TRAINING RESOURCES FOR THE RESPECTFUL WORKPLACE

Accountability • Bullying Prevention • Conflict Resolution • Discrimination/Equal Opportunity
Diversity • Harassment • Inclusion • Respect • Workplace Violence

DVD
Digital Delivery
Duplication Rights
Welcome!

Our Respectful Workplace catalogue contains a comprehensive range of programs that deal with a wide variety of topics related to Occupational Health & Safety in the workplace. Topics such as diversity, harassment, respect, discrimination, conflict resolution and workplace violence.

The programs can be used as the basis for, or to enhance your internal training initiatives to prevent harassment and violence in the workplace and to help develop successful diverse workteams.

Programs are available on DVD or for online digital delivery. Prices listed are for the DVD version unless otherwise noted. Please call or email us for a customized price quote for online options.

Our professional account managers are available to assist you in selecting programs and formats that will compliment your employee learning requirements.

Sincerely,

International Tele-Film

All programs available to preview online at www.itf.ca

For assistance in selecting and ordering training programs please contact

Teresa Machado
(416) 252-1173 ext. 247 or (800) 561-4300
tmachado@itf.ca

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Prices in this catalogue are for DVD versions unless otherwise noted. Prices are subject to change without notice. Applicable taxes and shipping and handling extra. All transactions subject to ITF’s published terms and conditions.
ACCOUNTABILITY

No Excuses: Foundations for Accountability, Ethics & Values
Leaders and managers are constantly challenged with situations that put their ethics and values to the test. This course is designed to give your leaders the tools they need to not only hold themselves to high standards but also influence their peers and the people they lead.
Includes: Facilitator Guide, DVD includes a short video “Be Accountable” that uses current events to illustrate the lack of accountability in society today.
28 min. • NOEX • Purchase $995

Has the Buck Stopped Yet?
Responsibility - every individual in every workplace has it, but sadly, there are some who don’t take it. This animated program features Tom, an experienced employee who is responsible for inducting Buck, a new recruit, into his organization. When Tom tries to pass the buck to Buck, we see the consequences for all involved. Excellent discussion-starting material on responsibility in the workplace, and the subsequent benefits to individuals, work teams and for the entire organization.
Includes: Comprehensive Leaders Guide and Workbook
7 min. • TP004 • Purchase $495

Who Are ‘They’, Anyway?
B.J. Gallagher & Steve Veitana
This entertaining and enlightening program featuring B.J. Gallagher, consultant and best-selling author of “A Peacock in the Land of Penguins”, is designed to help you and your organization make the shift from looking for “them” to blaming to realizing that there is no “them” and beginning to accept personal accountability.
10 min. • WATA • Purchase $495

For related titles see Ethics & Values section

BULLYING PREVENTION

Bully Beware: Bullying & Harassment at Work Series
Bully Beware is the complete training and action kit for any organization that is serious about preventing incidents of bullying and harassment at work, and dealing with them when they occur. The package consists of three programs, each of which is built around a compelling drama scenario.

Program 1: You and Your Workplace
Designed for all staff, this program gets people to think about their behaviour and raises awareness of bullying and harassment. It highlights responsibilities for all staff, outlines organization policies and procedures for dignity at work and the options to stop bullying and harassment and prevent their recurrence. (20 min.)

Program 2: Informal Action
Designed for managers, this program encourages them to take a variety of early and informal actions to keep the workplace free from bullying and harassment. It demonstrates listening, feedback, coaching, dispute resolution and mediation skills. (32 min.)

Program 3: Formal Action
Looks at a more serious case of bullying. It contains everything managers need to know about taking formal action, conducting an investigation and responding to counter complaints. Discusses how opportunities are sometimes missed for resolving problems informally before formal action becomes necessary. (49 min.)
Includes: Leader’s Guide and Reproducible Worksheets and Handouts
Purchase $795 each • $1195 series

For more Harassment Prevention training programs see pages 15-17

Breaking Bullying
Cutting Edge Communication Series
Serena, the company VP is in town to follow up on the aftermath of a reported case of bullying. She puts the challenge to Marcus to stamp out bullying within his department. Marcus finds it hard to believe that there is bullying taking place in his office so Serena provides a definition. Marcus takes a radical approach with the team to help them understand the consequences of bullying.
Includes: Leader’s Guide with discussion questions, activities and hand outs, plus PowerPoint slides to make learning easy and fun.
8 min. • CEC09 • Purchase $275

The Cutting Edge Communication Series Overview
50 Programs!
A powerful series of hot topics everyone can enjoy. Short, sharp and funny with simple messages and skills for everyone. Created by Psychologist Eve Ash and comedienne Erin Brown, this series will shock, amaze and entertain you, while at the same time teaching some important lessons in human interaction, in a way you won’t forget! Everyone will laugh and learn with these short 5-9 minute episodes that highlight dos and don’ts.
Includes: PDF on each DVD containing leader’s guide with discussion questions, activities and hand outs, plus Powerpoint slides

Multiple DVD Program Pricing:
1 DVD $275 • 2-4 DVDs $220 each • 5-10 DVDs $187 each
11-19 DVDs $165 each • 20-35 DVDs $143 each • 36 DVDs $132 each
36-49 DVDs $132 each • 50 DVDs $110 each

For information on all programs in the Cutting Edge Communication Series visit our website www.itf.ca

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Bullying and Respect in the Workplace
Have respect and good manners begun to slip in your workplace? Is rude behaviour becoming the norm? Bullies often act just under the radar, denying their hostile intent or shrugging off their behaviours as humorous or insignificant. Yet, the constant tension they create and the way their harmful activities tend to build over time not only damages the individual targets of their behaviour but also the workgroup as a whole. That’s why you need to bring bullying out into the open. So you can deal with it directly and put an end to it.

Five dramatic stories taking place in settings that range from a hospital to City Hall, demonstrate how to speak up and challenge a coworkers’ mean-spirited behaviour in a straightforward way that earns respect.

Includes: Workbook with activities, handouts and script

Difficult People and Situations Series
Demonstrates that bullying, harassment - and especially sexual harassment - are unacceptable in any workplace. But many people don’t realize when the line has been crossed and the consequences for crossing that line. Four outstanding dramatized case scenarios provide triggers to help identify bullying and enable people to discuss strategies for reporting and overcoming it.

Includes: Workbook with activities, handouts and script

Employee Awareness and Response
Provides essential OH&S training for all employees on the damaging impact of workplace bullying. Identifies bullying behaviours and demonstrates how to respond. (12 min.)

Roles and Responsibilities for Supervisors and Managers
Managers have a legal duty to control workplace bullying. This program will assist your compliance by providing a step by step guide for maintaining a bully free workplace. (20 min.)

Workplace Bullying Policy
Provides an essential overview of workplace bullying and harassment for employees and managers. (12 min.)

Workplace Bullying Made Simple: Bullying Prevention for the Workplace
Workplace bullying is not a new problem, but only just recently has bullying at work been quantified. Conservative estimates put the loss in productivity at over a billion dollars. 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 short, comprehensive workplace bullying prevention video covers every aspect of this important topic.

Includes: Facilitator’s Guide, Post Training Quiz, Training Acknowledgement Form, Sample Workplace Bullying Policy

Workplace Bullying Who Wins?
Is your staff humiliated by practical jokes that go too far, and overbearing management styles? Are aggressive personalities intimidating popular and productive colleagues out of the workplace? In any workplace, it is important to productivity and harmony that all employees feel safe and comfortable. This informative training video will guide your staff through situations where the problem is effectively resolved. Employees and employers learn how to effectively protect themselves and their co-workers from bullying.

Available in French and Spanish

Managing the Workplace Bully
Bullying reduces engagement and productivity, increases absenteeism and turnover, and adds stress that damages health. As a manager it is your responsibility to provide a safe and respectful atmosphere for your team.

The five realistic scenarios in this program demonstrate what to do when someone comes to you for help or if you notice repeated conflict among employees. Use this program to learn how to stop bullying behaviour and turn it into a healthy, productive and pleasant place to work.

Includes: Study Guide with Quiz and Completion Certificate

Buy Bullying & Respect in the Workplace and Managing the Workplace Bully for $395

19 min. • KAN363 • Purchase $229

Buy Bullying Prevention Series for $395

Includes: Comprehensive Training Notes

Purchase $495 each, $890 both
It’s Time To STOP: Software and Internet Piracy
It’s estimated that 95% of all businesses have some illegal software on their computers. Every month piracy hotlines and websites collect 10,000 tips of illegal software use. Every lead is followed resulting in fines and civil or criminal charges. There is also the cost of business disruption, the effects of negative publicity, and the cost of becoming compliant. This program clearly covers what the law does and does not allow in the area of software and internet copyrighted material.
Includes: Management Compliance Package
14 min. • ITS121 • Purchase $525

The Art of Resolving Conflicts in the Workplace
Larry Schwimmer provides six lessons for smoothing office conflicts and dealing with hostile or uncooperative co-workers. Simple and usable techniques quickly ease tensions, clear the air and bring good business back to the forefront. Learn to: set limits that build mutual respect - use key words and phrases that establish cooperation - build win/win relationships - minimize manipulation, stereotyping, harassment, and intimidation - deal with non-performing co-workers - resolve conflicting job assignments.
Includes: Study Guide
37 min. • ART085 • Purchase $249
Available in French

Coaching to Resolve Conflict Performance Excellence Series
Team members, not just team leaders, need to be able to resolve conflict. This video shows how to mediate a dispute between others, and how to resolve a conflict you might be directly involved in. The three key skills are to break the conflict spiral, gain co-operation, and be creative in identifying a “win/win” solution.
Includes: Leader’s Guide
15 min. • COA284 • Purchase $525

Workplace Liability.com Duty of Care Series
A must for any business using email and the internet. In this program employees will learn about the potential risk and liability associated with electronic communications in the workplace and how these risks can seriously affect them and their organization. Avoid liability, loss and damage.
Includes: Leader’s Notes on Policies and Training
20 min. • DUTY09 • Purchase $495

Conflict Resolution Package
Conflict is frequently a “call to action” ... and if unchecked the effectiveness of an entire organization can be harmed. While some conflict can be healthy, it is often an indication that there is something wrong. If conflict is allowed to fester and grow without a resolution, it can lead to serious problems such as threats and even physical violence. These two industry-specific programs discuss the techniques and strategies that can be used to limit the damage and disruption conflict can cause in the workplace, and demonstrates that when difficult situations are dealt with in a calm and unemotional way, compromise and collaboration are possible.
Includes: Leader’s Guide, Scheduling and Attendance Forms, Employee Quiz, Training Certificate
19 min. • M00058 • DVD Purchase $249
Safety Meeting Kit $295*

Conflict Resolution in Industrial Facilities
Involves: Leader’s Guide, Scheduling and Attendance Forms, Employee Quiz, Training Certificate
19 min. • M00058 • DVD Purchase $249
Safety Meeting Kit $295*

*Safety Meeting Kits include all items in the DVD version plus 5 Posters and 30 Participant Booklets

Conflicts in the Workplace: Sources and Solutions
Constructive disagreement can add value, as employees compromise and reach better decisions based on input from others. Destructive conflict can ruin relationships among workers, interfere with productivity, destroy teamwork, and contribute to employee absenteeism and turnover. While acknowledging common sources of conflict, this video provides eight specific, reliable solutions: skills that help you put aside your differences, control your emotions, and move forward.
Includes: Study Guide
17 min. • PER004 • Purchase $229

Dealing With Conflict People Skills Series
Using four workplace scenarios, this program demonstrates practical examples of five different styles of handling conflict. Learn the essential skills of cooperation and collaboration.
Includes: Leader’s Guide
12 min. • DEA002 • Purchase $450

Determining the Right Response to Conflict
Effective People Skills Series
Conflict with others is an unavoidable part of the workplace. Knowing that there are four types of conflict (covert/passive-aggressive, covert-passive, overt-aggressive, and overt-assertive) and that there are four powerful strategies individuals can use in each of these situations empowers all of your employees to turn difficult encounters into productive situations.
Includes: Leader’s Guide and Workbook
10 min. • DET301 • Purchase $225

For information on all programs in the Performance Excellence Series visit our website www.itf.ca

COMPLIANCE

With These Compliance Packages

Compliance Bundle #1
Purchase $1995  SAVE $1985!
Includes: A Policy is Not Enough In This Together With All Due Respect Let’s Get Honest

Compliance Bundle #2
Purchase $2225  Save $550!
Includes: Different Like You Moment of Truth On the Edge 2.0

For other programs in the Effective People Skills Series please see page 6

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**TRAINING RESOURCES FOR THE RESPECTFUL WORKPLACE**

**Difficult People and Situations Series**

A series of 4 outstanding dramatized scenarios that deal with: Open communication, conflict resolution, and teamwork - Leadership, feedback and problem solving - Diversity, bullying and sexual harassment - Customer service, managing complaints and quality assurance. Each program in two versions – drama only, and with commentary from psychologist Eve Ash.

**Leadership Sins**

Leadership requires awareness, open communication and the ability to empower others. David makes several mistakes managing Anne, and after a feedback session he makes some changes. (22 min.)

Available in French

**Personality Clash**

Anne and Kim are very different culturally and in their work styles. Their relationship is spinning out of control until Anne takes the lead and sets up an open discussion where they give each other feedback, discuss their differences and come to a resolution for an effective working relationship. Offers 20 key learning points. (14 min.)

**Damage Control**

An excellent case study of a major product delivery disaster and a very angry client - all superbly managed by the account manager, who demonstrates exceptional service, communication, problem solving, and leadership skills. (14 min.)

Available in French

**Bullying and Harassment**

Demonstrates that bullying, harassment - and especially sexual harassment - are unacceptable in any workplace. But many people don’t realize when the line has been crossed and the consequences for crossing that line. Four outstanding dramatized case scenarios provide triggers to help identify bullying and enable people to discuss strategies for reporting and overcoming it. (15 min.)

Includes: Each DVD includes a Workbook with activities, handouts

Purchase $525 each, $1695 series

**Facing Anger**

Introduces five employees who represent classic examples of anger in the workplace: the bully, the blamer, the chronic, the short fuse, and the camouflager. The viewer follows each character as they begin to implement the techniques they learned to successfully manage their anger. This video not only explains the reasons for anger, it provides realistic strategies and solutions for dealing with anger.

Includes: Leader’s Guide

20 min. • FAC100 • Purchase $595

**Effective People Skills Series**

This suite of eight programs cover all types of conflict that occur in the workplace. It teaches your employees essential skills for resolving conflicts, enhancing collaboration and productivity, and infusing a spirit of teamwork and respect within your company. Each program dramatizes a particular type of conflict and models an ideal response. Modules can be used individually or together, enabling you to tailor content to the unique needs of your organization.

**The Aikido Approach to Conflict**

The non-violent martial art of aikido has won the accolades of leading thinkers because it enables participants to view conflict from a radically different perspective.

**Asserting**

Employees who lack the confidence to assert themselves deprive your company of innovative ideas and valuable feedback. ‘Asserting’ helps them develop the skills needed to make a difference in your company.

**Determining the Right Response to Conflict**

There are four types of conflict and four powerful strategies individuals can use in each of these situations. Understanding this empowers your employees to turn difficult encounters into productive situations.

**Giving and Receiving Feedback**

This program teaches your team how to use the two critical skills of giving and receiving feedback to help themselves and their associates become what they want to be.

**Handling Covert Conflict**

How to draw out the hidden issues and concerns of disgruntled employees so that everyone can perform at their peak.

**Handling Overt Conflict**

Teaches your team how to stay calm and develop constructive dialogs with individuals who are notorious for being difficult - a great way to enhance productivity and bring peace to the office.

**Listening**

Demonstrates the four steps needed to be a good listener (releasing, attending, amplifying, and reflecting) and shows how everyone benefits.

**Working Collaboratively**

Teaches your staff the fundamentals of collaboration - working together artfully, skillfully, and creatively - a powerful way to enhance productivity.

Includes: Leader’s Guide and Participant Workbook for each program

8 x 10 min. • Purchase $225 each, $1095 series

**Managing Their Anger**

This video training package is designed to help management and staff plan and prepare for such incidents when handling angry customers. Four of the most typical serious threats are addressed and each is explained in a dramatic recreation and shows how to achieve a mutual satisfying result for the customer and the company.

21 min. • MR024 • Purchase $595

**CONFLICT RESOLUTION**

**NURTURE A WORKPLACE WITHOUT CONFLICT.**

Book a FISH! Philosophy workshop for your team today.

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Equality Challenge: An Introduction to Equal Opportunities
What is equal opportunities? What are my rights? What are my responsibilities? Why does it matter? Our equal opportunities ‘primer’ poses many thought-provoking questions. This learning package is based on specially shot drama scenes set in a retail store and a doctors’ surgery. It deals with relationships with colleagues, staff, customers and suppliers, raising issues including race, sex and pregnancy discrimination, disability, age and sexual orientation. There are 32 questions for discussion, or to be answered in the users’ workbook.
Includes: Manual with questions for discussion, and communication brief.
25 min. • EQO01 • Purchase $895

Oh, Yes, I Can! the disability video
This two-part program presented by Phil Friend, asks us to think what disabled people CAN do, not what they can’t!
Program 1: Working With Disabled Staff
This segment challenges many assumptions about disabled people. The case studies raise issues about prejudice, access to work, attitudinal barriers, training and support. (30 min.)
Program 2: Serving Customers With Disabilities
More than 133 million adults have a disability or care for someone who has. If you’re in business, you ignore this huge market at your peril! This segment shows how making goods and services accessible to disabled people is good business sense. And it explains why accessibility does not just mean ramps for wheelchair users. (20 min.)
Includes: Manual with questions for discussion, and communication brief.
50 min. • OYD011 • Purchase $925

Toxic Talk: What Would You Say?
Relationships and camaraderie at work are essential for an engaged workforce. However, the examples depicted in this training toolkit have crossed the line and have become damaging to employee relationships, employee morale and productivity. Whether your organization already has a policy on toxic talk or you’re just beginning to look at the effects damaging communication has on your productivity, this program is designed to give your organization a platform to discuss some real issues affecting your workforce.
Includes: Facilitator Guide, PowerPoint Presentation with Listening Case Study
9 min. • VL6755 • Purchase $495

As Old As You Feel promoting age diversity at work
Does age matter where you work? Is everyone treated fairly? Is the best person recruited for the job? Are all the team encouraged to develop their skills. This award-winning animated short helps to raise awareness of age discrimination in the workplace and how managers can develop good practices to promote a positive attitude around this topic. Recommended for: Managers and team leaders managing diversity; group training sessions/workshops on age awareness/discrimination; self-study/e-learning
Includes: User Guide with detailed training notes and presentation slide
11 min. • SNL04 • Purchase $425

Fair’s Fair: Equal Opportunities for All
Everyone tries not to discriminate, but often the problem is that we do not realize that we are discriminating. Femi Ottoju, a leading authority and trainer on Equal Opportunities, takes the viewer through five case studies that illustrate just how unfair the way we speak, act, and write can be.
Includes: Leader’s Guide
30 min. • FAI100 • Purchase $1099

Workplace Discrimination
Provides practical training for all employees, supervisors and managers on the prevention of workplace discrimination. Learn how discrimination may arise in your workplace and what to do if you are subject to or witness workplace discrimination. Each program details five key learning points on how to recognize and deal with workplace discrimination.
Employee Awareness Response
All employees must be aware of workplace discrimination and how to respond if they witness or become subject to workplace discrimination. (14 min.)
Includes: Comprehensive Training Notes
Purchase: $495 each, $890 both

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Appreciating Diversity
Cutting Edge Communication Series
Carol returns from vacation to find that Marcus has hired two non-English speakers, to develop diversity at work. Carol and her boss Serena have concerns about their minimal English and the consequent perceptions of Cutting Edge Corporation appearing unprofessional. All the staff are now required to help the newcomers improve their English.
Includes: Leader’s guide with discussion questions, activities and hand outs, and PowerPoint slides
9 min. • CEC17 • Purchase $275

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 put your audience in the right frame of mind to discuss the critically important topic of diversity.
DVD contains two versions - one narrated by a man, one narrated by a woman
3 min. • AWR01 • Purchase $295
Available in French

Differences
Written and produced by B.J. Gallagher, this new video uses the metaphor of dogs to explore what people really think and feel about differences - not just race, gender and religion, but also work style, personality, values, habits, ethics, and more. Differences will help everyone identify how their views create the difficulties and opportunities of creating a more collaborative team environment. This program is a great call to action and is applicable to a wide range of training issues.
4 min. • STD014 • Purchase $425

Different Like You: Appreciating Diversity in the 21st Century
Despite existing training initiatives, many of us still are wondering what diversity means to our organization, and why we should begin? This ground-breaking video focuses less 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 put your audience in the right frame of mind to discuss the critically important topic of diversity.
Includes: Leader’s Guide, Participant Workbook
20 min. • DLY • Purchase $995

The Difference: Diversity at Work
Being different is the one thing we all have in common.

What the Photocopier Saw
Powerful and entertaining drama scenes show the costs and benefits of managing a diverse team badly or well. This is a subtle training video and there is little spoon feeding - because Diversity is a subtle and complex subject. This versatile training video can also contribute to improvement in other areas, including communication skills, team working and supervisory skills.
(48 min.)

Diversity Challenges: What Would You Do?
In talking about diversity, we not only focus on the visible examples such as race, age, gender, and national origin, but also on not-so-visible examples such as personality style, style of interaction, lifestyle situations, education, work function, etc. It is the identification, acceptance and understanding of those differences and similarities that allow individuals to become aware of and fully use their talents and abilities to make unique contributions to workgroups and organizations. Whether your organization already has a diversity initiative or you’re just beginning to look at the effect diversity has on your productivity, this program is designed to promote discussion on some real issues affecting your workforce.
Includes: Facilitator’s Guide
16 min. • VL6646 • Purchase $595

Dialogue - Now You’re Talking Series

Dialogue - Managing Diversity
How should we communicate in a world where differences in perspective, experience, job function, culture, gender, age and a myriad of other factors often lead to distrust, misunderstanding and reduced productivity? This four-part series teaches how we can all benefit from learning the tools of dialogue - how to communicate across differences in a way that is both respectful and effective.
Overview Module. What dialogue is and when to use it and includes a dramatization of how dialogue helps us communicate across job functions, helping improve relations between people at different levels within the organization as well as between different departments or areas of expertise. (25 min.)

Dialogue for Cultural Understanding
We apply the skills of dialogue outlined in Program 1 to challenges faced in culturally diverse work environments. We see a dramatization that demonstrates how dialogue can be used to open communication, uncover hidden assumptions, break down stereotypes and facilitate more productive relationships. (24 min.)

Dialogue Between Generations
Dramatized dialogue shows how the skills learned in Program 1 can be used to overcome misunderstandings, break down gender stereotypes and improve communications between men and women at work. (21 min.)

Dialogue Among Generations
A team dialogue demonstrates how the skills of dialogue can be used to bridge the personal and professional style of differences that exist between employees of different ages. (24 min.)
Includes: Facilitation Guide, Reproducible Handouts, PowerPoint Slides
Purchase $675 each, $2325 series

Real People: Different People
Six people talk about the prejudices and stereotypes they encounter at work. For some, prejudice causes extra pressure to achieve. Some are less able to work effectively because of the attitudes they meet. Learn about the positive benefits each brings to work by being different. (24 min.)
Includes: Training Manual structured to support use by trainers or individual learners.
72 min. • DDW • Purchase $795

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(416) 252-1173 or Toll-Free: (800) 561-4300
Diversity: Creating Success for Business and People Series

This series offers you the opportunity to fully involve your employees in a revolutionary, experiential, exciting diversity management workshop. Each of the four modules in this series deals with two separate issues:

Module 1: Sexual Harassment and Disabilities (20 min.)

Vignette 1: Sexual Harassment and Gender Discrimination
Examines issues surrounding males and females working together, including sexual harassment and gender discrimination.

Vignette 2: Disabilities: Hiring and Promotion
Deals with the issues of job mobility for employees with disabilities. This segment also portrays the conflict faced by certain protected groups who are under-represented in the work force.

Module 2: Career Development and Reverse Discrimination (20 min.)

Vignette 3: Career Development: Minority Issues
Examines career development issues facing minorities, and explores the glass ceiling and an exclusive corporate culture.

Vignette 4: Career Development: Reverse Discrimination & Ageism
Explores these issues in a changing work environment.

Module 3: Performance Appraisal and Balance of Work/Life (20 min.)

Vignette 5: Performance Appraisal
Deals with the transition to a new performance management process. The question of subtle racism and people being measured by different yardsticks is also examined.

Vignette 6: Balance of Work/Family Issues
Discusses the dilemma of balancing work and family, including child and elder care, single parenting and dual-career families.

Module 4: Sexual Orientation and Language (20 min.)

Vignette 7: Sexual Orientation
Examines this issue and the impact it has on ones career. This segment portrays the conflict between personal values and employees rights to equal treatment.

Vignette 8: Career Mobility: Language
Portrays the impact of bilingualism on working relationships and career mobility. Explore subtle biases toward those who speak English as a second language.

Includes: Leader’s Guide, Participant Workbooks

Purchase $495 each module, $1595 series

Diversity: Face to Face
An innovative training program that explores the four main aspects of diversity in the workplace - stereotypes, similarities, unity and benefits - by listening to the stories of characters who actually live and work in a diverse world.

Through their eyes, we learn why diversity is so important, and are given the definitions and tools to understand more deeply our own roles in diverse workplaces, from smaller organizations to larger corporations. Everyone plays an important part in the complex mosaic that is our diverse world.


18 min. • DIV075 • Purchase $825

Available in French

Diversity Through Character

Applied Values Series
Going beyond outdated notions of race and ethnicity, this video approaches diversity in a new way. Character and ability are the central criteria used in creating and sustaining professional and personal relationships in a diverse workplace.

Includes: Leader’s Guide, Workbook

20 min. • DIV250 • Purchase $625

Diversity: Maximizing Customer Satisfaction Through Valuing Employees
This program consists of three vignettes that examine diversity issues surrounding personnel procedures, minority issues, the glass ceiling and customer service.

Performance Appraisal
Addresses the differing expectations and perceptions of performance standards, and explains the responsibility of both individuals to ensure a quality performance review. In the process, you can see the influence of personal values and biases on perception of others as well as understand the harm that comes from a lack of clear, specific and timely communication.

Minority Issues and the Glass Ceiling
Deals with the changing organizational structure and possible lack of promotional opportunities, and explains the influence of personal values and biases on perceptions of others as well as the harm that comes from a lack of clear, specific and timely communication.

Customer Impact of Diversity Issues
Addresses the effort of internal management of diversity on external business success, and details how different approaches are required to meet diverse customers’ needs.

Includes: Leader Guide

32 min. • DIV210 • Purchase $395

SpiritClips Diversity Meeting Openers - $295 each

The Cracked Pot
Luminous, colourful animation in the tradition of Academy Award winning shorts, this is a charming story of perseverance and purpose. This delightful tale teaches us to appreciate the talents and contributions of each member of the team, regardless of preconceived notions about his or her potential.

4 min. • SCL04

The Little Frog
Brilliant animation rivaling Hollywood’s best, The Little Frog illustrates the power that encouragement from team members can have on performance. And simultaneously, how rigid ideas about what is possible and by whom can hold the team back.

3 min. • SCL01

Available in French

Montgomery
Captures a great moment in the history of civil rights. The objectives of this film are to expose employees to the injustice of discrimination, demonstrate courage and the power of a single individual’s actions, and inspire employees to stand up for equality and respect within the working environment.

3 min. • SCL015

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Diversity Series
This series focuses on the legal, ethical and practical definitions of diversity and addresses some of the issues organizations and employees face. Each program includes dramatizations designed to help focus and stimulate discussion.

Age and Physical Ability Workplace Issues
Dispels some of the mythology that surrounds people who are young, old or differently abled. It evaluates our fears and looks at how to integrate all qualified employees regardless of age or physical ability. (18 min.)

Gender & Sexual Orientation Workplace Issues
Dispels many of the popular stereotypes about men and women, gays and lesbians, and discusses what is acceptable workplace behaviour and the fears and concerns that challenge mutual respect that lead to conflict. (20 min.)

Getting Along: Words of Encouragement
With Dr. Sondra Thiederman. A thought-provoking video about building harmonious and productive relationships with people who are different from ourselves. Through the use of thought-provoking words and inspirational music, your audience will be moved to practice these positive messages and profound principles.
Includes: Discussion Guide
4 min. • DIV1300 • Purchase $199
Reminder Cards - $39.95 (25 pack)

Little Things Mean A Lot From Microinequities to Micro-affirmations
Question: What powerful, eroding force has the biggest impact on engagement, performance, and inclusion? Answer: The little things, subliminal messages we don’t talk about but that profoundly affect performance and morale. The “little things” are behaviours we all use, intentionally and unintentionally. They can make our organizations highly productive or erode their power, innovation, and productivity. This program combines a compelling business case with practical strategies, individuals, teams and leaders can use to counter microinequities while building high performance work environments.
Includes: Leader’s Guide with agendas for 3 and 1 hour workshops, Facilitation Notes, Participant Handouts, PowerPoint, Reminder Cards
22 min. • VL6706 • Purchase $775

Saving Lines: Facing Diversity
This meeting opener/closer elegantly and intelligently explores the four core aspects of a diverse workplace stereotypes, similarities, unity and benefits using vibrant colours and graphics along with inspirational music. This companion video to core program Diversity: Face to Face, is a great way to start or end any discussion about diversity and respect in the workplace.
4 min. • DIV075B • Purchase $325

On the Threshold of Change
Explores the definition of “diversity” and how it impacts our work lives. It examines the changing workforce and the issues these changes raise. (17 min.)

Race, Ethnicity, Language & Religion Workplace Issues
Takes on the stereotypes that have divided people for centuries. A distinguished collection of managers, line workers and consultants share their experiences and insights. (20 min.)
Includes: Facilitator Guide
Purchase $675 each, $2325 series

Diversity Training Scenes
The issues addressed include: the strength diversity brings to an organization; the organizational costs of fear and prejudice; the personal costs of intolerance; stereotyping and its impact on productivity; sexual harassment as a diversity issue; confronting inappropriate workplace behaviour.
Includes: Facilitator’s Guide with Handouts
18 min. • DIV100 • Purchase $675
Available in French

Diversity Unplugged
Real people with varied backgrounds speak frankly about the meaning of diversity, individual and group identity, stereotyping, discrimination and taking responsibility for improving the quality of working relationships.
Includes: Leader’s Guide, Reproducible Participant Workbook
33 min. • DIV300 • Purchase $695

Ouch! That Stereotype Hurts
Based on the book by Leslie Aguilar, this program can be used for training on Diversity & Inclusion, Communication, Teamwork and Leadership. Staying silent in the face of demeaning comments, stereotypes or bias allows these attitudes and behaviours to thrive. In a unique and powerful way, viewers will experience the impact of stereotypical comments, explore why people don’t speak up against stereotypes and other biased behaviours, and learn six techniques for speaking up without blame or guilt.
30 min. • OUCH • Purchase $825
DVD includes subtitles in French and Spanish

Ouch! Your Silence Hurts
Many people say they want to speak up when they see others stereotyped, disrespected, or demeaned. But they stand by silently because of discomfort or the fear of saying the wrong thing. Your silence hurts. This program challenges us by asking, “How will you personally respond next time you witness somebody being treated with disrespect?” This powerful and compelling video motivates bystanders to use their voice to speak up for respect on behalf of someone else.
9 min. • OUCH2 • Purchase $675
DVD includes subtitles in French and Spanish

SAVE!
Purchase both OUCH! Programs for only $1225!
If you already own OUCH! That Stereotype Hurts purchase OUCH! Your Silence Hurts for only - $475!
The Uh-Oh Syndrome:
From Intolerance to Inclusion
This new program with Steve Robbins, Ph.d.
features Steve’s favourite stories, examples from
real life and background science to explain how cultural
and neuro-biological forces compel us to be close-minded towards
new, unfamiliar and different things. Edited from Steve’s
70-minute program "Inclusion Insights", this program consists of four sections:
- Section 1: Explores how our personal background and culture could
result in ‘unintentional intolerance’.
- Section 2: Steve talks about the neuroscience behind our tendency to
form stereotypes and fall back on them in our interpersonal interactions.
- Section 3: Explores the dynamics behind behavioural patterns. Sometime
we mean to do the right thing but the outcomes are negative, especially for other people. How does this happen?.

Limited Time Offer!
Purchase The Uh-Oh Syndrome and Inclusion Insights (page 17) together and pay only $1095!

The Plus of Us:
Dynamic Diversity Training
Educate your employees and supervisors to avoid behaviours
that harass and discriminate. This is an effective Diversity training program as well as an Anti-Discrimination and Harassment program. It provides your employees with an understanding of the basic human needs and emotions that control workplace relationships between diverse employees. Separate workshops for Employees and Supervisors encourage interactive participation as learners explore scenarios addressing discrimination, harassment and diversity issues.

Includes: DVD with Employee Version (16 min./7 vignettes), Supervisor Version (20 min./all Employee vignettes with commentary for supervisors, plus 2 additional vignettes), and ‘Full Court Pres’ (18 min.), Leader’s Guide with separate training sessions for Employees and Supervisors
54 min. • VL6785 • Purchase $795

A Tale of “O”: On Being Different
Narrated by its originator, Dr. Rosabeth Moss Kanter of the Harvard Business School, this classic program about diversity is unique both in style and content. It shows the striking consequences of being “different” from the others around you - being an O among X’s. The program illustrates dramatically how this alone powerfully affects both the X’s treatment of an O and the O’s view of itself, regardless of the nature of the difference. It demonstrates essential skills for managing group diversity and shows people what they have in common in order to create a positive climate.

Includes: Leader’s Guide
45 min. • TAL042 • Purchase $695

Valuing Diversity at
the Interpersonal Level
We’re all different. We have different work methods, different
communication styles, and different personal values. All too often, simple biases and assumptions get in the way of open communication. The four guidelines in this diversity training video help to establish strong connections with coworkers and customers, and remind us that cross-cultural communication is a skill. No one is perfect, but with practice, all of us can become better at it.

17 min. • KAN017 • Purchase $169

Preview all Programs Online at www.itf.ca

DIVERSITY

- Section 4: Takes us from Intolerance to Inclusion. Steve describes how our cognitive scripts can be triggered by a word, a sound, an emotion, or a smell. And, these reactions are even more easily triggered under stress. Includes: 4-Section DVD, Q&A with Steve, bonus footage of his favourite stories, Leader’s Guide, Participant Handouts for each section, Personal Reflection Worksheet (Take Home Activity), PowerPoint Presentation
28 min. • SUN6 • Purchase $595

Available with French Subtitles
“Dr. Robbins brings a unique and insightful perspective to the field of diversity. His approach to diversity helps us to recognize that we all play a role in the development of an inclusive work environment and brings the diversity discussion into the 21st century.”

- Glenn Winfree, Aetna

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A World of Difference: Working Successfully Across Cultures

Working internationally is difficult and demands special skills to ensure success. However, highly effective managers and professionals often underperform when working with people from different cultural backgrounds, who do not share the same values and working practices. This challenge is yet more complex in multicultural teams where managers are required to build relationships and achieve business success across a number of different realities, values and perspectives. The aim of this program is to show how to overcome challenges and maximize productivity when managing a multicultural team.

Includes: Facilitator Guide, Self-study Workbook
35 min. • WORLD • Purchase $950

We’re All Different: Diversity in the Workplace

The challenge of getting along in a diverse work environment, with people of different backgrounds and cultures, can be a source of added anxiety and result in a pressure cooker effect. This diversity training DVD shows how to foster an atmosphere of acceptance and understanding and reminds your employees of the importance of keeping an open mind and respecting each other, differences and all, while encouraging them to see the unique values in each of their coworkers.

14 min. • KAN341 • Purchase $229

Compliance is Just the Beginning

How do you make better ethical decisions at work? Just because a particular choice is legal does not make it right. Seeing legal compliance as the goal of ethics rather than the starting point can lead to poor decision making with disastrous consequences for the individuals involved and their organizations. Compliance is essential, but it’s not enough. This two-part series presents an easy-to-learn approach that will help employees at all levels make better ethical decisions.

Program 1: 3 Steps To Ethical Decisions
Introduces the process and we hear from a former Enron executive as well as six ethics experts who discuss the pressures people can feel that may lead them to make poor decisions. We explore the importance being aware of our core values as well as the standards of behaviour expected by our organizations and our communities. Most importantly, we learn the three steps we can each take when faced with a tough ethical decision. (24 min.)

Program 2: Ethical Situations to Consider

Presents us with eight dramatized scenarios. These stories represent familiar ethical issues most of us will face at some time. By discussing these situations and applying the ‘3 Steps’ process in each case, employees gain valuable practice and reinforcement.

Includes: Course Outlines, Training Activities, Reproducible Handouts, and optional PowerPoint Slides
Purchase $1317.50 series, $675 each

Character Made Simple

This comprehensive workplace ethics training program covers virtually every major workplace ethics topic in a few power-packed minutes. Arm your employees with the facts about what behaviours are unacceptable in your workplace.

Includes: Facilitator Guide, Post Training Quiz
8 min. • SIM04 • Purchase $295
Leading by Example: Organizational Success Through Reciprocal Altruism
Stanford Executive Briefings Series
George Zimmer has succeeded in the retail industry by breaking many of the industry rules, especially those rules that seem to call for employees to receive low pay, little training, and lots of part-time work. The core of his company’s success is its corporate culture, based on “servant leadership” values. These values seek to involve others in decision-making and enhance the personal growth of workers while improving the quality of organizational life. In this wide-ranging talk, Zimmer explains how his experience proves that a culture based on strong ethical values can succeed even within a competitive business environment.

43 min. • KAN276 • Purchase $149

Life’s Lessons: Values and Ethics
Life’s Lessons Series
Simple, inspiring and thought-provoking wisdom from across the ages is presented by gentle and visually arresting animation and moving music. Life’s Lessons: Values & Ethics is a wonderful short program to help embrace and understand change in the workplace and in life. A great way to start introducing ideas about change and how it can be beneficial and inspiring.

Includes: DVD contains three versions: Full program with music and narration, Music only (no narration), and Continuous play
3 min. • LLVE01 • Purchase $295
Available in French

Managing Ethics
Ethics shouldn’t be taken for granted. Without constant attention, ethical standards can be weakened by small decisions that add up. This ethics training DVD gives your managers the tools they need to uphold standards and protect the integrity of your organization. Your managers and supervisors will learn how to share core values in ways that employees can personally understand, live the values themselves every day, and take appropriate action by acknowledging positive behaviour or promptly correcting ethical lapses.

Includes: Study Guide
17 min. • KAN351 • Purchase $269

Award Winner

Moment of Truth
Our choices today determine who we will be tomorrow. Life doesn’t come with a pause button and ethical dilemmas demand instant clarity. The Moment of Truth training package addresses this problem head-on by giving employees a practical guide for making better decisions. By focusing in on six different ethical dilemmas, the video demonstrates that no matter where the pressure is coming from - a superior, a co-worker, a friend, or even a family member - anyone can make good decisions by using four questions to find clarity in their moment of truth.

Includes: Voices of Truth Meeting Opener (on DVD), 10 Pocket Reminder Cards, Leader’s Guide, 10 Participant Handbooks, Customizable PowerPoint
22 min. • MOT01 • Purchase $925

Ethics & Values

The Six Pillars of Character
Daily headlines tell the story…lying, cheating, stealing and disrespect - by organizations and individuals. Increasingly, business is searching for integrity and honesty! Michael Josephson, founder of the Josephson Institute of Ethics, offers strong, clear guidance in this program to strengthen and build your company’s ethical culture.

Includes: Leader Guide, Workbook, Desk Reminder Cards
24 min. • 9IX150 • Purchase $695

Voices of Truth
This beautiful meeting opener features engaging quotes from philosophers, historians, and world-famous leaders accompanied by an original score. It’s a perfect way to set the mood for your meeting on ethics.

Use as a companion program to Moment of Truth.
4 min. • VOT01 • Purchase $295

Workplace Ethics
Answer the question “Why be ethical?” and teach all employees, including managers and supervisors, an ethical decision-making process that protects your organization and makes it a better place to work. This employee ethics training video follows four realistic scenarios that demonstrate the importance of basic values such as respect for others, fairness, and honesty. And it teaches a three-part decision-making process that helps employees find their way to a solution even in complex situations where the right answer doesn’t come easily.

Includes: Study Guide

Award Winner
16 min. • KAN350 • Purchase $259

Buy with Managing Ethics and SAVE! Combo Price $395

Workplace Liability.com
Duty of Care Series
A must for any business using email and the internet. In this program employees will learn about the potential risk and liability associated with electronic communications in the workplace and how these risks can seriously affect them and their organization. Avoid liability, loss and damage. Topics include: Email risks and misconceptions, Scams and Fraud, Vicarious Liability and the Legal System, Copyright Infringement, Sexual Harassment, Discrimination, Bullying, Confidentiality Breach, Privacy, Product and Professional Liability, Defamation, Computer Viruses, Contractual Liability and Illegal Activity.

Includes: Notes on Policies and Training
20 min. • DUTY09 • Purchase $495

All Programs available for digital delivery.
Call or e-mail to request a custom quote
Managing Four Generations in the Workplace

For the first time in history, there are four generations in the workplace at the same time. In this two-part, scenario-based sequel to the best-selling Mixing Four Generations in the Workplace, Cam Marston helps supervisors and managers learn the techniques needed to handle cross-generational communications problems, avoid conflict, and maximize performance.

Program 1: Learning How to Gen-Flex (21 min.)
Program 2: Solving Five Difficult Problems (14 min.)
35 min. • V16725 • Purchase $995

Mixing Four Generations in the Workplace

Generation conflict costs billions of dollars in lost productivity, and the effects on motivation and morale are incalculable. This new program featuring generational expert Cam Marston will stimulate positive interaction to dramatically reduce workplace conflict and provide managers with strategies for dealing with recruiting, retaining, and motivating, using the generational differences in a positive way.

Program 1: Defining Four Generations in the Workplace (18 min.)
Program 2: How to Deal with the Four Generations (16 min.)
34 min. • MFGW01 • Purchase $795

Special Pricing
Purchase Mixing Four Generations in the Workplace & Managing Four Generations in the Workplace for only $1495

Other Generational Issues Programs:
Follow the Leader
X-Factor: Managing and Motivating Generation X

For details on these programs please visit our website at www.itf.ca

Managing Generation Y

Three generations are now in the workplace, and the youngest - Generation Y - are making their mark. Having grown up with technology, they are digital natives - information and communication has always been instant. They want to go a long way in a short time; they often don’t settle for just being told - they want to know why. This program explores a range of issues and strategies associated with attracting, retaining, effectively managing, and capitalizing on the many strengths of Generation Y workers.

Includes: Leaders Guide and Participant Workbook
18 min. • MAN400 • Purchase $695

Not Everyone Gets a Trophy with Bruce Tulgan

How do you manage a generation of employees who show up with their own agenda and expect to be rewarded despite their performance or experience? This program takes a look at the challenges of training and managing the newest generation of employees. Bruce Tulgan, provides practical examples of techniques that any manager can use to transform these young employees from the most high maintenance workforce in history into the highest performing workforce in history!

Includes: Leader’s Guide, Participant Guide, Self-Study Workbook, PowerPoint Presentation, 10 Reminder Cards
29 min. • TROPHY • Purchase $925

Opening Lines: Bridging 5 Generations

Inspiring and positive, this three minute meeting opener/closer introduces the five generations in the workforce, including the newest and youngest one, Generation 9/11. Get tips and facts about how we can use respect to understand our differences and learn to get along in the workplace.

3 min. • BRI3D • Purchase $295

Please Respect My Generation: Five Generations at Work

For the first time, we have as many as five different generations together in the workplace. This program bridges the gap between them and shows audiences how to avoid conflict and increase productivity in their generationally diverse workplace. Both managers and employees will learn to communicate better, deal with change, increase productivity, and develop a more respectful workplace. Please Respect My Generation! integrates respect and unity at work for people at all stages of life.

Includes: Facilitator Guide, Reproducible Participant Material, PowerPoint Presentations, Opening Lines: Bridging 5 Generations (3 min.)
23 min. • PRM23D • Purchase $795
Available in French

Showdown at Generation Gap

Everyone sees the world differently and has different frames of perspective and reference. Generational conflict happens each group begins to make assumptions about each other and fail to recognize the other person’s frame of reference. This program introduces differences, perceptions and expectations of the two dominant employee groups in the workforce - Baby Boomers and Generation X - and shows how they can work together more effectively.

Includes: Leader’s Guide
25 min. • 9HO200D • Purchase $695
Purchase: $695 each, $1595 series
Includes: Downloadable Instructor Guide for each program

Global One Series
Training your employees to work successfully with people from other cultures has become essential for survival in today’s business. Already profiting global leaders worldwide, the acclaimed Global One training series is a mandatory resource for global business training. With this program you’ll teach your employees how to master the essentials, from culture and communication, to leadership and teamwork.

Program 1: Cross-Cultural Understanding
Investigates all the key components of culture and communication, including values and beliefs, social structure, perceptions of time, communication styles, proper etiquette and more. (45 min.)

Program 2: Intercultural Communicating
A complete training program to help your people avoid misunderstandings and communicate more effectively with other cultures. (40 min.)

Program 3: International Negotiating
Unveils all the secrets of doing deals effectively with other cultures. (45 min.)

Includes: Downloadable Instructor Guide for each program
Purchase: $695 each, $1595 series

Global Scenarios Series
To be successful and effective in the global business environment, employees require global diversity training to master the essentials of intercultural communication, leadership, teamwork and more. The acclaimed Global Scenarios series is ideal for training exercises for international business.

Program 1: Building the Multicultural Team
Takes you on an exciting journey to observe a global team in action and discover powerful techniques for working effectively with other cultures. (15 min.)

Program 2: Building the Virtual Team
Observes a group leader and the problems she faces in virtual team management. Ideal for team building exercise. (18 min.)

Program 3: Cross-Cultural Communication
Observe a manager floundering as she tries to understand her employees and their culture, as she fails to understand the manager role in communication and diversity. (12 min.)

Program 4: Cultural Awareness
Discover what happens when an American manager collides with his Muslim counterpart. This powerful dramatization will help your employees gain the essential skills for avoiding costly cultural conflicts, and for respect and cultural awareness in business places. (10 min.)

Includes: Downloadable Script, Exercises and Role Plays for each program
Purchase: $595 each, $1995 series

Detailed individual program information for the Global One Series and Global Scenarios Series is available on our website at www.itf.ca

HARASSMENT

CALMR…A Manager’s Guide to Preventing Workplace Harassment
Helping employees understand and prevent harassment is one of the most critical roles for owners and managers. And yet, many organizations do not fully understand or appreciate how prevalent and insidious harassment can be, or what they can do to help protect their own organization and its employees.

Dr. Jana Raver is an Associate Professor at Queen’s University, and through original research has developed the CALMR approach to helping organizations become more resilient, and in doing so, reduce the incidence of harassment.

This training video takes managers step-by-step through the CALMR method, explaining each of the five interconnected practices of her approach and as well as providing examples of harassment and how a CALMR approach would have helped to prevent these incidents from happening in the first place.

28 min. • POV013B • Purchase $695

Harassment & Diversity: Respecting Differences Package
Diversity in business should be celebrated, but unfortunately our differences carry the potential for harassment. Cultural backgrounds, age, religious beliefs, nationalities, and physical abilities are all targets for workplace discrimination, but they are also categories that are protected under law.

Harassment & Diversity: Respecting Differences – Employee Version
The employee version explains that every employee has the responsibility to maintain a harassment-free workplace! This version focuses on employee sensitivity and awareness. It teaches why a harassment policy that emphasizes a respect for coworker differences is not only required by the law, but is also the right thing to do.

16 min. • KAN250

Harassment & Diversity: Respecting Differences - Manager Version
All managers and supervisors have the responsibility to maintain a harassment-free workplace! They must know the definition of illegal harassment and why it cannot be tolerated. Use this comprehensive program to clarify how to recognize and prevent harassment, and what to do if harassment occurs.

20 min. • KAN251

Purchase $189 each, $395 both

www.itf.ca • sales@itf.ca
Harassment Hurts: It's Personal
A comprehensive program that details the issues of harassment, their ramifications and their remedies.

It explores the pain and cost of harassment, covering such topics as age, race, sexual orientation, political affiliation, pregnancy, ethnicity, sexual harassment and much more. It explains harassment and uses personalized stories to cover all types of harassment in organizations and workplaces.

Includes: Leader’s Guide, Reproducible Participant Materials, PowerPoint, Meeting opener 'Opening Lines: Exploring Harassment' (4 min.)

16 min. • HHP16 • Purchase $625

Available in French

Harassment: Sex, Religion, and Beyond

Every employee needs to understand one basic truth: a respectful workplace is more pleasant and more productive for everyone. This two-part package shows that bad behaviour is not okay, whether it actually crosses the line into illegal harassment or not.

Harassment: Sex, Religion, and Beyond - Employee Version

Every employee needs to understand one basic truth: a respectful workplace is more pleasant and more productive for everyone. In a series of compelling stories, this program explains the legal aspects of harassment. It personalizes the value of inclusiveness by showing the potential harm that can be caused by unwelcome conduct, and emphasizes the employee's responsibility to take action if they experience or witness inappropriate behaviour. (24 min.)

Harassment: Sex, Religion, and Beyond – Manager Version

Demonstrating workplace behaviours through a series of compelling stories that include today's newer social media technologies, this training program explains the legal definition of harassment and provides specific examples, while explaining to your managers the potential harm that can be caused by unwelcome conduct, and their responsibility for preventing it and how they can meet this responsibility. (24 min.)

Includes: Study Guide for each version

Purchase $299 each, $525 both

Opening Lines: Exploring Harassment

Explores issues of harassment by presenting legal definitions, what to do when employees are harassed and the consequences employees will face if they harass others. With or without voice-over, this program is a perfect tool to ensure that all employees understand your organization’s harassment policy.

5 min. • EXPS • Purchase $395

Harassment Made Simple

A short but comprehensive harassment prevention video that covers every aspect of this important legal topic in just 6 minutes.

Includes: Facilitator’s Guide, Post Training Quiz, Training Acknowledgement Form, Questions and Answers, Sample Harassment Policy.

6 min. • SIM01 • Purchase $295

Available in French

For information on all Made Simple Programs visit our website at www.itf.ca

Preventing Harassment: How YOU Can Help Build a Safer Workplace

What is workplace harassment? What kind of person is likely to harass or be harassed? How often do organizations experience harassment? Who are more likely to harass, women or men? Aren't there laws that prevent harassment in the workplace?

Organizations and their employees are familiar with some types of harassment, such as teasing, bullying or inappropriate sexual advances. However, there are many subtle forms of harassment with which employees, and their managers, are not familiar. The result? Harassment is more common than most organizations think. In fact, according to original research done by Dr. Jana Raver, Associate Professor at Queen's University, between five and fifteen percent of employees regularly experience some form of harassment. And no organization is exempt.

Understanding and Preventing Harassment: How YOU Can Help Build A Safer Workplace is a DVD learning experience that enables managers to help employees understand the various aspects of harassment. Featuring role play vignettes based on actual experiences of harassment described to Dr. Raver, employees can see how harassing behaviour can quickly go from “just having fun” to seriously debilitating situations.

Most importantly, this video explains what individual employees can do to help prevent harassment in their organization, making it a safer, more productive, more enjoyable place to work.

This program is suitable for employees of any organization, and provides cost-effective training for organizations that want to be proactive in preventing harassment.

28 min. • POV013A • Purchase $695

Award Winner: 2013 Communicator Award of Distinction

Purchase Preventing Harassment: How YOU Can Help Build a Safer Workplace and CALMR - A Manager's Guide to Preventing Workplace Harassment (page 15) together for $1195
Harassment & Diversity Bundle - Only $875!
A collection of award-winning and top-selling harassment training videos designed to engage viewers on an emotional level while clearly demonstrating that preventing workplace harassment leads to a more productive, pleasant work environment for everyone.

- Harassment: Sex, Religion & Beyond – Employee Version
- Harassment: Sex, Religion & Beyond – Manager Version
- Harassment & Diversity: Respecting Differences Employee Version
- Harassment & Diversity: Respecting Differences Manager Version
- We’re All Different: Diversity in the Workplace

SPECIAL BUNDLE PRICE – SAVE $290!

Gateways to Inclusion: Turning Tense Moments Into Productive Conversations
This new diversity and inclusion training video features Dr. Sondra Thiederman, a leading expert on workplace diversity, bias reduction, and cross-cultural business. The program shows how painful and disruptive diversity disasters can be, and offers simple tools to help turn these uncomfortable situations into productive conversations. In today’s diverse workplace, tense moments occur. But if handled properly, these uncomfortable situations can be transformed into gateways that lead to better working relationships and increased understanding.

Includes: Leaders Guide with 90-min. training session outline and 45-min. refresher workshop, Participant Handouts, Quiz Guide Sheets, Note-taking Guides, Identifying Respectful Phrases Handout, Post-Test Handout, PowerPoint.

17 min. • SUN7 • Purchase $695

INCLUSION Insights: Stereotypes, Lazy Brains & Unintentional Intolerance
With Dr. Steve Robbins
This 3-part training program shows how the Creativity & Innovation Approach to Diversity & Inclusion works by seeking different perspectives, new ideas, knowledge and experiences. Inclusion Insights is designed for flexible use. Each insight has a brief discussion guide to help you use them independently in short sessions or integrate selected insights into your curriculum. A second training design groups the insights into three 1-hour training sessions. Together they form a comprehensive approach to understanding how NICE (Not Inclined to Critically Examine) people fall into stereotyping and what they can do about it.

Includes: Leader’s Guide, Discussion Quick Guide, Handouts and Quizzes for each section, Personal Reflection Handout Transcripts, PowerPoint Presentation

70 min. • SUN5 • Purchase $695

Anyone Can Be an Ally:
Speaking Up For an LGBT Inclusive Workplace
When gay, lesbian, bisexual and transgender people don’t feel safe and valued at work, productivity goes down, and organizations fail in their efforts to attract and retain the best and brightest talent. Many organizations realize this, and have created clear policies on the issues. But in order for the climate to change, gay, lesbian, bisexual, and transgender people need allies to speak up. In this comprehensive training program, Brian McNaught demonstrates how anyone can be an ally to create a respectful workplace that is inclusive of gay, lesbian, bisexual and transgender co-workers.

Includes: Main program plus 4-min. bonus, Leader’s Guide with lesson plans for 60 or 90 min. training workshop, Powerpoint, Participant Guides and Handouts

14 min. • ALLY • Purchase $795

Limited Time Offer!
Purchase Inclusion Insights and the Uh-Oh Syndrome (page 11) together for only $1095!

www.itf.ca • sales@itf.ca
As Simple As Respect
This easy-to-follow program features a series of workplace vignettes that illustrate disrespectful behaviour and how to correct it. Both employees and managers will be able to use the seven commonsense “Guidelines” to discuss issues of respect in a diverse workplace as it relates to their own experience and behaviour. The “Guidelines” are further broken down into “Simple Steps,” which makes this an especially effective and user-friendly program. The vignettes include healthcare, manufacturing, retail, and office settings.


25 min. • ASA25D • Purchase $825

Creating the Respect Effect
Developed by experienced employment attorneys and trainers, this cost-effective and results-oriented training program is for employers seeking to improve and enhance work environments and reduce the risk of legal claims arising from employment issues. This distinctive classroom course educates your managers and employees about the characteristics and the benefits of a respectful work environment.


11 min. • VL6768 • Purchase $995

Ensuring a Respectful Workplace
The Cutting Edge Communication Series
Serena is concerned that the culture in the office lacks basic elements of respect. The issue is addressed head on as members of the team confront Carol about some of the racist and insensitive comments she has made in the past.

Includes: Leaders’ Guide with discussion questions, activities and hand outs. plus PowerPoint slides to make learning easy and fun.

8 min. • CEC13 • Purchase $275

Great Minds on Respect, Tolerance and Diversity
Inspiring quotes from some of history’s greatest minds set to dramatic music and coupled with classic footage. This program contains quotes from Mark Twain, Mahatma Gandhi, Dr. Martin Luther King, Jr., Albert Einstein, James Ellison, Franklin Thomas, Sandra Day O’Connor, Jimmy Carter, Mother Teresa, John F. Kennedy, Franklin Delano Roosevelt and Ralph Waldo Emerson.

3 min. • GMRTD01 • Purchase $325

In This Together: An Engaging Look at Harassment and Respect
Seven front line employees from a variety of businesses speak directly to their peers as they lay out the issues of respect and harassment head on. An insightful look at real situations that will lead employees to make better choices. Topics include: When does being in a bad mood equal disrespect? What is the rule when it comes to sexual attraction at work? Can harmless gossip get you fired? ... and much more.

Includes: Leader’s Guide, 10 Employee Handbooks, 10 Reminder Cards, 1 Pad Opinion Surveys

18 min. • INT120D • Purchase $925

A Policy Is Not Enough: Leading a Respectful Workplace
Too many organizations are learning the hard way that the actions (or inactions) of their leaders can create tremendous liability for the organization when it comes to workplace harassment. Organizations can be held liable for the supervisors’ behaviour, even if they had no knowledge of that behaviour. It is not enough for an organization to draft a policy against harassment.

Includes Leader’s Guide

18 min. • APINE • Purchase $995
Step Up, Speak Up: Tolerance, Respect and The Effective Team - With Greg Alan Williams.
Almost daily you can hear disrespectful things said in the workplace. Sometimes they’re said out of ignorance, sometimes out of malice. This program discusses the question of why tolerance is important, and provides viewers with an action that enables every employee to make a positive difference when issues of disrespect occur in the workplace.
Includes: Leader’s Guide, Discussion Questions, Activities, Handouts, Transcript
14 min. • SWITCH02 • Purchase $275

Switch On Respect
Switch On...Series
This four part program is aimed at helping everyone at all levels to maintain a respectful non-judgmental attitude. It is ideal for attitudinal, discrimination and diversity training, bullying and harassment prevention programs, conflict resolution, telephone and service training, and for developing effective communication skills. It can be used for induction, team building and management development and counseling training, and is ideal for training seminars, workshops and one on one motivational coaching or self-development.
Includes: Leader’s Guide, Discussion Questions, Activities, Handouts, Transcript
6 min. • SWITCH02 • Purchase $275

For information on other titles in the Switch On...Series visit our website at www.itf.ca

With All Due Respect
Promoting a Respectful Workplace
With so much training today focused on the question “Is this harassment, or isn’t it?” we tend to lose sight of what should be the desired goal - a respectful workplace. A respectful workplace is built on equality, accepting differences, and appreciating diversity.
Includes: Leader’s Guide
18 min. • WADR • Purchase $995

He Said, She Said: An Interactive Sexual Harassment Workshop
Seven interactive scenarios, with stops for discussion, use riveting performances and twisting plot lines to subtly challenge employees’ beliefs and perceptions about sexual harassment. The interactive design allows trainers and/or learners to choose the style and pace of learning that best meets their needs.
Includes: Trainer’s Resource Guide, Employee Handbook, 10 Reminder Cards
26 min. • LGH01B • Purchase $925

A Matter of Respect
How To Recognize And Eliminate Disrespectful Behaviour
A series of short scenes depicting diverse forms of disrespectful behaviour and harassment in the workplace, to prompt discussion of harassment regarding age, religion, weight, sex, disability and other characteristics. Unless it is recognized and appropriate action taken, it will lead to low morale, poor productivity and turnover.
Includes: Leader’s Guide
17 min. • MAT150 • Purchase $750

Opening Lines: Understanding Respect
This meeting opener/closer introduces fundamental and important concepts for promoting respect, diversity and inclusion in the workplace. Colourful, elegant and driven by up-tempo and inspiring music, this is the perfect way to open or close a meeting about the importance of respect.
4 min. • ASA25B • Purchase $225

People
It’s interesting to observe how the world drops all of its prejudices and differences and rushes to the aid of those in need, regardless of race, religion, country or political differences as demonstrated by the outpouring of global humanity after the unfortunate tragedies of our new century. People beautifully illustrates the potential of these universal human traits of kindness, generosity, and respect in our workplaces. This powerful video gets to the heart of the one thing that unites all people on earth. Find out what this one thing is.
Includes: Facilitator Guide, Participant Handout, Effective People Skills Book
4 min. • WP001 • Purchase $375
Available in French

You Call That Respect?
Overcoming Obstacles to a Respectful Workplace
Presents eleven workplace scenarios involving different types of workplace harassment and gives trainers and participants the opportunity to discuss what they have seen, what actions they would take in the given situation, and what should happen in these situations following the scenarios they have seen. Using this vignettes-only video participants can respond openly and fully to each scenario they have seen.
Includes: Leader’s Guide, Participant Booklet
16 min. • YCTR • Purchase $995

It’s Up To You: Stopping Sexual Harassment Series
This two-part series uses real-world situations to help your organization understand and stop sexual harassment behaviour. Settings include office, healthcare, manufacturing, retail, education, and hospitality.

Stopping Sexual Harassment – Employee Version
14 real world scenarios illustrate the most common sexual harassment issues confronting organizations. Clear, concise, and thorough, this version teaches employees how to recognize and stop sexual harassment in their work environment. (23 min.)

Stopping Sexual Harassment – Managers Version
Building on the extensive content of the employee version, this program delves deeper into the issues that confront supervisors and managers when dealing with sexual harassment. Each scenario is followed by comprehensive discussions about tools, techniques, and the powerful roles that managers and supervisors play in stopping sexual harassment. (27 min.)

Includes: Facilitator’s Guide, Reproducible Training Materials, PowerPoint Presentation, Pocket Reminder Cards, and a Scenario-only section following the core programs for customized training.
Purchase: $995 each, $1595 series
Let’s Get Honest
Offers employees a real world perspective, presenting honest solutions to a variety of workplace issues ranging from flirting and dating to clueless behavior and predatory harassment. It offers employees real tools they can use immediately to help themselves be on their best behavior at work. Included are eight expanded training scenes for use in a workshop setting.

Includes: Trainer’s Resource Guide, 10 Employee Handbooks, 10 Pocket Reminder Cards, Sticky Note Pad
15 min. • LGH01A • Purchase $925

Let’s Get Honest and He Said, She Said (page 19) are also available as a complete training package – purchase price $1125.

For the Let’s Get Honest Training Package please visit our website www.itt.ca

Preventing Harassment: Promoting Respect
A fast-paced, thought provoking introduction to the topic of sexual harassment in the workplace. It can be used effectively in conjunction with the programs “With All Due Respect” and “A Policy is Not Enough”, to enhance your presentation, as a meeting opener, in employee orientation, or as a brief refresher regarding your organizations anti-harassment policies.

3 min. • PHPR • Purchase $995

Real World Guide to Preventing Sexual Harassment
Educate your new and existing employees on sexual harassment prevention practices for today’s workplace. This program provides easy to grasp content and Q&A scenarios that assure employee understanding. After each section a “Pop Quiz” is presented, to further strengthen the learning.

Includes: Leader’s Guide, PowerPoint Presentation, Certificates of Completion, Quiz Material
15 min. • VL6520 • Purchase $695

Sexual Harassment: A Common Sense Approach
Dramatic sexual harassment training videos designed to help your employees with both the gray areas and the obvious. Realistic scenes depict what is clearly sexual harassment, and others that are probably just lapses in good judgment. With these award-winning programs viewers will learn how to recognize sexual harassment, how to respond appropriately, and how to behave in compliance with your company’s sexual harassment policy.

Employee Version (25 min.)
Manager Version (32 min.)
Includes: One version specific workbook for each program
Additional workbooks $22.95 each

Award Winner: Cine Golden Eagle

Purchase $239 each, $365 both
Version Specific Trainer’s Guide: $39.95 each

Sexual Harassment: A High Price to Pay
Left unchecked sexual harassment can have devastating consequences for companies and individuals. This two part series provides employees and management with a clear understanding of what legally constitutes sexual harassment; what to do if sexual harassment occurs; as well as the severe consequences if harassment is not dealt with swiftly and adequately.

Sexual Harassment: A Management Briefing
Dramatically demonstrates how incidents of sexual harassment including poorly handled or unresolved complaints can translate into liability exposure and staggering monetary losses to the organization as well as to individual managers who fail to take immediate action. To help resolve third party harassment by clients, vendors or business associates the video models a non-confrontational approach to resolving the issue. (20 min.)

Sexual Harassment: Employee Awareness
Designed to reinforce your organization’s own in-house policies, this compelling video weaves together the dramatic story of one harassment case with expert interviews to create a captivating and memorable message that sexual harassment will not be tolerated. (19 min.)

Includes: Manager’s Guide, Reproducible Compliance Forms, 10 Reminder Cards
Purchase $695 each, $995 series

Sexual Harassment Made Simple
This comprehensive sexual harassment prevention video covers every aspect of this important topic in just 6 minutes, including prevention techniques and legal consequences for harassers.

Includes: Facilitator’s Guide, Post Training Quiz, Training Acknowledgement Form, Questions and Answers from the EEOD, Sample Sexual Harassment Policy
6 min. • SIM02 • Purchase $295

Available in French
Sexual Harassment: New Roles, New Rules
Described by a lawyer for a Fortune 10 corporation as “the best video I’ve ever seen on sexual harassment!” This program focuses on making the workplace a comfortable environment for all people. By addressing the concerns of both men and women regarding the current issues of sexual harassment, this program helps defuse the tension which surrounds this topic and allows your participants to deal with the subject of sexual harassment in a realistic and non-threatening way. Common sense guidelines are provided to help participants avoid crossing the line.

*Includes: Leader’s Guide*

24 min. • SNR • Purchase $995

Sexual Harassment: Beyond The Law
Addresses the most common type of harassment — men harassing women - because it is the most reported type of sexual harassment. Focussing on a “case study” view of men, women, and harassment, it provides an opportunity to look at all aspects and levels of impact created by sexual harassment, regardless of who is being harassed.

*Includes: Leader’s guide*

24 min. • BEY150 • Purchase $595

The Sexual Harassment Quiz - 2nd Edition
This updated version of the top-selling sexual harassment program combines viewer interaction with engaging instruction to answer questions dealing with sexual harassment situations. It is designed to teach viewers what it takes to create a professional, respectful workplace that is free from inappropriate behaviour. Sexual harassment and diversity expert, attorney Jonathan Segal, reviews each scenario with a live studio audience, explaining which are sexual harassment, and why. You may be surprised at the results!

*Includes: Leader’s Guide*

45 min. • 9EX041R • Purchase $395

Subtle Sexual Harassment Series
Intended to take the titillation out of sexual harassment training and allow employees to go beyond the obvious cases most of us already recognize as wrong. In so doing, we open our eyes and minds to the more subtle aspects and impacts of our own behaviour.

**The Issue Of Respect**
Real people present real incidences in which they were involved as victims of subtle sexual harassment. This video is intended to generate powerful group discussions and handles this sensitive subject creatively. (28 min.)

**Management’s New Responsibilities**
Explores the subtle issues that must be addressed if men and women are to work together in an environment of respect. It also explores how to create a workplace free of sexual harassment, the elements of a good sexual harassment policy and how to handle complaints. (28 min.)

*Includes: Facilitator’s Guide for each part*

Purchase $675 each, $1147.50 series

Sexual Harassment Prevention Series
The first two programs in this series are an excellent introduction for all employees, contractors, supervisors and managers — new to their role or experienced. Everyone should know their rights and respect the rights of others. Programs three and four contain essential information and guidelines for all supervisors and managers. Individuals can be held personally liable for damages and legal costs arising from sexual harassment.

**Introduction to Sexual Harassment in the Workplace – Office Version (9 min.)**
**Introduction to Sexual Harassment in the Workplace – Industrial Version (9 min.)**
**Introduction to Sexual Harassment for Supervisors & Managers – Office Version (10 min.)**
**Introduction to Sexual Harassment for Supervisors & Managers – Industrial Version (10 min.)**

*Each program includes: Notes on Policies and Training*

Purchase: $495 each, $895 for two programs, $1628 series

Sexual Harassment Series
This three part series shows how to stop harassment through understanding and strategies for prevention.

**Sexual Harassment: Awareness, Perception and Prevention – An Employee’s Responsibility**
Features ten subtle sexual harassment vignettes. Each demonstrates a questionable situation and features both the alleged harasser’s and alleged victim’s perspective. (32 min.)

**Sexual Harassment: Awareness, Perception and Prevention – A Manager’s Responsibility**
Ten subtle sexual harassment vignettes. Each demonstrates a questionable situation and features both the alleged harasser’s and alleged victim’s perspective. An HR consultant, attorney and manager discuss each situation and provide critical actions to minimize the legal risk and to protect all employees. (35 min.)

**You Need To Know...Sexual Harassment Is Illegal**
A sexual harassment policy video that leaves no doubt about your organization’s policy on sexual harassment in the workplace. Recommended for new employee orientation, a meeting opener for any sexual harassment training program, or as a periodic reminder of your organization’s expectations. (7 min.)

*Includes: Leader’s Guide for programs 1 and 2, with discussion questions, exercises, role-plays and handouts*

Purchase: Programs 1 and 2: $995 each, Program 3: $395, Series Price: $2100

You Can STOP Harassment Series
Everyone shares responsibility for stopping workplace harassment. The reasons for harassment are many and the roots run deep. Working together can create workplaces where people feel safe, valued and free to do their best work.

**Taking Responsibility**
For all employees, it includes 4 scenarios: sexual & gender harassment, racial harassment, sexual orientation harassment, religious harassment & retaliation. (26 min.)

**The Responsible Leader**
For management, it includes 3 scenarios: racial & sexual harassment, ethnic & religious harassment, same sex harassment. (25 min.)

*Includes: Series Facilitator Guide*

Purchase: $675 each, $1147.50 series

www.itf.ca • sales@itf.ca
Program 1: Violence in the Workplace

It is imperative for employers and employees to learn the signs and symptoms of violence-prone behaviour, including harassment, intimidation, aggression, physical assault, and more serious forms of violence. This program details ways to provide a safe work environment for all. (17 min.)

Program 2: Sexual Harassment

This powerful video details acceptable and unacceptable behaviour, and encourages respect for co-workers that in turn becomes a tool for eliminating sexual harassment in the workplace. (18 min.)

Program 3: The Worker and the Bully

Abusive and bullying behaviour can be verbal, physical or emotional. Ignored, this bullying behaviour becomes habitual. Learn how to strengthen your position at work and how to deal with a bully. (16 min.)

Includes: Training Guide, Quiz and Transcript for each segment

50 min. • EAS05 • Purchase $299

On the Edge Version 1.0

Preventing Violence in the Workplace

This powerful discussion-starting video presents nine realistic scenarios in which employees face volatile and potentially violent situations in the workplace and gives participants an opportunity to discuss appropriate resolutions, as well as any preventative actions which could have been taken.

Includes: Instructor’s Guide, Participant Coursebook and PowerPoint Presentation

15 min. • EDGE07 • Purchase $995

On the Edge Version 2.0

Managing High Risk Situations

Violent incidents in the workplace continue to make front-page headlines. Preventing these incidents requires employees and leaders to be able to act on situations before they rise to the level of violence. This program presents realistic scenarios in which employees face volatile and potentially violent situations in the workplace. Suggested solutions are offered as to appropriate resolutions, as well as any preventative actions that could have been taken prior to the situation arising.

Includes: Instructor’s Guide, Participant Coursebook and PowerPoint Presentation

15 min. • MHRS • Purchase $995

The Respectful Workplace: Redefining Workplace Violence

This three part series is designed to help organizations put an end to destructive conflicts that affect everyone.

Opening the Right Doors

Most organizations deal with daily occurrences of hostility, intimidation, harassment and other damaging behaviour. The perpetrators are employees, managers and customers. So are the victims.

Available in French

Diffusing Hostility Through Customer Service

Designed to help organizations put an end to potentially violent incidents before they occur. This course helps them recognize, understand and deal with warning signs or threats, and teaches them how to defuse situations and assist troubled employees.

Includes: Leader’s Guide, Handouts for each program

3 x 25 min. • Purchase $675 each, $1579.50 series

Taking Control of Workplace Violence (2nd Edition)

Managers and supervisors must be trained to respond to potentially violent incidents before they occur. This course helps them recognize, understand and deal with warning signs or threats, and teaches them how to defuse situations and assist troubled employees.

Includes: Leader’s Guide

21 min. • WPV002 • Purchase $795

Violence: Reducing Your Risk

An Employee’s Guide To Avoiding Violence In The Workplace

Shows how to reduce the incidence of violence in the workplace and help people when violence does occur. It demonstrates practical methods anyone can use to reduce their risk and defuse threatening situations. Areas covered include: planning ahead and using common sense; using a street-safety checklist; learning verbal defence; recognizing co-worker stress; developing an escape plan.

Includes: Leader’s Guide

Purchase $525 • 28 min. • VIO100

Violence: The Risk From Within

A workplace violence and harassment training video designed to help managers: Listen Actively, Document Behaviour, Spot the Warning Signs, Respond to Crisis. It is every manager’s job to understand their role in managing the potential for violence in the workplace.

Includes: Leader’s Guide

24 min. • VIO200 • Purchase $525

SAVE $325!

Buy Violence: Reducing Your Risk and Violence: The Risk From Within for only $725!
Understanding & Implementing Bill 168: Refresher Course

Workplace Violence and Harassment affects all organizations. It is imperative that you have policies and programs in place to prevent violence and harassment in your organization and that you share this information with all employees to help ensure a safe and productive workplace. This refresher course on Bill 168 can be used for current employees or new hires as part of their orientation program.

23 min. • POV168R • $895

Special Offer!
If you already own the original Bill 168 course Understanding and Implementing Bill 168 you can buy the Refresher Course for only $495!

Working With Aggression
Developed to help people learn how to manage violent situations at work, this course is divided into seven sections using a combination of drama, documentary interview and practical exercises. Viewers will see how aggressive behaviour can be expressed and managed and will learn to avoid violence and where possible, deal with it, and defuse it.

Includes: Leader’s Guide

40 min. • WOR350 • Purchase $495

Workplace Violence
One out of every six violent crimes occurs in the workplace. No organization, regardless of size or type of business, is immune to workplace violence. This program teaches how to recognize the warning signs of possible violent behaviour, as well as how to avoid or defuse potentially dangerous situations.

Includes: Leader’s Guide, Scheduling and Attendance Forms, Employee Quiz, Training Certificate

14 min. • K000VL9 • Purchase $249

Safety Meeting Kit $295*

*Safety Meeting Kits include all items in the DVD version plus 5 Posters and 30 Participant Booklets

Understanding and Preventing Violence and Harassment in the Workplace - Complete Online Course

Is Your Workplace Safe? It is imperative that you have policies and programs in place to prevent violence and harassment in your organization and that you share this information with all employees to help ensure a safe and productive workplace.

This online video training package will help you understand exactly what workplace violence and harassment look like, what type of person is likely to become violent and what kinds of situations can trigger a violent outburst. It also brings you exclusive insights from industry-leading experts on what you can do in your workplace to help prevent violence and harassment. Through thought-provoking role plays, employees will learn to recognize some of the many variations of violence and harassment, how to approach victims of domestic violence, some of the nuances of violent and harassing behaviour, why employees are sometimes reluctant to report violence and harassment and what you can do to overcome that, and much, much more.

Training Course Includes:
11 Manager Modules, 8 Employee Modules, Facilitator Guide.
Content of each module can be found on our website at www.itf.ca or contact us for assistance.
Annual License Fees are based on the number of employees.
Please contact us for a quote.

Pricing:
- All prices are in Canadian dollars and are subject to change without notice. Applicable taxes, shipping and handling charges are additional and will be added to your invoice.
- Payment: Terms of payment are strictly net thirty (30) days, after which interest of 1.5% per month will be charged on all outstanding balances. Payment may be made by company cheque or by VISA, Mastercard or American Express credit card.
- Copyright: All products are protected by the Canadian Copyright Act and international copyright laws. Materials may not be rented, previewed, loaned or resold outside the purchaser’s organization. Broadcast, telecast, closed circuit or satellite transmittal is prohibited. They may not be reproduced in whole or in part, or altered, edited or adapted in any way. They may not be duplicated, transmitted, or re-transmitted in whole or in part, in any form or by any means whatsoever without prior written consent from International Tele-Film.

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