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Title: Conflicts in the Workplace: Sources & Solutions

Summary:

Constructive disagreement can add value, as employees compromise and reach better decisions based on input from others. Conflict becomes *destructive* when anger, jealousy, and other strong emotions turn the focus away from problem solving and toward personal attacks. Destructive conflict can ruin relationships among workers, interfere with productivity, destroy teamwork, and contribute to employee absenteeism and turnover.

Learn these solutions:

- Responding with empathy
- Active listening
- Setting a limit
- Finding something to agree with
- Using "I" language instead of "You" language
- Disengaging to cool off
- Appealing to mutual self-interest
- Attacking the problem, not the person



It is true that there are many things you CAN'T control when you are dealing with your coworkers or colleagues. But there are skills you can learn to keep disagreements constructive and resolve conflicts in a positive way. The most important thing to keep in mind is that resolving conflict is not about one person proving the other person wrong. Resolving conflict is about working WITH the other person to solve the problem and maintain the relationship. Bottom line: there will always be conflict. The secret is learning to manage it successfully. Doing so empowers you to take control of your life—and career.

Publisher: Kantola Productions, L.L.C.

Publication Date: 2011

Length: 17 mins.

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Title: Dealing with the Irate Customer

Summary:

It's hard to keep your cool when dealing with difficult customers. After all, it's only human to get defensive and fight back—or cave in and give them whatever they demand.

What you need instead is a plan.

The guidelines presented in this training video will help you calm angry customers. Once you bring them around, they're more likely to work with you to find a resolution that solves their complaint yet is fair to your organization.

This customer service video includes valuable tactics, including:

- Connect with the angry customer.
- Show empathy or apologize if appropriate.
- Guide the customer's attention toward solving the problem.
- Use positive language.
- Have the customer make small decisions.
- Take a timeout or draw the line.
- Know what you can offer.

Your employees will learn to stay professional and not take it personally when they have to deal with a difficult customer, whether in retail, health care, government, or wherever. They'll learn that their basic customer service skills are a first line of defense—it's hard for customers to be mean to someone who's being nice to them. And they'll learn three powerful "breakthrough techniques" that can be used if the situation escalates and threatens to get out of hand.



Publisher: Kantola Productions, L.L.C.

Publication Date: 2011

Length: 21 mins.

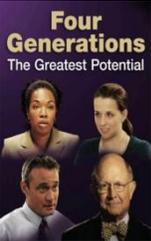
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Title: Finish Strong
Summary: Finish Strong is more than a statement, it's an attitude! When you combine the word Finish with Strong you create a powerful platform for action and a lifelong attitude to help you live a life without regrets. Finish Strong, Amazing Stories of Courage and Inspiration is a great motivational and inspirational book for men, women, teenagers, athletes, coaches and business professionals. Finish Strong includes a high energy motivational DVD video; backed by the original song Eye of The Tiger from Survivor.

Author: Dan Green
Publication Date: 2008
Length: 4 mins. (book with dvd)
Preview: Click Here

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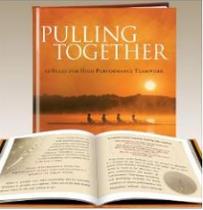
Title: Four Generations: The Greatest Potential
Summary: The video portion of this workshop uses several scenarios to show how inter-generational differences are played out in the workplace . Examination of these most common differences will prepare each generation to work with their multi-generational team's members avoiding un-necessary conflict and communication problems resulting in increased productivity. Key Training: <ul style="list-style-type: none">• understand and empathize with colleagues from a different generation• reduce and resolve conflicts and communication problems• facilitate better teamwork and increase productivity• recognize and respect each other's value and input

Publisher: Coastal Training Technologies Corp.
Publication Date: 2011
Length: 21 mins.
Preview: Click Here (must sign in to preview)

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Title: Power of Positive Discipline
Summary: You have a discipline problem with an employee. You've tried looking the other way. You've tried gentle reminders. Maybe you've even tried getting mad. Nothing changed. So now what do you do? How do you handle the situation in the best possible way for the employee and for your organization? This award-winning positive discipline video gives you six steps of progressive discipline which begin with coaching and escalate to stronger measures only as needed to solve the problem. In many cases, employees will respond early in the process. But if not, the later steps help you address continuing performance shortcomings calmly and professionally.
You'll see the best ways to: <ul style="list-style-type: none">• Clarify what's expected.• Convince the employee that change is necessary.• Get the employee's agreement to change.• Come up with an action plan together.

This process is not intended as punishment. Instead, these steps help employees satisfy expectations—and possibly save their jobs. And if they do not have a commitment to improve, you will know that you have given them a fair and legal opportunity. Disciplining employees is never easy. But if you follow the progressive steps illustrated in this positive discipline video, it doesn't have to throw you for a loop every time. Instead of disruption and anxiety, positive discipline can make working with employees to help them improve their job performance a rewarding part of any manager's or supervisor's job.
Publisher: Kantola Productions, L.L.C.
Publication Date: 2011
Length: 21 mins.
Preview: Click Here

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Title: Pulling Together: 10 Rules for High Performance Teamwork
Summary: Learn the ten principles for high performance teams that are critical for the success of your business, school or organization. <ul style="list-style-type: none">• Create an environment that values and rewards teamwork.• Have each member of your team read this book and then discuss how each rule applies to your own organization. - Your chances of "pulling together" will be greatly improved! It's easy for any organization to say...."we value teamwork." However, saying it, versus committing to the principles to grow it, can be 2 different things. And that's what Pulling Together is all about! Author John Murphy presents the ten rules for high performance teams in an engaging way that every person in your organization can understand. John is a highly recognized author (7 books); speaker and management consultant who have helped some of the world's leading organizations create environments that value and reward teamwork. He's also appeared on over 400 radio and television stations and his work has been featured in 50 countries.

Author: John J. Murphy
Publication Date: 2010
Length: 20 mins. (book with dvd)
Preview: Click Here

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