

Communication Titles Special Offer Buy 2 get 1 Free.

1. A tale of 'O' Dealing with diversity in teams

The aim

To integrate all individuals into a team by promoting collective understanding.

About the programme

This British version (based on Rosabeth Moss Kanter's acclaimed work) is an entertaining parable about being different; about being an 'O' among a group of 'X's. It is targeted at groups featuring minorities of all types, in areas such as race,...

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2. Absence minded: Managing absenteeism

The aim

To help managers tackle absenteeism within their teams.

About the programme

Absenteeism is as common as the common cold and it costs UK businesses nearly £11bn every year. But when someone calls in sick, it doesn't necessarily mean that they're ill. They could be having difficulties because of bullying or experiencing childcare problems. Or they could be just pl... For more information : info@iol-uk.co.uk

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3. Agreed! Getting others to see things your way

The aim

To encourage people to achieve results through co-operation and influencing people.

About the programme

No matter how important a new plan or idea is to you, there will always be somebody who disagrees. It's vital that you find a way to work together. This engaging drama sets out the process for working towards a win-win result, concentrating on issues... For more information : info@iol-uk.co.uk

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4. An inside job: Meeting internal customer needs

The aim

To demonstrate why and how people throughout a customer-facing organisation must put internal customer care into practice.

About the programme

Everyone in an organisation forms part of a 'customer-service chain', starting from dealing with customers, and going right through the business. In this programme, an investigator is called in to a hotel to investigate m... For more information : info@iol-uk.co.uk

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5. The appraisal interview: Lessons for both parties in the appraisal

The aim

To ensure that appraiser and appraisee take equal responsibility for getting the most out of their meeting.

About the programme

It is essential that the manager conducting an appraisal, and the staff member being appraised, both understand the value and objectives of an appraisal interview for it to be worthwhile. Suitable for a stand-alone appraisal c... For more information : info@iol-uk.co.uk

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6. Assert yourself : Learning to be assertive

HR Magazine has reviewed this resource. Read the review

The aim

To show staff what true assertive behaviour is, and how and when to use it... For more information : info@iol-uk.co.uk

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7. The blue movie: Sparking creative, innovative ideas

The aim

To provide individuals with the right frame of mind for generating new and workable ideas.

About the programme

This complementary programme to Mark Brown's Ideas into action focuses on the idea-generating phase of the creative-thinking process. Versatile, inspiring and highly watchable, it mixes animation with live action to highlight the largely...

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8. Body language at work : What the window cleaner saw

The aim

To help people understand how others think and feel by how they behave.

About the programme

The actual words we speak are just one small part of our overall communication to others. Our body language and behaviour convey a huge amount too. This engaging programme, targeted at anyone in a people-facing role, gives a fascinating insight into body language that will... For more information : info@iol-uk.co.uk

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9. Body language at work: core programme Non-verbal communication

The aim

To understand the importance and meaning of body language in the workplace.

About the programme

Desmond Morris has helped people think increasingly about the messages we send and receive through our bodies, and the very practical body language techniques we can apply at work. The core programme, in this four-part masterclass, uses drama to look at t... For more information : info@iol-uk.co.uk

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10. Call to order: Converting telephone enquiries into sales

The aim

To teach staff how to make a sale over the telephone by remembering a few simple steps.

About the programme

A poor telephone technique doesn't just create a bad impression, it loses business. Missed opportunities can result from sloppy behaviour, an over-familiar approach and a less-than-professional attitude. In this humorous drama, a Jack-the-lad teles... For more information : info@iol-uk.co.uk

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11. Can you spare a moment? Counselling skills for managers

The aim

Learn how to deal with staff whose personal problems are affecting their work.

About the programme

With the increased stresses that result from fierce market competition, an intense pace of work, commuting and the ongoing demands of home life, it's no surprise that companies are looking ever more seriously at the ways in which they can support their staff.... For more information : info@iol-uk.co.uk

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12. The complete presenter: Developing effective presentation skills

The aim

To enable anyone to make effective business presentations.

About the programme

As this total training kit confirms, it's often not just what you say, it's also the way that you say it. Most people have to make presentations at work and many get nervous at the prospect of having to 'perform'. This is a comprehensive, self-contained and flexible training resource on... For more information : info@iol-uk.co.uk

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13. The dreaded appraisal: Both sides of the appraisal interview

The aim

To ensure managers conduct positive appraisals that focus on staff motivation and business effectiveness.

About the programme

This best-selling learning resource illustrates the techniques required for effective appraisal interviewing. It starts by introducing three common interviewee styles that are difficult for managers to deal with. ... For more information : info@iol-uk.co.uk

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14. Feedback for performance: Giving and receiving information

The aim

To use praise and constructive criticism to achieve better performance.

About the programme

Using feedback is a skill central to the success of any team and its leader. Everybody needs recognition for what they are doing well and guidance when they could be doing better. The main programme and course guide give clear examples and guidelines on how to give fe... For more information : info@iol-uk.co.uk

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15. From 'no' to 'yes' The constructive route to agreement

The aim

To give managers the skills of persuasion, vital for running meetings or trying to influence others.

About the programme

Persuasion is an art that must be learned if the road to agreement is not to be strewn with acrimony or conflict. It's not about being domineering or dismissive, but following a structured approach that accounts for everybody's needs. By listening...

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16. Going to a meeting: Constructive and effective participation

The aim

To give anyone who attends meetings the skills to contribute more effectively and deal with even the most awkward colleagues.

About the programme

This two-part series demonstrates how easy it can be to handle the various personalities you encounter in the meeting arena. By preparing yourself better, and knowing how to avoid conflict between participants, meetings w... For more information : info@iol-uk.co.uk

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17. The great communicator: Communication skills for all

The aim

To give people the skills to communicate effectively with colleagues and customers.

About the programme

Good communication is a two-way process - you need to put yourself in the other person's shoes, and they need to put themselves in yours! This programme contains practical lessons on to how to achieve this, using the example of two people who work alongside ea... For more information : info@iol-uk.co.uk

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18. The green movie: Empowerment within a framework

The aim

To enable people to turn good ideas into effective action.

About the programme

The green stage of Mark Brown's creative-thinking process enables people to translate ideas into action and make things happen. Using a 'four-box model', it introduces a framework for empowerment - this enables people to take the initiative and motivates them to be responsib... For more information : info@iol-uk.co.uk

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19. How am I doing? The perfect appraisal interview

Training video available in Chinese, Cantonese and Mandarin. Dubbed and subtitled versions.

The aim

To show managers how to understand and address the needs of their staff.

About the programme

Appraisal interviews offer managers a golden opportunity to identify problems and opportunities, motivate staff and improve performance. But beware! The mishandling of such in... For more information : info@iol-uk.co.uk

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20. I wasn't prepared for that: Overcoming the fear of making presentations

The aim

To give staff at all levels the confidence and skills to prepare and deliver effective presentations.

About the programme

Originally quite comfortable with the thought of submitting a written report on an office relocation, a young executive is panic-stricken when she's told that she has to present it in person to the board. Her first run-through is a disast... For more information : info@iol-uk.co.uk

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21. I'd like a word with you: The discipline interview

The aim

To show managers how to maintain the long-term performance of their people by applying necessary discipline.

About the programme

This programme shows managers and team leaders just how badly a discipline interview can be handled by introducing three managerial styles that need improvement. Ethelred the Unready treats the discipline interview as a ritual rebuke... For more information : info@iol-uk.co.uk

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22. Ideas into action: Stimulating creativity for success

The aim

To stimulate creativity as a tool for enhancing an organisation's success.

About the programme

Anyone who needs to challenge the way they think will benefit from this visually stimulating and highly entertaining resource, which is the title programme of the Ideas into action series. Based upon the work of Mark Brown of Innovation Centre Euro...

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23. In the customer's shoes: Improve the quality of your customer service

The aim

To ensure all staff deliver great customer service by changing their attitude.

About the programme

Most trainers already teach their people how to deal with customers, whether face to face or on the phone. But it's no good going through this process unless they have the right attitude. This drama presents realistic scenes in a shop, an airline call centre, a bank, a... For more information : info@iol-uk.co.uk

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24. Inside information: A silo-buster's guide to internal customer service

The aim

To show people how to develop more effective working relationships.

- *What internal customer service is and why it is important*
- *Meeting internal customer needs*
- *Communicating with internal customers*
- *Giving personal support*

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25. It's a deal Win-win negotiation deals

The aim

To teach the techniques required for successful negotiating.

About the programme

You need complete confidence, good planning and thorough preparation to negotiate well. Fortunately, these are skills you can acquire and improve. Based on research into effective negotiation techniques, this drama-based programme features a typical negotiation, taking a two... For more information : info@iol-uk.co.uk

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26. The John Cleese Files: The hidden mind, Creativity in management, The importance of mistakes

The aim

To dispel the belief that fast decision-making is best and to show the importance of allowing the unconscious thinking process time and space to flourish. About the programme In this lecture John Cleese challenges the basis of the decision-making processes prevalent in most of today's organi... For more information : info@iol-uk.co.uk

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27. Meetings, bloody meetings: Making meetings more productive

The aim

To enable people to organise and chair meetings that are more effective and more motivating for those who attend.

About the programme

Suitable for anyone who might be expected to organise and run meetings, this best-selling programme defines the five disciplines that transform a gathering into a professionally run business meeting. In a nightmarish cour... For more information : info@iol-uk.co.uk

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28. Memories are made of this: Making messages unforgettable

The aim

To help managers make their coaching messages more memorable.

About the programme

John Townsend, Europe's leading 'Train the Trainer' guru, uses his skills to help managers with learning and teaching. Using a combination of live action and animation, this programme examines how the memory works and how we learn, what factors affect recall, how to fix... For more information : info@iol-uk.co.uk

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29. More bloody meetings: The people side of meetings

The aim

To demonstrate that chairing a meeting is not just about getting the procedures right, but also about getting people to work together.

About the programme

An ideal companion to Meetings, bloody meetings, this programme sees a return of the guilty manager, who dreams he is back in court, this time charged with neglecting the human aspect of his... For more information : info@iol-uk.co.uk

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30. Negotiating: tying the knot A skill for life

The aim

To give staff at all levels the skills to achieve an equitable outcome to any negotiation.

About the programme

Wherever two people get together to do a deal, there's the possibility that at least one will end up feeling cheated, angry or resentful, even though both set out believing that they could achieve a mutually beneficial solution. The programme de...

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31. On the receiving end : Making call centres more effective

The aim

To help call-centre staff answer customer enquiries effectively and professionally.

About the programme

Customers who are fatuous, difficult or helpless are every call-centre operator's worst nightmare! However, it often requires more than just a good telephone manner to deal with these types of people: good training is essential. In a fun and friendly way, t... For more information : info@iol-uk.co.uk

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32. Performance matters: the importance of praise Improving staff performance

The aim

To ensure that managers understand how to use praise within their team so that employees understand that their efforts are appreciated.

About the programme

Not feeling appreciated is top of the list of reasons that people give for wanting to leave their jobs. This programme demonstrates that praising is not a natural gift but a learnable skill and shows the... For more information : info@iol-uk.co.uk

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33. Performance matters: the need for constructive criticism Improving staff performance

The aim

To enable managers to employ constructive criticism in the right way.

About the programme

Nobody enjoys being criticised, and few managers relish the prospect of criticising their people - yet it has to be done. Everyone makes mistakes, but no-one should be allowed to go on making the same mistake - and people shouldn't have to wait until an appraisal to discover th... For more information : info@iol-uk.co.uk

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34. Performance review: A new approach to appraisals

The aim

To change the way every person in your organisation approaches appraisals.

About the programme

Every organisation has a different kind of performance review system. Even so, the reaction to reviews is often the same - one of horror. Performance review sets out to encourage individuals to think about reviews in a new, more positive way. In two distinc... For more information : info@iol-uk.co.uk

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35. Put it in writing: The complete communicator - the art of influence

The aim

To explain the techniques required to get your point across in writing clearly and persuasively.

About the programme

Everyone can improve their written communication skills, even if they're not a natural writer. In this insightful programme, which is ideal for those that find it hard to get started on a written task, Nisha is shown coaching two of her colleagues: Ma... For more information : info@iol-uk.co.uk

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36. The red movie: Elements of decision making

The aim

To arm individuals with the skills to make good, reasoned decisions.

About the programme

More and more people at work are being asked to make decisions for themselves. However, these decisions often need to be made at increasing speed and under pressure. Set in the 'decision lab', this engaging programme uses live action and animation to illustrate Mark Brow... For more information : info@iol-uk.co.uk

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37. Report writing: The art of writing a good report

The aim

To teach the skills required to write and present an easy-to-read, informative and forward-thinking report.

About the programme

A good report takes minutes to read, holds its value for months and can be made available globally to countless people within any organisation. It can also demonstrate the writer's knowledge of the subject and quality of thinking. T... For more information : info@iol-uk.co.uk

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38. Say the right thing: A guide to assertiveness at work

The aim

To understand and use assertiveness effectively at work.

About the programme

Real assertiveness involves clear yet respectful communication, particularly in the face of stress and conflict. By behaving more assertively your staff can be more positive, more creative and better equipped to get their job done effectively. This insightful drama teaches assertiveness... For more information : info@iol-uk.co.uk

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39. Say what you want: Assertiveness at work

The aim

To explain why many 'people problems' can be attributed to a lack of assertiveness.

About the programme

This invaluable drama provides a general introduction to assertiveness training at work, and has a wide range of applications for interpersonal skills courses. It is intended for use at all levels, including non-managerial staff, and presents six core...

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40. Straight talking: The art of assertiveness

The aim

To equip people with the confidence to get their views and ideas noticed.

About the programme

The basic rule of assertive behaviour is honesty. The thing that usually prevents people behaving and speaking with honesty is fear of the response “ however, this fear is generally exaggerated. With dramatic sequences and subtle humour, techniques of assert... For more information : info@iol-uk.co.uk

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41. Talking to the team: How to run a team meeting

The aim

To ensure team meetings are concise, inclusive and contribute to achieving collective goals.

About the programme

A team briefing is a vital event in every organisation; it tells people what is happening and why. In order to exercise effective leadership, team leaders therefore need to know how to talk to their team. After all, people's attitudes are heavily influe... For more information : info@iol-uk.co.uk

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42. Telephone behaviour: The rules of effective communication

The aim

To give all staff members the skills to use the telephone effectively in a business context.

About the programme

The telephone is at the heart of business communication. But because people use the phone so much at home, they assume they have the skills to use it at work. This is not the case, and good business telephone skills have to be learned. This engaging, amus... For more information : info@iol-uk.co.uk

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43. Think or sink: Professional team decision thinking

The aim

To enable managers to appreciate and use their team's knowledge in the decision-making process.

About the programme

A manager has made some poor decisions - making them himself, rather than using his team's experience. He learns the four stages of professional team decision thinking: asking the right questions, creating a choice of answers, looking at the dangers of... For more information :

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44. This is going to hurt me more than it hurts you: The bad news interview

The aim

To learn a confident and proactive approach to bad news interviews.

About the programme

Without exception, every manager dreads the situation arising where he or she has to give employees bad news, because telling someone something that will disappoint, anger or upset them is never easy. There is no magic formula to a painless meeting: bad news is bad... For more information :

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