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74 TITLES

10 NEW DVDs IN 2009

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Team Excellence

Continuous Team Development
Improving Team Climate
Making Teams Work
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Success Factors for Virtual Teams
Team Negotiations

Executive Skills

Boardroom Effectiveness
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Leadership in a Time of Change
Mentoring for Executives
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Advanced Communication Skills

10 Mistakes in Marketing **NEW 2009!**
Building Trust
Cross Cultural Communication Skills
Influencing Senior Managers
Managing Disagreements Constructively
Preparing Your Business Case **NEW 2009!**
Professional Business Writing
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Talking Up Your Business **NEW 2009!**
The Process of Negotiation
The Science of Selection

Strategic Planning and the Future

Cost Reduction Strategies
Future Trends in Business
Improving Environmental Performance
Looking into the Future
Managing Growth
Planning to Restructure
Revitalizing after Downsizing
Scenario Planning
Strategic Planning for the Longer Term
Succession Planning **NEW 2009!**
Sustainable Business
The Future of Work
The Rocky Road of Change

Management and Leadership

Assessing and Developing Performance
Career Coaching Skills
Diversity – Making it Work
Maintaining Continuous Motivation
Managing Call Centre Staff
Managing Contractors
Managing Generation Xers
Managing Multiple Sites **NEW 2009!**
Outstanding Leadership **NEW 2009!**
Situational Coaching
What's New in Empowerment?

Innovation and Inspiration

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Creating Powerful Visions
Creative Brainstorming for Innovation **NEW 2009!**
Developing a Beginner's Mindset
Innovation in the Workplace
Rethinking Marketing
Risk Tasking
The Cooperative Workplace
Turning Ideas into Reality

Personal Effectiveness & Working Well

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Controlling Credit Card Debt **NEW 2009!**
Corporate Eating for Health
Developing Resilience
Getting Fit for Business
Overcoming Stress
Managing Career Transitions
Managing Personal Finances **NEW 2009!**

Knowledge and Learning

Action Learning for Results
Business in Cyberspace
Creating and Working with Knowledge
Emotional Intelligence
How to Manage Knowledge Workers
Intranets for Business
Learning from 360° Feedback
Learning in the Virtual World
Learning Organizations for the Future
Understanding Knowledge Work



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10 NEW TITLES IN 2009

10 Mistakes in Marketing

17 minutes LALC65 ISBN: 978-1-921409-38-7

With Carolyn Stafford, Australia

Many businesses don't maximize their marketing. Find out the ten common mistakes:

- Understand the big picture
- Avoid the scattergun approach
- Manage the marketing budget
- Consider client target market
- All staff can help grow the business
- Effective communication internally and externally
- Make sure you do networking
- Seek professional help
- Be creative to adapt quickly
- Invest in the internet

Controlling Credit Card Debt

13 minutes LALC66 ISBN: 978-1-921409-39-4

With Freda Miriklis, Australia

Simple rules can help consumers better manage their credit cards. A timely program explaining the real cost of credit, with practical tips for resolving credit card debt:

Paying credit cards during interest free period
The advantages of debit cards vs. credit cards
Credit cards as an addiction
Three rules to manage your money

Corporate Social Responsibility

15 minutes LALC67 ISBN: 978-1-921409-40-0

With Ann Sherry, AO, Australia

An excellent program about the wider benefits of corporate social responsibility and how to incorporate social responsibility in your organisation:

- Understanding resistance and finding solutions
- Avoiding pitfalls and implementing a process
- Determining stakeholders
- Asking for feedback and ideas
- Finding a start point with a stakeholder group

Creative Brainstorming for Innovation

16 minutes LALC68 ISBN: 978-1-921409-41-7

With Yvonne Adele, Australia

How can we foster innovation and encourage all levels of staff to think creatively? This program covers practical ways to help staff think creatively and have fun at the same time:

- Defining innovation and the business challenge
- Determine blocks to creativity
- 10 steps to a creative brainstorming process
- Practical advice for brainstorming activities
- How to use an idea evaluation matrix

Managing Multiple Sites

12 minutes LALC69 ISBN: 978-1-921409-42-4

With Suzanne Dvorak, Australia

Maintaining standards across a geographically widespread business requires a robust management structure and ensuring compliance. Covers:

- The value of feedback and managing negative feedback
- Using a balanced scorecard and understanding the financials
- Implementing 360° feedback and appraisals
- Harnessing creativity and innovation

DVD

Managing Personal Finances

12 minutes LALC70 ISBN: 978-1-921409-43-1

With Freda Miriklis, Australia

We can all take more control of our finances - by understanding our expenses, having the right attitude to money and making informed decisions. Covers:

- Knowing credit card interest rates
- The importance of doing a budget and saving
- The trap of spending beyond means
- Good debt vs. bad debt
- Short term needs vs. long term needs

DVD

Outstanding Leadership

19 minutes LALC71 ISBN: 978-1-921409-44-8

With Ann Sherry, AO, Australia

An inspiring program about leadership, leadership styles and how to develop these qualities in staff:

- Transformational vs. transactional leaders
- Common beliefs and myths about leadership
- Leadership in tough times
- The problem of early success
- Learning the language of the organisation
- Sharpening up on outcomes
- Learning from reflection after rejection
- Best ways to develop leaders

DVD

DVD

Preparing your Business Case

14 minutes LALC72 ISBN: 978-1-921409-45-5

With Suzanne Dvorak, Australia

How to prepare and present a business case to senior personnel for approval, avoid common mistakes and improve your chances of success:

- Preparing and communicating the business case
- Risks and timeframes
- Measuring success
- Handling rejection and blockers
- The importance of project management

DVD

DVD

Succession Planning

12 minutes LALC73 ISBN: 978-1-921409-46-2

With Ann Sherry, AO, Australia

Successful succession planning provides strength and stability to an organisation, aids staff retention and prepares for future growth and change. This program covers the importance of succession planning:

- Determining critical roles and people
- Steps in succession planning
- Common mistakes
- Determining if the process is robust
- CEO succession

DVD

DVD

Talking Up Your Business

15 minutes LALC74 ISBN: 978-1-921409-47-9

With Carolyn Stafford, Australia

Verbal branding is an undervalued aspect of marketing. This program is a must for all staff to recognise how they can maximize opportunities to talk with enthusiasm about their business:

- Branding and verbal branding
- Encouraging positive talk
- Recognizing verbal branding opportunities
- Techniques for talking up your business

DVD

DVD



74 Titles

With psychologist Peter Quarry and world experts

A complete library of business education programs providing extensive strategies and insights from leading specialists

1. Action Learning for Results

16 minutes **BEST SELLER**
With Prof. David Ashton, UK.
An introduction to action learning.
• Types of skills relevant for action learning
• How to use action learning
• Linking learning needs with real work problems
• Managing the learning process to ensure positive outcomes.

LALC1

2. Assessing and Developing Performance

13 minutes **BEST SELLER**
With Prof. Mike van Oudtshoorn, UK.
Best ways to measure, assess and develop performance.
• Focus on skills, tasks and outputs
• Identify and involve key people in assessing performance
• Help high performers do even better
• New strategies for rewarding employees and using mentors.

LALC2

3. Boardroom Effectiveness

16 minutes
With Stephen Schneider, UK.
Key skills and knowledge needed by board members.
• Relationship dynamics between senior management and the Board
• Integrating new board members
• Evaluating performance against best practice
• Blocks to boards making high quality decisions.

LALC3

4. Building Trust

12 minutes **BEST SELLER**
With Eve Ash, Australia.
Build work relationships based on trust with the Four C's:
• Communication - being open and honest
• Commitment - the importance of keeping promises and managing time
• Care - how to be supportive and keep confidences
• Consistency - how to avoid cynicism by 'walking the talk'.

LALC4

5. Business in Cyberspace

13 minutes
With Steve Cohen, USA.
How to establish a business on the web to maximize success
• Increase business to business activity
• Market and deliver products and services
• Develop a business plan for success in e-commerce
• Common mistakes that contribute to e-commerce failures.

LALC5

6. Career Coaching Skills

15 minutes **BEST SELLER**
With Dr Beverly Kaye, USA.
Managers need to grow, develop and nurture their people.
• Research on the benefits of career coaching
• Five skills needed to grow your people
• Identify opportunities for day to day coaching.

LALC6

7. Career Self-Management

14 minutes **BEST SELLER**
With Dr Beverly Kaye, USA.
How to manage your own career, and keep it moving.
• The five steps to managing your own career
• Why 'up' is not the only path
• Have 'contingency plans'
• Your 'learning journey'.

LALC7

8. Continuous Team Development

14 minutes
With Dr Scott Wimer, USA.
Determine team success and handle common teamwork difficulties.
• A framework to assess team effectiveness
• Solve productivity problems in teams
• Using customer feedback to improve team performance
• Deal with difficult team members
• Maintain team enthusiasm during change.

LALC8

9. Corporate Eating for Health

13 minutes
With Dr Sandi Vinson-Bromberger, Australia.
Maximize health and well-being through correct eating.
• Do's and don'ts of losing weight
• Problems of losing 'muscle weight'
• Balance three major macro nutrients
• Maintain discipline of healthy eating.

LALC9

10. Cost Reduction Strategies

12 minutes
With Andrew Banks, Australia.
Introduce and maintain cost reduction as an organizational process.
• What triggers cost reduction strategies?
• Involve employees in reducing costs
• Maximize added value activities
• Use customer focus to review budget allocations.

LALC10

11. Creating and Working with Knowledge

13 minutes
With Ron Young, UK.
How is knowledge created and managed?
• Why we learn faster when we share knowledge
• Role of 'groupware' in working effectively in knowledge creation
• Why creativity is a 'volume driven business'
• Dealing with information overload.

LALC11

12. Creating Powerful Visions

17 minutes
With Adolph Hanich, Australia.

Creating and communicating a vision to give people a shared sense of purpose.
• The difference between visions, missions and goals
• Changing and adapting the vision as circumstances change
• Writing a meaningful vision statement
• How to communicate visions.

LALC12

13. Cross Cultural Communication Skills

11 minutes **BEST SELLER**
With Doug Lipp, USA.
Cross cultural communication skills are essential in business.
• Common mistakes caused by ethnocentrism
• Use 'cultural coaches'
• Deal with conflict across different cultures
• Manage a culturally diverse team.

LALC13

14. Developing a Beginner's Mindset

14 minutes
With Dr Herb Kindler, USA.
A beginner's mindset will help with creativity and facilitate change.
• What is a beginner's mindset?
• Five techniques for developing a beginner's mindset
• Benefits for organizations and individuals.

LALC14

15. Developing Resilience

13 minutes **BEST SELLER**
With Esther M. Orioli, USA.
Resilience helps with stress, relationships and productivity.
• Learn, practise and master resilience
• Use the 'once a day' behavior modification technique
• Pay attention to the 'invisible wisdom' of the body.

LALC15

16. Diversity - Making it Work

14 minutes **BEST SELLER**
With Dr Edward Hubbard, USA.
Link diversity with the core business strategy, and measure bottom line results.
• Diversity remains a significant organizational challenge

• Calculate the costs of diversity problems
• Which diversity strategies achieve results?
• The four components of managing diversity in any team

LALC16

17. Emotional Intelligence

15 minutes **BEST SELLER**

With Esther M. Orioli, USA.
How Emotional Intelligence can help managers and leaders to improve their performance.

- EQ vs. IQ in predicting personal and professional success
- Key elements in EQ
- How to develop EQ.

LALC17

18. Future Trends in Business

13 minutes

With Dr Peter Schwartz, USA.
Explore future trends, anticipate events and plan for success.

- Why businesses fail when considering the future
- The 'scenario planning' technique
- Major trends impacting business over the next 5 to 10 years
- Future 'wild cards'.

LALC18

19. Getting Fit for Business

13 minutes

With Dr Sandi Vinson-Bromberger, Australia.
Poor diet and lack of exercise lead to low energy and poor mental alertness.

- Understanding the aging process
- Turning your body into a 'fat burning engine'
- Drinking 12 glasses of water a day is essential
- Exercise recommendations
- Realistic advice to make lasting change.

LALC19

20. How to Manage Knowledge Workers

14 minutes

With Verna Allee, USA.
How to ensure commitment, productivity and innovation.

- Why everyone is a knowledge worker
- Characteristics of knowledge workers
- Implications of the 'contract economy'
- 'Communities of practice' to encourage knowledge sharing
- Creating 'knowledge products'.

LALC20

21. Improving Environmental Performance

12 minutes

With Liz Crosbie, UK.
How to improve environmental performance in response to

government, consumer and other pressures.

- Determine environmental impact of your business
- Environmental management across different industry sectors
- Prioritize to reduce negative environmental impact
- Environmental management systems.

LALC21

22. Improving Team Climate

15 minutes

With Bruce Cryer, USA.
Uncover links between team climate and employee health, morale and productivity.

- The effects of 'emotional viruses' on productivity and physical health
- The five core elements of healthy team climate
- What employees can do to improve organizational climate

LALC22

23. Influencing Senior Managers

14 minutes

With Adolph Hanich, Australia.
How to influence your manager with a proposal, special project, or good idea.

- Using information and data to influence
- Find the 'buttons' that turn executives on
- Use 'ego enhancing' and 'risk minimization' strategies.

LALC23

24. Innovation in the Workplace

14 minutes **BEST SELLER**

With Esther M. Orioli, USA.
How to unleash creative powers in yourself and the people you manage.

- How to 'rediscover your lost creativity'
- The role of conformity in stifling creativity
- Getting out of the 'relentless pursuit of perfection'
- Understanding 'multi-variate thinking' vs. 'linear thinking'.

LALC24

25. Intranets for Business

15 minutes **BEST SELLER**

With Steve Cohen, USA.
How intranets work and what benefits they can provide.

- The difference between the internet, intranets and extranets
- Using digital assets (such as video on demand)
- Using extranets to enhance customer service
- Keeping intranets up to date
- Dealing with security and confidentiality.

LALC25

26. Leadership for Quality Service

11 minutes

With Doug Lipp, USA.
Leaders can ensure that high quality customer service is consistently delivered.

- The importance of a strong, consistent service message
- Empower front line employees to provide service
- Maintain service enthusiasm for the long term
- The difference between managers and leaders.

LALC26

27. Leadership in a Time of Change

16 minutes

With Prof. Dennis Jaffe, USA.
What leaders should do in times of rapid, ongoing change.

- Leadership changes in turbulent times
- Letting go of the need to control everything
- Being an advocate for the group
- How to influence without authority
- Getting feedback to develop leadership effectiveness.

LALC27

28. Learning from 360° Feedback

14 minutes **BEST SELLER**

With Dr Scott Wimer, USA.
How to build on strengths, and identify areas for improvement.

- Why people get surprised when getting 360° feedback
- Understand and use the information received
- Ask questions to follow up
- Overcome the natural reaction of defensiveness
- Create a 'feedback rich' environment.

LALC28

29. Learning in the Virtual World

15 minutes

With Prof. David Ashton, UK.
Discover how to make virtual learning work in your organization.

- What are 'virtual skills' for managers?
- Create 'learning communities'
- Individual vs. group virtual learning
- 'Just in time' learning
- 'Virtual networking'.

LALC29

30. Learning Organizations for the Future

13 minutes

With Prof. Mike van Oudtshoorn, UK.
Become a 'Learning Organization' and integrate learning into work processes.

- What is a learning Organization?
- Skills for the present vs. the future
- What managers will need to know in the future (and how they can find out)
- Create a culture of self directed learners.

LALC30

31. Looking into the Future

14 minutes

With Dr Rick Slaughter, Australia.
A useful starting point for those wanting plan for the future.

- Why it is important to have a forward view
- How the future will not be a continuation of the past
- The five key questions to develop a 'forward view'
- Generate useful data for problem solving and decision making.

LALC31

32. Maintaining Continuous Motivation

12 minutes **BEST SELLER**

With Eve Ash, Australia.
Learn how to maintain motivation - yourself and in the people you work with.

- Continuous motivation is essential for success
- Characteristics of motivated people
- Creating 'upward spirals' of motivation
- Four elements of continuous motivation (challenge, excitement, learning, rewards).

LALC32

33. Making Teams Work

13 minutes

With Dr Edward Hubbard, USA.
Managers can successfully hand over responsibility to a team, yet ensure results.

- Teams are more productive than individuals
- Manage the 'transition of authority' to the team
- How to encourage self-managing teams
- The future of teamwork in the workplace.

LALC33

34. Managing Call Centre Staff

14 minutes **BEST SELLER**

With Penny Davis, UK.
Learn how call centre staff should be selected, inducted, managed and motivated.

- The costs of staff turnover
- Manage expectations of new staff by 'realistic job previews'
- Characteristics of people best suited for call centre work
- The importance of maintaining enthusiasm.

- Avoid inadequate career structures and poor relationships with team leaders.

LALC34

35. Managing Career Transitions

15 minutes

With Andrew Banks, Australia. Valuable advice on career moves – for individuals moving and those left behind.

- Manage those who remain after downsizing
- Use outplacement services
- Make a job out of getting a job
- Package skills in a marketable way
- Dangers of 'falling asleep at the wheel of your career'.

LALC35

36. Managing Contractors

14 minutes

With Andrew Banks, Australia. Avoid the pitfalls and ensure the job is done and the relationship maintained.

- Differences between managing employees and contractors
- Tips for hiring contractors
- Strategic vs. tactical use of contractors
- Managing sub-contractors who are several steps removed
- Terminating and reviewing a contract.

LALC36

37. Managing Disagreements Constructively

15 minutes **BEST SELLER**

With Dr Herb Kindler, USA.

Flexibility to manage disagreements and conflict.

- Different ways of managing disagreements
- How firm or flexible should you be?
- How engaged or distant should you be?
- Why collaboration is not always the best approach.

LALC37

38. Managing Generation Xers

13 minutes **BEST SELLER**

With Eve Ash, Australia.

Generation Xers (born mid 60's - mid 70's) can be managed effectively.

- Understand the characteristics of generation Xers
- Why 'baby boom' managers often fail
- Strategies for motivation
- How to manage the performance of Generation Xers.

LALC38

39. Managing Growth

14 minutes

With Andrew Banks, Australia.

The opportunities and challenges of managing growth.

- Indicators of successful growth
- 'Logical, sequential, tactical' growth
- Succession planning and development for growth
- When the vision outstrips the infrastructure.

LALC39

40. Managing Virtual Teams

16 minutes **BEST SELLER**

With Ron Young, UK.

Characteristics and challenges of virtual teams.

- Focus on managing outputs of work
- How empowerment works in virtual teams
- Why knowledge workers tend not to make good managers
- The art of 'distance coaching'
- Managing cultural differences in virtual teams.

LALC40

41. Mentoring for Executives

14 minutes

With Steven Schneider, UK,

Executive mentoring provides benefits to the individual and the organization.

- Identify a suitable mentor
- Difference between a mentor and the line manager
- Confidentiality and politics
- Time spans for mentoring relationships
- How mentoring discussions work.

LALC41

42. Overcoming Stress

13 minutes **BEST SELLER**

With Bruce Cryer, USA.

Four steps to better balance, improved health, clearer thinking ability and better productivity.

- Understanding 'inner quality management'
- The impact of thought processes on stress levels
- How anger affects the immune system
- Replace negative emotions with positive feelings.

LALC42

43. Planning to Restructure

13 minutes

With Dr Edward Hubbard, USA.

How to plan a restructure to ensure your people remain motivated and effective.

- Benefits of layering, downsizing and rightsizing
- Positive and negative effects of

restructuring

- The most effective restructuring approach
- Effects of 'survivor guilt' and managing the 'walking wounded'
- Using 'breakthrough events' and career transition strategies.

LALC43

44. Professional Business Writing

12 minutes **BEST SELLER**

With Glenda May, Australia.

Learn five characteristics of effective writing, and practical tips to overcome writer's block.

- Identifying key ideas and points first and ensuring logical flow
- The five 'C's - characteristics of professional business writing
- Cross cultural communication
- Problems in writing emails
- Techniques for developing writing skills.

LALC44

45. Redefining Mentoring

13 minutes **BEST SELLER**

With Dr Beverly Kaye, USA.

Two alternative approaches to traditional mentoring that produce results.

- Why formal mentoring schemes had mixed success
- Group mentoring strategies using a 'learning leader'
- The 'organizational home room'
- Mentoring 'high potentials'
- Networking skills to find multiple mentors and protégées.

LALC45

46. Rethinking Marketing

13 minutes

With David Abraham, UK.

Uncover emerging trends driven by changes in the market place and technology.

- Trends affecting marketing
- Core skills needed for marketing
- Marketing professional services
- How to differentiate your product
- How innovation in marketing affects the marketplace.

LALC46

47. Revitalizing after Downsizing

15 minutes

With Prof. Dennis Jaffe, USA.

Overcome negative emotions and move positively into the future.

- Positive and negative effects of downsizing
- Overcoming anger, cynicism and frustration
- Collaborating to develop a 'story for the future'
- Ensuring alignment throughout the organization

- Changing the paradigm of employment.

LALC47

48. Risk Taking

12 minutes **BEST SELLER**

With Dr Herb Kindler, USA.

The difference between risk seekers and risk avoiders, and the benefits of taking risks.

- Making risk taking less risky.
- Creating an organizational culture of risk taking
- The characteristics of risk takers
- Understanding 'risk avoiders'
- Advantages of being 'risk neutral'.

LALC48

49. Scenario Planning

14 minutes **BEST SELLER**

With Dr Peter Schwartz, USA.

Use scenario planning to think about the future, test strategic options and plan the way ahead.

- What are scenarios and how do you build them?
- Use multiple scenarios to test strategic options and assess risks
- Develop scenarios to identify new opportunities
- Ask the right questions when thinking about the future.

LALC49

50. Selection Interviewing

12 minutes **BEST SELLER**

With Glenda May, Australia.

Practical ways to assess a person's skills, knowledge, attitudes and 'fit for the job'.

- Common mistakes made in selection
- Analyze the job and the competencies needed
- Use 'behavioral interviewing' techniques
- Assess whether candidates are telling the truth during the interview
- Ask probing and follow up questions.

LALC50

51. Senior Management Development

13 minutes **BEST SELLER**

With Prof. David Ashton, UK.

The development needs of senior managers and the most effective ways of meeting them.

- Barriers to senior management development
- What skills executives need today
- Ensuring 'comfort with discontinuity'
- Using peer mentors and other strategies.

LALC51

52. Situational Coaching

12 minutes

With Dr Scott Wimer, USA.

A five-step approach to coaching and how to coach high, average and weak performers.

- Contracting for a set of ground rules
- Observe the employee's job performance
- Assess how the employee is performing
- Constructively challenge by giving detailed feedback
- Handle resistance to improving performance.

LALC52

53. Strategic Planning for the Longer Term

14 minutes

With David Mercer, UK.

Develop 'robust strategies' to protect against an uncertain future and open up opportunities.

- Look beyond short term profits
- Taking the fear and complexity out of long term planning
- Identify 'business drivers' over the next 10 to 25 years
- Look for long term threats and opportunities
- Integrate short and long term strategic plans.

LALC53

54. Success Factors for Virtual Teams

16 minutes **BEST SELLER**

With Ron Young, UK.

Discover the factors that will contribute to 'virtual team' success

- Typical mistakes made in setting up 'virtual teams'
- How multimedia technology creates richer communication
- Problems with email and 'email bullying'
- Develop trust in a virtual work environment
- Get a virtual team to collaborate together

LALC54

55. Sustainable Business

12 minutes

With Liz Crosbie, UK.

The shift to sustainability provides exciting new business opportunities.

- Industries at the leading edge
- Measuring progress towards sustainability
- Sources of resistance
- Opportunities for new industries, technologies, products and services.

LALC55

56. Team Negotiations

14 minutes

With Stephen Kozicki, Australia.

More and more negotiations are being conducted by teams, rather than individuals.

- Ensure the correct composition of a team for negotiation
- Prepare for a team presentation
- Allocate team roles
- Ensure 'measurable review systems'.

LALC56

57. The Co-operative Workplace

15 minutes

With David Abraham, UK.

The case study of a unique advertising agency with a new way of working.

- How shared ownership works to generate commitment and minimise turnover
- Create innovative management structures
- Overcome traditional role limitations to enhance innovation and creativity
- Challenge the traditional office layout.

LALC57

58. The Future of Work

14 minutes

With David Mercer, UK.

The forces shaping future work and how a typical day's work will be.

- Effects of new organizational structures, alliances and globalisation on work
- Self managing teams and the trend to greater empowerment
- Effect of communication technology on knowledge work
- The glass ceiling and the feminisation of management
- 'Core jobs' versus 'hobby jobs'.

LALC58

59. The Process of Negotiation

13 minutes **BEST SELLER**

With Stephen Kozicki, Australia.

How to conduct a negotiation and get best results.

- Who needs negotiation skills?
- The four steps of the negotiation process
- Common mistakes made when negotiating
- The role of creativity in negotiation
- Gender differences - perception or reality?

LALC59

60. The Rocky Road of Change

14 minutes

With Dr Edward Hubbard, USA.

A range of change management strategies to maximize productivity and employee morale.

- The effects of continuous, ongoing change
- Understating why 'change involves exchange'
- Ways of coping with continuous change
- The importance of communication strategies and human transition plans
- Managing productivity in times of change.

LALC60

61. The Science of Selection

14 minutes **BEST SELLER**

With Prof. Mike van Oudtshoorn, UK.

Practical and proven ideas on screening, interviewing and decision making.

- The costs of poor employee selection
- Conducting effective pre-employment screening and short listing
- Why 'job motivation' is the best predictor
- Clarifying selection criteria
- Why 'open', 'non-leading' and 'behavioral' questions are best.

LALC61

62. Turning Ideas into Reality

14 minutes **BEST SELLER**

With Eve Ash, Australia.

Five steps to initiate a project, a new enterprise or develop service/product improvements.

- Imagine the possibilities
- Decide which ideas can be developed
- Explore reactions with others
- Act on the idea to ensure momentum
- Stay committed to the vision.

LALC62

63. Understanding Knowledge Work

15 minutes

With Verna Allee, USA.

How 'knowledge management' will help organizational success.

- What is knowledge work and knowledge management?
- What is 'human capital'?
- Codifying, 'capturing' and sharing knowledge in organizations
- Typical mistakes in managing knowledge
- The difference between knowledge and wisdom.

LALC63

64. What's New in Empowerment?

14 minutes

With Prof. Dennis Jaffe, US.

Practical insights to empower employees to achieve bottom line results.

- Why empowerment programs fail
- The crucial role of trust and communication
- What does a manager do in an empowered organization?
- Ensuring adequate support for empowerment.
- Benefits of genuine empowerment.

LALC64