

Constructive disagreement can add value. Destructive conflict can ruin relationships, reduce productivity, destroy teamwork, and contribute to employee turnover. This program teaches skills you can learn to keep disagreements constructive and resolve conflicts in a positive way.

Includes: Study Guide
17 min. / 2010 / PER004

Leadership at Every Level

Even though not everyone is a "born leader," every manager in your organization has the potential to become a leader. Leadership requires more than good management skills and this video demonstrates how to recognize leadership behaviours at all levels of an organization.

Includes: Study Guide
24 min. / 2010 / LEA029

Social Media at Work [CC] - NEW

Alert employees to online hazards and show them how to use social media wisely and appropriately. [

Social media is everywhere - including our workplaces. While it can serve useful business purposes, it can also open the door to hackers, circulate rumors and abusive comments, create public relations nightmares, and seriously affect productivity. After-hours posts can also have an impact if they violate policies or cause friction between coworkers. How do you avoid the dangers of potential harassment claims, exposure to computer viruses and malware, and release of confidential data? And how do you convince employees that spending too much company time on social media is just not OK? This new video will help, with dramatic scenes filmed on location in a variety of industries that will alert employees to online hazards and show them how to use social media wisely and appropriately.

14 min. / 2015 / KAN398

Stress Management Series

Learn to recognize the signs of stress, how to manage it and be resilient, become aware of the negative effects of stress, and finally, practice simple stress-reduction techniques – both mental and physical. Each program includes everything you need for self-study or to conduct a complete training course, including special behavioural change modules and handouts unique to the topic.

Recognizing Stress

Follows four people who describe their difficulties with mood swings, disorganization, anger and insomnia and eventually come to understand the importance of managing stress.

Managing Stress

After recognizing it, learn how to tackle stress in five easy steps.

Mastering Stress

Learn five resiliency skills that will help you deflect stress and communicate more effectively - how to adapt, stay flexible, accept change, be proactive and bounce back from adversity.

Hosted by David L. Katz MD, MPH, FACPM, FACP, Director of Yale University's Prevention Research Center, Director of the Integrative Medicine Center at Griffin Hospital, medical consultant for ABC News, and a health/nutrition columnist for The New York Times.

Each program includes: Leader's Guide, PowerPoint Presentation, Participant Materials and bonus materials
3 x 15 min. / 2012 / S0001468

Purchase \$525 series, \$229 each

The Well-Managed Meeting

Shows how being properly prepared allows you to encourage engagement and teamwork while keeping the meeting on time and on track. It demonstrates specific techniques including how to set a company-wide standard for meetings that reach their goals and end on time.

Includes: Study Guide
22 min. / 2010 / WEL029

INTERNATIONAL TELE-FILM

(800) 561-4300 ~ sales@itf.ca ~ www.itf.ca

BEST SELLERS AND TRAINER FAVOURITES



PICKLE PICKS!

Buy any two of these best-selling *Pickle Principle* programs and receive a Bob Farrell Bobblehead* absolutely **FREE!**

Give 'Em the Pickle!

The most important thing we can do in business is to make the customer happy. The trick is to determine what your customers want and how to make sure they get it! (18 min.)

Available in French

The Leadership Pickles!

Bob Farrell combines his passion for serving others with powerful leadership stories to create a motivating message for all leaders. Inspire your leaders to be the best they can be by providing the tools they need to succeed. (16 min.)

Available in French

What's Your Pickle?

Bob Farrell teaches that "if you look and listen, your customers will tell you what their Pickle is" – and offers four ways to help you connect with your customer. (17 min.)

DVD Price: \$925 each • Streaming Available

**While quantities last.*



An Art of Possibility Series with Ben Zander, Conductor of the Boston Philharmonic Orchestra

Leadership: An Art of Possibility

According to Ben Zander, the new leader's job is to **SPEAK POSSIBILITY**. You can speak possibility from any position, in any group of people, anywhere in the world. A great performance arises out of everyone's passion. It stirs the soul, rearranges ones molecules, connects ones being to the being of others. This new kind of leadership is dynamic, transforming – evolutionary! (26 min.)

DVD Price: \$1040

Attitude: Radiating Possibility

Every Human being is brought into the world Radiating Possibility. The trick is to keep that song going. In this moving program, Ben and his wife Rosamund, expressively coach employees to accelerate their pace of interaction, have courage in the face of fear, and enter the dance. (17 min.)

DVD Price: \$940

DVD Price Both Programs: \$1540

Both programs available in French



**Energize your
organization.**

It's the most effective, fun way to ignite energy, improve customer service and increase employee retention. That's why FISH! is the best-selling training video of all time.

FISH! has been called an antidote to cynicism, depression, burnout and anger. Our clients are using it for nearly every issue facing business today: leadership, orientation, teamwork, retention, creativity, customer service, quality improvement, change – anything involving human interaction!

17 min. / Charthouse

DVD Price: \$849 • FISH! Guide: \$49

One year streaming license: \$925 for 100 users

Includes downloadable pdf FISH! Guide

The Guest - 2nd Edition – **AWARD WINNER**

The fortunes of any business rise and fall based upon the level of service it delivers to its customers. Treat your customer like a Guest in your home. That's the message behind this updated best-seller. A guest at work is no different. It's that simple and that important. (16 min.)

DVD includes the original Guest video, plus support materials.

Original version available in French.

The Difficult Guest

Combining comedy, customer interactions we can all relate to, and a cast of unforgettable characters, this video sets the stage for some solid customer service training on recognizing, understanding and taking care of difficult customers, because sometimes...it's your L.A.S.T. chance! (25 min.)

Available in French

DVD Price: \$895 each • Both titles \$1595

Celebrate What's Right with the World

This program teaches what a powerful force having a vision of possibilities can be. In this new video, Dewitt Jones asks: Do we choose to see possibilities? Do we really believe they're there? He assures us that we will only see the possibilities when we believe in them. And when we believe it, we connect with a vision that gives us the courage to soar. (24 min.)

DVD Price: \$825

Celebrate! Change Your Lens, Change Your Life

Dewitt Jones is one of the best storytellers in the training industry. His enthusiasm and humanity engage viewers like no other author. The second in the "Celebrate" series highlights Dewitt Jones's unique perspective. It is a timeless message that carries well beyond the confines of work into every aspect of our lives. (19 min.)

DVD Price: \$795

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