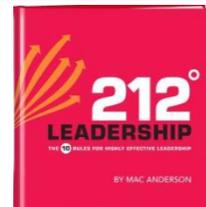




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Title: 212° Leadership: The 10 Rules for Effective Leadership
Summary: In 212° Leadership, I share 10 of the elements that can help to transform your leadership skills, along with some of my favorite quotes on the elements of leadership. I've always been fascinated with the qualities and characteristics of great leaders. History has identified many qualities and characteristics of great leaders, and, of course, no person embodies them all. But the great leaders I've known, or read about have one simple thing in common: They have developed their leadership styles around their personalities and their values, and in the end, their actions are consistent with what they truly believe. 212° Leaders have made the leap from good to great. They are able to not only rally the troops to committed, purposeful action, but also to create an environment where quality and innovation are the norm, rather than the exception. 212° Leadership is designed to make you think...to help you grow...and to provide that extra degree of passion to take your leadership skills from effective to extraordinary!
Author: Mac Anderson
Publication Date: 2010
Length: 2 mins. (book with dvd)
Preview: Click Here



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Title: 212° Service: The 10 Rules for Creating a Service Culture
Summary: Someone once said, "Life is like a game of tennis. The player who serves well seldom loses." The same can be said for any business on the planet. There are many books written about service, however, our goals in this one is to keep it simple. 212° Service presents 10 simple, but engaging rules of service that can be read by every member of your team in less than 30 minutes
Author: Mac Anderson
Publication Date: 2011
Length: 3 mins. (book with dvd)
Preview: Click Here



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Title: 212° The Extra Degree
Summary: 212° the extra degree captures the essence of excellence in an unforgettable way... At 211° water is hot. At 212°, it boils. And with boiling water, comes steam. And with steam, you can power a train. The one extra degree makes the difference. In the original 212° the extra degree softcover, the simple 212° concept is illustrated through a clear introduction and then supported by a series of thoughts, examples, and facts that will help you absorb the 212° mindset. Its purpose is to inspire the extra level of effort that produces exponential results. Let 212° become a part of everyone's vocabulary.
Authors: Sam Parker & Mac Anderson
Publication Date: 2006
Length: 3 mins. (book with dvd)
Preview: Click Here



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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 <i>destructive</i> 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: <ul style="list-style-type: none">• 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.
Preview: Click Here

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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: <ul style="list-style-type: none">• 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.
Preview: Click Here

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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.

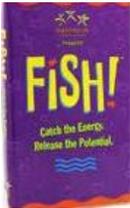
Author: Dan Green
Publication Date: 2008
Length: 4 mins. (book with dvd)
Preview: Click Here

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Title: Fish for Leaders: Be There
Summary: It's difficult to lead without earning trust. A lot of things go into building trust, but it starts with being there. Being there isn't a skill. It's a commitment. <i>Be There</i> , part of the FISH! For Leaders series shows you how successful leaders make other people a priority, set aside distractions, listen to understand their point of view and, most of all, demonstrate that they care. <i>Be There</i> will help you: <ul style="list-style-type: none">• Understand your impact on the people you lead.• Strengthen relationships with your team.• Earn the respect of your employees by showing them respect.• Learn more by listening better. The key to Be There is that people may not need you all the time. But when they do need you, they need all of you.

Publisher: Charterhouse Learning
Publication Date: 2010
Length: 9 mins.
Preview: Click Here (must sign in to preview)

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Title: Fish! Catch the Energy: Release the Potential
Summary: A truly innovative program that presents interconnected principles that everyone can tailor to their own life and work. Using our very own Pike Place Fish in Seattle's vision to transform its employees, you will find this a refreshing approach to a new way of life. The language of FISH!: Play, Make Their Day, Be There, and Choose Your Attitude, helps us get to what matters.

Publisher: Charterhouse Learning
Publication Date: 2002
Length: 17 mins.
Preview: Not Available

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Title: Fish! For Leaders: Choose Your Attitude
Summary: <p>As leaders, there are going to be days when your attitude is not what you'd like it to be. That's understandable—you're human. But it's critical to remember that as a leader, your attitude has a major influence on the people around you. Their attitude will reflect the tone you are giving off.</p> <p>What impact do you want to have on the people you lead? <i>Choose Your Attitude</i>, part of the FISH! For Leaders Series, shows you how to show up for your team in a way that picks them up, not drags them down.</p> <p><i>Choose Your Attitude</i> will help you:</p> <ul style="list-style-type: none">• Understand that you alone are responsible for your attitude.• Switch your attitude when the one you have chosen is not working.• Respond to problems and mistakes in a way that strengthens relationships, not damages them.• Choose the impact you want to have <i>before</i> you enter difficult situations. <p>When you take responsibility for the attitudes you choose, without trying to blame someone or something else, you set a powerful example of integrity and accountability for your team.</p>

Publisher: Charterhouse Learning
Publication Date: 2010
Length: 8 mins.
Preview: Click Here (must sign in to preview)

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Title: Fish! Culture
Summary: <p>Conversations don't just impact your culture...they <i>are</i> your culture. Are you looking to build a positive work culture one conversation at a time? FiSH! Culture is designed to do just that over a few months' time with a specific group. Each subsequent meeting and unit builds on the last one. The package takes FiSH! to a whole new level. Now, with the additional scenes, commentaries, testimonials and examples, your employees will experience a deeper exploration of how to use the four simple practices.</p>

Publisher: Charterhouse Learning
Publication Date: 2007
Length: Chaptered segments, running times vary
Preview: Click Here

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Title: Fish! For Leaders: It Starts with Me

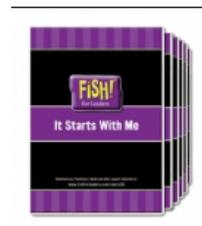
Summary:

Your most important leadership tool is not power, achievement, experience or charisma. It's your example. You set the tone for the people you lead. They look to you to model the behaviors that build a healthy, effective organization.

And because they look to you, your first task is to look within. "To change an organization, you've got to start to change yourself," says Rob Gregory, owner of Rochester Ford Toyota. "As I work on myself I find I have a bigger impact on people than when I was trying to work on them."

It Starts With Me awakens the self-awareness that leaders need. Whatever you want to achieve, it reminds you that you must first "be" the change you seek in others. *It Starts With Me* is perfect for:

- Introducing leadership development training.
- Change initiatives requiring high levels of trust and communication.
- A refresher in personal accountability.



Publisher: Charterhouse Learning

Publication Date: 2010

Length: 9 mins.

Preview: [Click Here](#) (must sign in to preview)

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Title: Fish! For Leaders: Make Their Day

Summary:

The best leaders know that people need more than salaries and benefits to excel. They also need to feel valued. One of the best ways for leaders to make someone's day—or month, or year, or life—is to show them how much you appreciate them. The simplest gestures, such as thanking people, recognizing their efforts and giving them a voice, fulfill emotional needs that are too often ignored on the job.

Make Their Day, part of the FISH! For Leaders Series, shows leaders how to fuel commitment and teamwork through acknowledgement and appreciation. *Make Their Day* will help you:

- Celebrate everyday actions that strengthen the team's commitment to its values.
- Recognize people in the moment, when it matters most.
- Increase trust and teamwork.
- Give specific praise that encourages people to do it again.
- Encourage people to achieve more than they thought they could achieve.



Publisher: Charterhouse Learning

Publication Date: 2010

Length: 7 mins.

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Title: Fish! For Leaders: Play
Summary: <p>Play is an attitude. People with a playful attitude are serious about their work but they find ways to have fun doing it. They are enthusiastic and energetic. They provide more genuine customer service. Their curious, “what if we try it this way?” mindset leads them to more creative solutions.</p> <p>But you can’t install enthusiasm like software. To enjoy the business benefits of Play, leaders must create an environment that is full of trust and free of fear.</p> <p><i>Play</i>, a new video from CharterHouse Learning, shows leaders how to build a culture where employees are energized to serve. A culture where it’s safe to “Play” with ideas to improve the business. <i>Play</i> will help you:</p> <ul style="list-style-type: none">• Increase employee engagement.• Deliver satisfying, memorable customer service.• Generate imaginative solutions.• Encourage more confident, accountable employees.

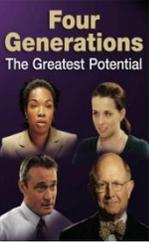
Publisher: Charterhouse Learning
Publication Date: 2010
Length: 9 mins.
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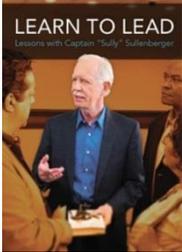
Title: Fish! For Leaders: Who Are You Being?
Summary: <p>The best leaders are constantly aware of who they are “being.” They know what they stand for, how they want to treat people, how they want to respond to challenges. This commitment guides them, moment to moment, far more than the temporary ups and downs happening around them.</p> <p><i>Who Are You Being?</i>, part of the FISH! For Leaders Series, shows you how to lead with greater intention and consistency.</p> <p><i>Who Are You Being?</i> will help you:</p> <ul style="list-style-type: none">• Clearly define who you want to be as a leader.• Stay aware of whether your behavior matches your intentions.• Ask for coaching that points out when your actions are in line with whom you say you want to be—and when they are not. <p>When you are focused on who you are <i>being</i>, it affects everything you are <i>doing</i>. People see that your deeds match your words, and you lead with greater influence and fulfillment</p>

Publisher: Charterhouse Learning
Publication Date: 2010
Length: 7 mins.
Preview: Click Here (must sign in to preview)

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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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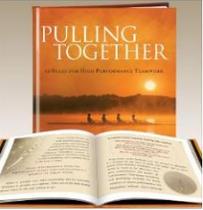
Title: Learn to Lead: Lessons with Capt. Sully Sullenberger
Summary: How can your employees step up to a leadership role? Maybe they are already leaders in some way and demonstrating their innate skills. <i>"People can learn the skills to be a leader, and they don't need formal titles to be one. In fact, just about every person is a leader in some area of their life."</i> -- Captain "Sully" Sullenberger. Learn to Lead offers key insights to help employees embrace their roles as leaders and show them how to make a transformative impact on ethics, morale, teamwork, and productivity within their organization. Whether your trainees are front-line, stepping-up or seasoned leaders, this program will offer development of leadership skills and how they can be seen in each and every employee, no matter what their position is. Set in an airport waiting area, the video weaves together three sequences; the first features Captain Sullenberger defining each leadership principle; the second shows three passengers discussing each principle; the third features video segments that show how each principle can be applied. The five leadership principles examined are: <ul style="list-style-type: none">• Have a clear set of values and consistently live them• Care deeply about fellow employees• Create a sense of shared responsibility and then empower employees• Make a life-long commitment to learn and grow• Be a realistic optimist Captain Sullenberger shares how these five principles helped him land Flight 1549 on the Hudson River and lead his passengers to safety. The program provides various life and workplace scenarios to show why these principles can benefit an organization and how they can help employees learn from new experiences, and achieve their goals amidst difficulties.

Publisher: Coastal Training Technologies Corp.
Publication Date: 2012
Length: 21 mins.
Preview: Click Here (must sign in to preview)

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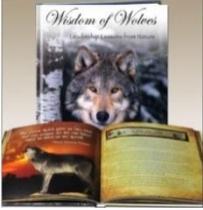
Title: Power of Positive Discipline
Summary: You have a discipline problem with an employee. You've tried looking the other way. You've tried gentle reminders. Maybe you've even tried getting mad. Nothing changed. So now what do you do? How do you handle the situation in the best possible way for the 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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Title: Wisdom of Wolves: Leadership Lessons from Nature	
Summary: "For the strength of the Pack is the Wolf, and the strength of the Wolf is the Pack." - Rudyard Kipling <ul style="list-style-type: none">• What would happen in our business and our personal lives if we worked together towards a common goal like the wolf pack works together for survival?• Explore the characteristics of this majestic creature in this breathtaking inspiring book.• A perfect book for your next leadership retreat.	
Author: Twyman Tower	
Publication Date: 2009	
Length: 4 mins. (book with dvd)	
Preview: Click Here	

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