

Train Supervisors in Vital Skills from Your Web Site or "Go-Anywhere" CDs

You Get Two Ways To Train

FREE PREVIEW

14 Mini-Movies in Flash Play Automatically On Any Computer or from Your Web Site

Get applauded by top management and rescue supervisors from their lack of skills. This program will instill competence and supervisory "know-how" with short educational Flash movies that play on your Web site or from their individual CDs. They are easy to upload, and there's nothing complicated. Each one delivers its powerful, animated message in only 4-6 minutes.

Here's What You Will Do:

- ✓ Help supervisors brush-up on key skills
- ✓ Train new supervisors
- ✓ E-mail automatic launch links to any supervisor
- ✓ Help "troubled supervisors" referred for their leadership issues
- ✓ Reduce fear among supervisors from inadequate training
- ✓ Reduce conflict, risk, and potential violence at work
- ✓ Be a better internal consultant
- ✓ Add value to your program
- ✓ Experience fewer grievances
- ✓ Reduce wrongful termination claims
- ✓ Help supervisors be proactive
- ✓ Demonstrate due diligence in training supervisors

"I love the vital tips supervisor program. It is comprehensive and will be a great asset for our managers who cannot attend on-site training."

Eileen Crochiere, President
EAP Network, Inc.
Taunton MA

Skill 1: How to Observe Performance

FREE!

You'll love it so much, you will want the others! Supervisors learn the skill of observing performance and how to focus on- and assess skills, abilities, motivations, attitudes, conduct, appearance, vitality, and eagerness to learn. 145A - \$0

Skill 2: Documenting Performance

The first question a boss will ask when termination is proposed is, "Do you have all the documentation you need?" Here's how to make sure documentation exists and that it is useful. 145B - \$97

Skill 3: Mastering Constructive Confrontation

How to organize thoughts in advance and follow guidelines and a format that makes sure confrontation hits home, inspires change, and dignifies employees. 145C - \$97

Skill 4: Evaluating Performance

How and why to shower employees with frequent feedback, assessing employees regularly, praise superior work, provide constructive suggestions, and elevate mediocre or substandard work to excellence. 145D - \$97

Skill 5: Resolving Coworker Conflicts

Pick your battles and focus on shared goals to referee disputes effectively. 145E - \$97

Skill 6: Giving Feedback

Express both good and bad input with judgment-free specificity for a more positive, lasting impact on the employee. 145F - \$97

Skill 7: Delegating Work and Following Up

Boost your efficiency and your team's morale by handing off assignments to the right people. 145G - \$97

Skill 8: Dispensing Discipline

Treat discipline as a means to educate employees and elevate their behavior. 145H - \$97

Skill 9: Inspiring and Praising Employees to Build Morale

Energize employees by taking every opportunity to recognize their contributions and urging them to excel. 145I - \$97

Skill 10: Building Your Team

By choosing the right people and getting them to believe in a shared goal, you lay the groundwork for a winning team. 145J - \$97

Skill 11: Communicating Effectively with Upper Management

Relate to the top brass on their terms and present your ideas as solutions to problems they face. 145K - \$97

Skill 12: Investigating Complaints & Incidents

Take an unbiased, fact-based approach when investigating employee complaints. 145L - \$97

Skill 13: Managing Unfit for Duty Employees

The inability of an employee to work safely requires a deliberate and fact-based confrontation and the following of organization's fitness-for-duty policy. 145M - \$97

Skill 14: Acting to Prevent Violence in the Workplace

Know the conditions that breed violence, and protect your workplace from toxic conflicts. 145N - \$97

All 14 Skills Above

Get all 14 skills shown above—the complete supervisory suite. Each on a CD includes Flash files for your Web site and self-playing files that start automatically and run on most computers, or with one click.

146A - \$997. **SAVE \$264!**



Also only \$997! or \$97 each!

147	PowerPoint with Sound (Each).....	\$127
148	PowerPoint with Sound (All 14).....	\$1399

All skills shown are also available in PowerPoint with manual play and Sound/Show (you get both!). To order, mark "PowerPoint" on your order form and we will substitute flash/self-play with the PowerPoint format.

ALL PROGRAMS AND PRODUCTS COMPLETE WITH 100% MONEY-BACK GUARANTEE!

1-800-626-4327

FAX 1-843-884-0442



VISIT www.WorkExcel.com

DFA Publishing
 PO BOX 2006
 Mount Pleasant SC 29465
 Phone 843-884-3632 Fax 843-884-0442

DATE:

FAX TO: 843-884-0442

Name: _____
 Company Name: _____
 Street Address: _____
 City _____, ST _____ ZIP/Postal Code: _____
 Country _____
 Email _____
 Phone _____

DESCRIPTION	AMOUNT
14 Vital Skills for Supervisors and Leadership Teams <u>Circle Format Desired Below</u> A . Web Course (text only no sound) with 14 Questions & Certificate B & C. PowerPoint with Sound & No Sound (you get both) D & E. Flash Movies for Website & Self-play CDs of Each Skill (you get both) F. DVD of each Skill Other Options: Add to Invoice as Needed 1. Put logo on full set of PowerPoint modules Add \$75 2. Put logo on full set of flash skills Add \$150 *Logo Not available for DVDs Shipping is free. Outside USA \$20.	\$ 997.00
TOTAL	\$ 997.00

VISA/MC/AMEX: _____
 EXP: _____ CVC # _____

FAX PAYMENT TO 843-884-0442

If you have any questions concerning this invoice, contact Daniel Feerst, LISW, Publisher,
 1-800-626-4327

OPTIONS TOTAL	
GRAND TOTAL	