

# Q&A SERIES

Featuring Psychologists Peter Quarry and Eve Ash

A Series of 8 DVDs  
with practical strategies  
for improved workplace  
performance for staff  
and managers

## Set of 8 new DVDs

Psychologists Peter Quarry and Eve Ash answer questions from viewers. Text messages, emails, voicemails and video clips bring new challenges to each program. Eve and Peter provide clear, useful tips and immediate help with problems and issues across a wide range of workplace scenarios.

1. Delegating and Empowering
2. Difficult Appraisal Situations
3. Discrimination in the Workplace
4. Essentials for New Managers
5. Ethical Behaviour
6. Inspiring your Team with a Vision
7. Manager and Psychologist
8. Understanding Personality Differences



### 1. Delegating and Empowering



13 mins Q&A01 – ISBN: 978-1-921635-44-1

Psychologists Eve Ash and Peter Quarry describe the fundamentals of delegation and empowerment, how to overcome resistance when delegating and how to empower staff yet maintain accountability. Effective delegation and empowerment involves knowing the skills of your people, planning, coaching and training to build skills, providing reward and recognition, accepting the risk factor, using different styles of delegation when needed, and overcoming the problem of perfectionism.

### 2. Difficult Appraisal Situations



13 mins Q&A02 ISBN: 978-1-921635-45-8

Psychologists Eve Ash and Peter Quarry provide some key definitions of the appraisal processes and strategies for making it effective. They cover problem managers, poor performers, issues with forms and ratings and the need for a career conversation to review skills and set goals, especially for high achievers. Staff should be involved in the appraisal process and, together with their manager, should set and agree on performance standards. Day to day feedback and recognition is vital.

### 3. Discrimination in the Workplace



13 mins Q&A03 ISBN: 978-1-921635-46-5

How can we distinguish between discrimination and other forms of common, albeit undesirable, behaviours? Psychologists Eve Ash and Peter Quarry provide practical advice for employers and employees on what they can do to manage workplace discrimination. Managers need to understand what constitutes discriminatory behaviour and the legal implications, and everyone should know their rights and how to handle a personal discriminatory situation.

### 4. Essentials for New Managers



12 mins Q&A04 ISBN: 978-1-921635-47-2

Managers often begin their role without training. Psychologists Eve Ash and Peter Quarry explain the traditional role of managers and how this has become more of a coaching and motivating role. But what if the team are your friends? And how do you still do your own job as well as manage the team? And how do you handle the poor performer – casual comment, feedback or discipline? Spending time with the team is critical, as is achieving some early wins.



# NEW 2010 Q&A SERIES

## 5. Ethical Behaviour

13mins Q&A05 ISBN: 978-1-921635-48-9

Ethical behaviour and corporate social responsibility is an essential part of any organisation. How do you handle a colleague who is using company supplies for personal use? How would you feel if your own (possibly unethical) actions were made public? What if you see/hear someone breaching confidentiality? Psychologists Eve Ash and Peter Quarry tackle this sometimes sensitive subject with clarity and precision, advising teams to explore values and agree on standards.



## 6. Inspiring Your Team With a Vision

12mins Q&A06 ISBN: 978-1-921635-49-6

Psychologists Eve Ash and Peter Quarry explain the meaning and purpose of a vision, and how to develop and communicate that vision to a team. But what if the team is unmotivated? Eve and Peter provide practical tips for presenting a vision to a group, even senior executives, and the importance of being an enthusiastic role model, even when there have been major cut backs. The vision must be translated into tangible goals.



## 7. Manager and Psychologist

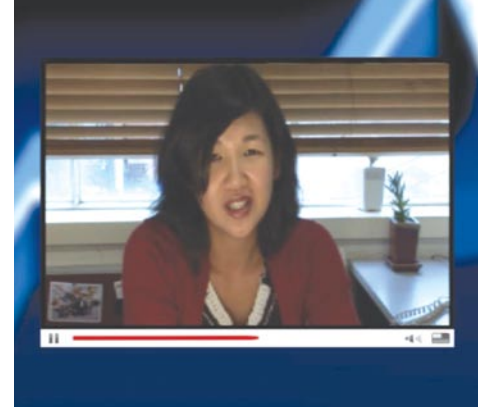
12 mins Q&A07 ISBN: 978-1-921635-50-2

A good manager needs an understanding of people's behaviours. Not all people are the same, so the manager should assess needs and use a range of strategies to manage behaviour. Psychologists Eve Ash and Peter Quarry explain the importance of understanding learning styles and adult learning principles, and various ways to motivate staff with feedback and recognition. They also suggest giving feedback to a manager who is not performing to standard.

## 8. Understanding Personality Differences

13 mins Q&A08 ISBN: 978-1-921635-51-9

Psychologists Eve Ash and Peter Quarry define personality and discuss the learned versus genetic debate. They give examples of personality traits and suggest that with insight, motivation and planned behaviour change, personality characteristics can change. They advise how to handle a work colleague who is unaware of the impact of his aggressive personality on his team, and how to best mediate a personality clash between two people.



### SPECIAL PRICE

SET OF 8 DVDs

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