

# DIFFICULT PEOPLE AND SITUATIONS SERIES

**A series of 4 outstanding dramatized DVDs**  
– a must for every business!

## NEW RELEASE 2009!

1. LEADERSHIP SINS
2. PERSONALITY CLASH
3. DAMAGE CONTROL
4. BULLYING AND HARASSMENT

Ideal for managers, teams and staff at all levels.  
Excellent case studies cover:

- Leadership, feedback and empowerment
- Open communication and conflict resolution
- Customer service, complaints & quality
- Diversity, bullying and sexual harassment

## WORKBOOKS



Each DVD comes with a workbook with activities, handouts and a full script.

## DIFFICULT PEOPLE AND SITUATIONS SET OF 4 DVDs

STOCKCODE: DIFFSET AU\$1628/AU\$495 each



Created by psychologist  
Eve Ash



© SEVEN DIMENSIONS  
Produced and distributed by  
SEVEN DIMENSIONS Pty Ltd  
www.7dimensions.com.au  
P: +61 3 9686 9677  
F: +61 3 9686 7577  
E: eve@7dimensions.com.au

## 1. LEADERSHIP SINS DVD

STOCKCODE: DIFF1  
ISBN: 978-1-921409-68-4  
Duration 22 minutes

(Version 1: Drama only - 9 minutes.  
Version 2: With Psychologist Eve Ash  
commentary – 13 minutes)

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.

**PART 1: THE SINS** – David doesn't discuss and agree on the way they will work together, doesn't listen and continually interrupts, fails to acknowledge good work, invades personal space, is inflexible about the way things are done, is oblivious to Anne's body language and the impact of his own behavior.

**PART 2: FEEDBACK** – Anne gives David specific feedback about his behavior and how it makes it hard for her to work effectively. David acknowledges the feedback and accepts the need to change.

**PART 3: EMPOWERMENT** – David discusses career goals with Anne and brings out her motivation.



## 2. PERSONALITY CLASH DVD

STOCKCODE: DIFF2  
ISBN: 978-1-921409-69-1  
Duration 14 minutes

Anne and Kim are very different culturally and in their work styles. Kim is annoyed by Anne's attitude, insensitive comments and fashion clothes. Anne, who is new, feels that Kim does not fit in well, and is frustrated by her messy desk and personal hygiene issues. Their relationship is spinning out of control. 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.

### PART 1: COMMUNICATION BREAKDOWN PART 2: FEEDBACK AND RESOLUTION

- 20 Key Learning Points are provided in an alternate version.



# DIFFICULT PEOPLE AND SITUATIONS SERIES

## 3. DAMAGE CONTROL DVD

STOCKCODE: DIFF3  
ISBN: 978-1-921409-70-7  
14 minutes

(Version 1: Drama only - 7 minutes. Version 2: With 20 Key Learning Points - 7 minutes)

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.

**PART 1: THE PROBLEM** – Anne is furious about the inferior quality of a recent delivery. Tash, the account manager, takes responsibility, listens and apologizes, and commits to solving the problem quickly.

**PART 2: RESOLVING THE PROBLEM** – Tash investigates the problem internally - without blame, and leads the team to implement a quick solution.

**PART 3: UPDATING THE CLIENT** – Tash keeps the client informed and outlines the full solution, again apologizing.

**PART 4: ENSURING PROBLEM WON'T HAPPEN AGAIN** – Tash debriefs with the team and invites ideas to improve.



## 4. BULLYING AND HARASSMENT DVD

STOCKCODE: DIFF4  
ISBN: 978-1-921409-71-4  
15 minutes

Bullying, harassment and especially sexual harassment - are unacceptable in any workplace. But many people don't realize when the line is crossed. And what can someone do if they are bullied? These four outstanding dramatized case scenarios will provide triggers to help identify bullying and enable people to discuss strategies for reporting and overcoming it.

**CASE 1: RACHEL AND MARK** - 5 minutes  
Mark is a senior consultant, but his manager makes him feel humiliated. He talks to his father but is reluctant to go to HR. He feels his only options is to leave.

**CASE 2: MIKE AND JUDY** - 2 minutes  
Judy is upset about the way Mike speaks to her. It is making her feel sick about work.

**CASE 3: LEE AND JANE** - 2 minutes  
Lee and Jane are peers but Lee is making it awkward for Jane who likes to do her job well. Lee criticizes Jane's enthusiasm, but is this bullying?

**CASE 4: MIKE AND CLAIRE** - 6 minutes  
Mike is Claire's boss and up until recently they often laughed and joked together. But now he has started asking her out, requesting her to stay back from work and even move her desk closer to his. Claire stands up to Mike but is unsure of the future and how she will be able to continue working with Mike.

## NEW RELEASE 4 DVDs

1. LEADERSHIP SINS
2. PERSONALITY CLASH
3. DAMAGE CONTROL
4. BULLYING AND HARASSMENT



© SEVEN DIMENSIONS  
Produced and distributed by  
**SEVEN DIMENSIONS Pty Ltd**  
www.7dimensions.com.au  
P: +61 3 9686 9677  
F: +61 3 9686 7577  
E: eve@7dimensions.com.au