

# Resource Lending Library for Employee Professional Development



The CDE Office of School Nutrition (OSN) houses several video- based resources available for employee professional development and training. Outlined below are topic areas and the resources currently available to check-out from the CDE OSN. Titles are hyperlinked to CRM Learning’s website for more information or to watch a demo of the training. To rent any of the below resources, please contact [Heather Hauswirth](#), training supervisor.

**Click on the topic area to navigate to that section within this document.**

<p><a href="#">Sam Glenn Series: Customer Service and Change</a></p> <ul style="list-style-type: none"> <li>▪ Who Put a Lizard in My Lasagna?</li> <li>▪ When Change Happens, Adjust Your Sail</li> <li>▪ A Kick in the Attitude</li> </ul>	<p><a href="#">Leadership Skills</a></p> <ul style="list-style-type: none"> <li>▪ 5 Questions Every Leader Must Ask</li> <li>▪ The Leadership Pickles</li> </ul>	<p><a href="#">Customer Service</a></p> <ul style="list-style-type: none"> <li>▪ WAYMISH</li> <li>▪ Give 'Em the Pickle</li> </ul>
<p><a href="#">Communication Skills</a></p> <ul style="list-style-type: none"> <li>▪ Communicating Non-Defensively</li> <li>▪ The Respectful Communicator</li> <li>▪ Emotional Intelligence Series</li> <li>▪ Undeliverable: Email Etiquette for Today’s Workplace</li> </ul>	<p><a href="#">Conflict and Discipline</a></p> <ul style="list-style-type: none"> <li>▪ Dealing with Conflict</li> <li>▪ What to do When Conflict Happens</li> <li>▪ Positive Discipline: How to Resolve Tough Performance Problems Quickly...and Permanently</li> </ul>	<p><a href="#">Other/Miscellaneous</a></p> <ul style="list-style-type: none"> <li>▪ Mixing Four Generations in the Workplace</li> <li>▪ The Biggest Generation</li> </ul>
<p><a href="#">Employee Development</a></p> <ul style="list-style-type: none"> <li>▪ The Attitude Virus</li> <li>▪ Make it Matter</li> </ul>	<p><a href="#">Adapting to Change</a></p> <ul style="list-style-type: none"> <li>▪ Riding the Wave: Strategies for Change</li> </ul>	

Title	Description	Materials
<b>Sam Glenn Series: Customer Service and Change</b>		
<a href="#"><u>Who Put a Lizard in My Lasagna?</u></a>	<p>Your team will learn how to bring their best attitude to every interaction they have with customers and co-workers in this funny and motivational video. What began as a practical joke with a small plastic lizard several years ago is now a philosophy that guides Sam through his life. The <i>Lizard Philosophy</i> is all about bringing your best to every interaction you have with anyone -- stranger or friend.</p>	<p>DVD</p> <p>Leader's Guide w/reproducible Participant Worksheets</p> <p>PowerPoint Presentations on CD-ROM</p>
<a href="#"><u>When Change Happens, Adjust Your Sail.</u></a>	<p>Sam gives the tools to overcome challenges in this motivational video. Laugh as you and your team learn the tools to navigate through change. When Sam speaks about change, he uses the analogy of being on a small sailboat in the middle of a storm. Change is tossing us around and we need to adjust our sails to stay afloat. As Sam tells us, we can adjust our sail and get out of the storm. We can overcome change.</p>	<p>DVD</p> <p>Leader's Guide w/reproducible Participant Worksheets</p> <p>PowerPoint Presentations on CD-ROM</p>
<a href="#"><u>A Kick in the Attitude</u></a>	<p>Sam uses humor and motivational stories to give your entire team a positive "kick in the attitude". Let's face it, we can all benefit from a positive attitude. In fact, we can all use a good kick in the attitude now and then. But how do we do it? Well, Sam has the answer. This video will inspire your employees, make them laugh, and help improve productivity and customer relationships.</p>	<p>DVD</p> <p>Leader's Guide w/reproducible Participant Worksheets</p> <p>PowerPoint Presentations on CD-ROM</p>

[Back to Top](#)

## Communication Skills

<p><a href="#"><u>Communicating Non-Defensively</u></a></p>	<p>This video shows that all of us must be responsible for how we deliver and receive messages, as well as the symptoms and consequences of inappropriate defensiveness.</p> <p>Many people have reasons for believing they're being attacked. Defensive behavior can lead to hurt feelings, arguments and hostilities, often affecting a variety of relationships. The <i>Defensiveness Chain</i> that is created impairs communication and reduces productivity.</p> <p><b>Communicating Non-Defensively</b> reminds viewers that when comments and opinions get passed around that are potentially defensive the focus should be on behavioral patterns, so the receiver has less reason to receive it personally. The video workshop shows that all of us must be responsible for how we deliver and receive messages, as well as the symptoms and consequences of inappropriate defensiveness.</p> <p><b>Through visuals and exercises, participants will learn:</b></p> <ul style="list-style-type: none"> <li>• How to disengage from a defensive position</li> <li>• How to empathize and disarm a defensive person</li> <li>• How to inquire and focus on the issues</li> <li>• How to disclose one's own needs and goals non-defensively</li> <li>• How to depersonalize the issues</li> </ul>	<p style="text-align: center;">DVD</p> <p style="text-align: center;">Leader's Guide</p> <p style="text-align: center;">Sample Participant Workbook</p>
<p><a href="#"><u>The Respectful Communicator</u></a></p>	<p>With the increased diversity present in today's workplace, the potential for miscommunication has never been greater. Well-intentioned people can cause others to feel disrespected. And when that happens, morale and productivity drop. Good people leave the organization and, in some cases, lawsuits are filed.</p> <p>Disrespect is most often caused when we fail to recognize and appreciate the different backgrounds, experiences and opinions of others. Employees at all levels need to understand specific things they can do to build an environment where respect and inclusiveness thrive.</p> <p>This program goes beyond communication "basics" and includes techniques for making sure we understand what someone has said, caring about the way we come across and showing people we value their ideas. In the program, onscreen hosts and vignettes demonstrate five guidelines that participants can put into practice immediately:</p> <ol style="list-style-type: none"> <li>1. Consider Your Audience</li> <li>2. Talk With Someone Instead of About Them</li> </ol>	<p style="text-align: center;">DVD</p> <p style="text-align: center;">Leader's Guide</p> <p style="text-align: center;">CD-ROM with PDFs of reproducible Participant Worksheets</p>

	<ol style="list-style-type: none"> <li>3. Confirm that You Understand What Someone is Saying</li> <li>4. Know the Boundaries of What's Appropriate to Talk About</li> <li>5. Communicate Respectfully During Disagreements</li> </ol>	
<p><a href="#"><u>Emotional Intelligence Series</u></a></p>	<p>The 3 videos in this series give participants an understanding of the part emotions play in workplace communication while also showing how stress can impact the way we react to others. Viewers see how emotional and social intelligence relate to work relationships and how clear and honest communication can result in better productivity.</p> <p><b>~ Understanding Emotional Intelligence (12 minutes)</b> Learn three basic strategies for handling stress with emotional intelligence:</p> <ol style="list-style-type: none"> <li>1. Become aware of your emotions.</li> <li>2. Self-regulate your emotions.</li> <li>3. Recognize and empathize with the emotions in others.</li> </ol> <p>Host <b>Daniel Goleman</b> explains the basic principles surrounding "The Science of Emotional Intelligence" while scenarios illustrate the various teaching points.</p> <p><b>~ Demonstrating Emotional Intelligence (18 minutes)</b> Learn the subtle art of reading facial expressions and understand how emotions are passed from one person to another, almost like the common cold. See how "feel good" chemicals in the brain help you sync-up with others and encourage rapport. A key (and very funny) scene in this training program shows how emotions play out below the surface when a manager and employee reveal their true feelings directly into the camera, while acting like nothing is wrong when speaking to one another. In another scenario we see how a salesman risks losing a potential customer by mis-reading her facial expressions. This is a very good program for applying the basics of both Emotional and Social Intelligence in the real world of work.</p> <p><b>~ Emotional Intelligence and Optimal Performance (15 minutes)</b> Most people don't understand that a certain amount of stress is necessary for optimal performance. Knowing the right amount for you is one of the five keys to staying highly motivated and engaged. Other strategies include learning how to control overly negative thinking (especially worry), learning how to recover quickly from an emotional episode, and learning how to handle disturbing emotions in yourself, your co-workers and your boss. Once you master the five simple steps outlined in this video program, you will be able to get along better with others, handle stress better, communicate better, work more efficiently and be more productive.</p>	<p>3 DVDs -- each with the Main Program, Q&amp;A Interview with Daniel Goleman, "Making-Of" short video</p> <p>DVRoms include: Powerpoint Presentation and reproducible Participant Handout</p>

<p><a href="#"><u>Undeliverable: E-mail Etiquette for Today's Workplace</u></a></p>	<p>Run time: 40 Minutes total running time</p> <p>Why help your employees master email etiquette? Well, if your company does not have a comprehensive email training program or even a set of email etiquette guidelines, your employees may be committing dozens of common, yet easy-to-fix errors. And whether they are communicating with customers or fellow employees, these gaffes could be costing your organization its relationships and reputation.</p> <p>In the video, a knowledgeable host guides viewers through 13 fast-paced sections covering formatting, professionalism and winning techniques. Graphic animations reinforce valuable information while examples of accepted email conventions are contrasted with the all-too-common unprofessional emails so many of us receive. Entertaining real-life reenactments highlight pivotal concepts.</p> <p><b>Topics covered include:</b></p> <ul style="list-style-type: none"> <li>• Address Fields</li> <li>• The Subject Field</li> <li>• Addressing Recipients</li> <li>• Grammar &amp; Punctuation</li> <li>• Formatting</li> <li>• Message Clarity &amp; Brevity</li> <li>• Censor Yourself</li> <li>• Sending Attachments</li> <li>• Professional Closings</li> <li>• Proofreading</li> <li>• Responding to Email</li> <li>• Good News vs. Bad News Email</li> </ul> <p>The program is fast-paced, yet thorough; professional, yet fun; and it is sure to improve your customer relations. Use the video in the classroom for discussion, or for self-study. After watching the program, viewers can help prove their mastery of email etiquette by completing four interactive quizzes.</p>	<p>Chaptered DVD</p> <p>4 Interactive Post-Quizzes on the disc</p> <p>Downloadable Certificate of Completion</p>
---	--	--

[Back to Top](#)

## Employee Development

<p><b><u><a href="#">The Attitude Virus: Curing Negativity in the Workplace</a></u></b></p>	<p>Run time: 20 Minutes</p> <p><b>This video training will introduce you to the common attitude virus carriers:</b></p> <ul style="list-style-type: none"> <li>• <b>The Steamer</b>, who blows his lid</li> <li>• <b>The Perfectionist</b>, who wields 'quality' like a weapon</li> <li>• <b>The Resister</b>, who is threatened by change</li> <li>• <b>The Not-My-Jobber</b>, whose narrow views block progress</li> <li>• <b>The Rumor Monger</b>, who spreads stories everywhere</li> <li>• <b>The Uncommitted</b>, who simply doesn't care</li> <li>• <b>The Pessimist</b>, who expects the sky to fall no matter what</li> </ul> <p>If you spot these warning signs, an attitude virus could be spreading through your workforce: resisting change, lack of commitment, spreading gossip, misdirected anger and condescending perfectionism.</p> <p>Participants will benefit by learning to take responsibility for their own attitudes and success, plus, underlying causes for unproductive attitudes will be resolved and fewer personal problems will affect work. These better attitudes will positively impact team results and the bottom line.</p>	<p>DVD with Main Program and bonus Discussion Segments</p> <p style="text-align: center;">Leader's Guide</p> <p style="text-align: center;">Sample Participant Workbook</p>
<p><b><u><a href="#">Make It Matter</a></u></b></p>	<p>Run time: 22 Minutes</p> <p>Whether you're a person just starting out in a job/career, a mid-level manager, or a senior leader, you will not become "essential" unless you are proactive at making it happen. Using a variety of stories and examples, communication coach and consultant <b>John A. Jenson</b> illustrates three things a person can do to make themselves matter.</p> <p><b>1. Design</b> <i>Be so intentional and so strategic in the way you present yourself that people respond to you exactly the way you need them to.</i></p> <p>This step isn't about trying to be something you're not; it's about solidifying who</p>	<p style="text-align: center;">DVD</p> <p style="text-align: center;">Discussion Guide</p> <p style="text-align: center;">Sample Make it Matter Personal Branding Workbook</p>

you are and "stepping it up". You should be able to summarize your personal design in one word and should lean toward stronger words like credible, decisive, compelling, engaging or professional. The key is to ask yourself: Am I willing to make this my standard? Will I hold myself accountable to presenting myself in way that is consistent with the word(s) I've chosen?

## **2. Package**

*You must develop a presence about you that will ensure people pay attention to you just by looking at you. This requires that you follow **The L.A.W. of Personal Packaging**:*

- **Looks** - Is the way you present yourself consistent with the standard you've designed for yourself?
- **Actions** - What do you do? (Being "professional" is more about you as a person, not your position.)
- **Words** - Don't be a person who loves to talk, be someone who has something to say; keep it simple.

## **3. Deliver**

*In times like these, just showing up doesn't cut it anymore...you have to deliver something of value.*

Everyone's work, in some way or another, can positively impact the organization. People who see the part they play in helping the organization meet its goals, and who then consistently deliver their part at a high level, can't help but become significant.

The **Make It Matter Personal Branding Workbook** enables individuals to come up with their personal design, consider how their looks, actions and words match the standard they've set for themselves and determine specific things they will do to deliver at the highest possible level.

[Back to Top](#)

## Leadership Skills

<p><b><u>5 Questions Every Leader Must Ask: Engaging Your Team to Achieve any Goal</u></b></p>	<p>Run time: 27 Minutes</p> <p>Based on the book, <i>Leadership Made Simple</i>, by <b>Ed Oakley</b> and <b>Doug Krug</b> the program introduces a proven process called <b>The Framework for Leadership™</b>, consisting of 5 questions, which, when asked in a specific order, enable project managers to engage their team in finding and implementing effective solutions.</p> <p>The Framework keeps groups from getting bogged down in the issue itself and the things that aren't working. It focuses them instead on what is working. Possibilities and solutions are generated from there. <b>The net effect is that:</b></p> <ul style="list-style-type: none"> <li>• Ideas, answers and solutions are born from the people closest to the work.</li> <li>• Conflicts are resolved and group dynamics are redirected in a positive way.</li> <li>• Employees become critical thinkers and have a sense of buy-in.</li> <li>• Ideas and solutions are successfully implemented.</li> </ul> <p>The video program, hosted by Ed Oakley, teaches the 5 questions every leader, manager, supervisor, project manager, team leader...anyone really... should ask, and shows how real-world organizations have applied the framework to common, yet critical, workplace problems. Within the workshop, participants experience the versatility of the Framework as they complete exercises where the 5 questions are modified to suit specific situations or challenges. A follow-up "mini-framework" is taught for when the group needs to check in on their progress.</p> <p>Whether your organization is working to institute a change initiative, resolve conflict, raise customer satisfaction, launch a new product or address a specific workplace challenge, your group leaders can use this program to achieve successful results.</p>	<p>Chapered DVD of the main program plus bonus interviews with the featured leaders adding additional insights and sharing industry-specific stories</p> <p style="text-align: center;">Leader's Guide</p> <p>CD-ROM with PowerPoint Presentation and printable Participant Worksheets</p> <p style="text-align: center;"><i>Leadership Made Simple</i> book</p> <p style="text-align: center;">10 Reminder Cards</p>
<p><b><u>The Leadership Pickles</u></b></p>	<p>Run time: 16 Minutes</p> <p>What <b>Bob Farrell</b> did for customer service in the run-away hit <b>Give 'em the Pickle</b>, he now does for Leadership. In this fun and exciting film, Bob combines his passion for serving others with powerful leadership stories to create a memorable and motivating message for leaders of all kinds.</p>	<p>DVD, Leaders' Guide, Participant Worksheets, Exercises with Handouts</p>



What defines a leader? According to Bob Farrell, "Leaders are those who SERVE the people who SERVE the customer". Being a leader is a tough job. Those who assume the role must strive to be the best they can be each and every day.

**This program will inspire leaders and provide the concepts needed for success:**

- **Spread Enthusiasm** by creating a sense of urgency, lending them your energy and making things fun.
- **Inspire confidence** by taking the fear out of the future, keeping them well informed and convincing them to try.
- **Demonstrate Integrity** because your team is always watching and mirroring back... do the right thing whatever the cost.

[Back to Top](#)

## Conflict and Discipline

<p><a href="#"><u>Dealing with Conflict</u></a></p>	<p>Run time: 20 Minutes</p> <p>Conflict shifts people's focus away from work and the basic goals of the team, department and organization. It negatively impacts productivity, morale and ultimately, results.</p> <p>Surveys show that managers now spend about 20 percent of their time on conflict resolution. And, as employees are asked to communicate with a greater variety of people, they need their own conflict management skills.</p> <p>Based on the <i>Thomas-Kilmann Conflict Mode Instrument</i>, this program offers a proven method for recognizing and resolving conflict. Dramatic vignettes demonstrate the five positions people can take when conflict arises-- Avoiding, Accommodating, Competing, Compromising or Collaborating--and illustrate the outcomes of each given style.</p> <p><b>Participants will learn:</b></p> <ul style="list-style-type: none"> <li>• Proven methods for recognizing conflict</li> <li>• The five most -used conflict resolution positions</li> <li>• The two basic dimensions of human behavior in conflict situations</li> <li>• How to take responsibility for conflict and its resolution</li> </ul>	<p style="text-align: center;">DVD</p> <p style="text-align: center;">Leader's Guide</p> <p style="text-align: center;">Also available to supplement your Conflict training:</p> <p style="text-align: center;"><a href="#"><u>Dealing With Conflict Instrument</u></a>  <a href="#"><u>Dealing With Conflict 360</u></a>  <a href="#"><u>Feedback Set</u></a></p>
<p><a href="#"><u>What to Do When Conflict Happens</u></a></p>	<p>Interpersonal conflicts cause the most stress across ALL occupations. <i>When Conflict Happens</i> introduces the C.A.L.M. model:</p> <p style="padding-left: 40px;">C: CLARIFY the issue  A: ADDRESS the problem  L: LISTEN to the other side  M: MANAGE your way to resolution</p> <p>An added vignette shows how to "scale back" the C.A.L.M. model when there isn't time to use the full approach. This shows the versatility – and usability- of the program, as does the optional <b>Leadership Module</b> included in the Leader's Guide. This Module, along with the Leadership Discussion Segments included on the DVD, guides leaders and managers on their role in conflict resolution: either</p>	<p>Chaptered 21-minute DVD with leadership discussion segments, Leader's Guide, PowerPoint presentation on CD-ROM, Participant workbook (must order), What to Do When Conflict Happens Employee Guide (must order), Reminder Cards (optional)</p>

	<p>Mentor the employee to resolve the conflict on their own, Mediate the conflict, or Mandate behavior change in one or both of the employees involved in the conflict.</p> <p><i>3 hour workshop</i></p>	
<p><b><u>Positive Discipline: How to Resolve Tough Performance Problems Quickly...and Permanently</u></b></p>	<p>Run time: 24 Minutes This highly effective training tool teaches supervisors how to prepare for an employee performance improvement discussion, manage the discussion appropriately (and legally), place ownership of the problem's resolution with the employee, and get the desired outcome without losing employee commitment.</p> <p>Based on the book, <i>Positive Discipline: How to Resolve Tough Performance Problems Quickly and Effectively</i>, the program presents the following five-step process for correcting negative performance:</p> <ol style="list-style-type: none"> <li>1. <b>Identify the Problem</b> - the gap between the actual &amp;desired behavior</li> <li>2. <b>Analyze the Problem's Severity</b> - determine the impact and consequences of the behavior if not corrected</li> <li>3. <b>Discuss the Problem</b> - talk to the employee and gain their agreement on a solution</li> <li>4. <b>Document the Discussion</b> - including the history of the problem and what was said and agreed upon</li> <li>5. <b>Follow-up to Monitor Results</b> - recognize improvements, or take action if the problem hasn't resolved</li> </ol> <p>The program's video vignettes are set in different work environments and feature three different performance issues. Accompanying workshop materials include role-play activities, job aids (such as a conversation planner) and more.</p>	<p>DVD, Leader's guide, PowerPoint, Participant's workbook</p>

[Back to Top](#)

## Adapting to Change

<p><a href="#"><u>Riding the Wave: Strategies for Change</u></a></p>	<p>Run time: 18 Minutes</p> <p>Juxtaposing real-life scenarios with breathtaking views of the ocean, this program uses three mini-dramas to show how trying to control the uncontrollable leaves us feeling powerless and overwhelmed. The <i>uncontrollable</i> can also seriously upset workplace productivity by causing conflict, poor communication and closed-mindedness.</p> <p>But as the video teaches, "The first step towards embracing change is recognizing behaviors that upset your progress." <b>Riding the Wave</b> goes on to demonstrate various balancing strategies.</p> <p><b>Participants will learn to:</b></p> <ul style="list-style-type: none"><li>• Recognize the limitations of a "Security &amp; Control" mindset</li><li>• Profit from the future by applying a "Learning &amp; Discovery" mindset</li><li>• Expand the range of situations in which they can effectively function</li><li>• Regain their sense of confidence in the face of change</li></ul>	<p>DVD</p> <p>Leader's Guide</p>
--	--	----------------------------------

[Back to Top](#)

## Customer Service

<p><b><u>WAYMISH®</u></b></p>	<p>WAYMISH is an acronym for <b>Why Are You Making It So Hard</b> for me to give you my money? It represents all the slights and indifferences made by employees and organizations that lead customers to perceive that you don't really want their business. Eliminate WAYMISHes and keep customers with this superb customers service program. Hidden camera footage on a TV talk-show reveals service providers in retail, hospitality and banking committing all-too-common WAYMISHes. Skill points include:</p> <ul style="list-style-type: none"> <li>• Quickly Acknowledge Customers</li> <li>• Listen Carefully</li> <li>• Fix Problems on the Spot</li> <li>• Find a Way to Say Yes</li> <li>• Coach Each Other</li> <li>• Remember that being of service to all customers is your job.</li> </ul>	<p>Chaptered 18 minute DVD, Chaptered DVD, The Supervisor Show, Leader's Guide with worksheets, PowerPoint slides on CD-ROM with worksheets, Leader's Guide, Employee Handbooks, Reminder Cards.</p>
<p><b><u>Give 'em the Pickle!</u></b></p>	<p>Run time: 18 Minutes</p> <p>Your business is not what you sell, it's who you serve. Meet <b>Bob Farrell</b>, founder of <i>Farrell's Ice Cream Parlor and Restaurant</i>, as he serves up the most important aspect of any service business: taking care of the customer. We're all in the same business, the people business.</p> <p>Make sure your employees have the scoop on effective customer service with this fun, lighthearted and highly effective training tool.</p> <p><b>Viewers learn what it takes to foster and maintain customer loyalty:</b></p> <ul style="list-style-type: none"> <li>• <b>Service</b> - Make serving others your #1 priority. Be proud of what you do and how you do it.</li> <li>• <b>Attitude</b> - Choose your attitude. How you think about your customers is how you will treat them.</li> <li>• <b>Consistency</b> - Set high standards, and stick to them. Customers return because they liked the service last time.</li> <li>• <b>Teamwork</b> - Make your teammates look good. In the end, it all ends up in front of the customer!</li> </ul>	<p>DVD</p> <p>CD-ROM with Leader's Guide, PowerPoint Presentation, reproducible Participant Handouts</p> <p><i>Give 'Em the Pickle</i> book</p>

## Miscellaneous

<p><b>Mixing Four Generations in the Workplace</b></p>	<p>This two-DVD program will help you:</p> <ul style="list-style-type: none"> <li>• <b>Communicate easier</b> – By increasing shared understanding between the different generations</li> <li>• <b>Motivate, coach, hire and retain employees of different generations</b> – By understanding what makes them tick.</li> <li>• <b>Create and sustain a productive workforce</b> – By increasing their understanding of one another, the different generations will work better as a team, effectively resolve conflicts and be more productive.</li> <li>• <b>Enjoy and appreciate the people you work with</b> – By understanding the different generations we learn to enjoy and appreciate who they are. This appreciation will help reduce stress in the workplace and create more enjoyable relationships.</li> </ul> <p><i>Can be done in 2- or 4-hour sessions.</i></p>	<p>2-DVD program, Facilitator’s Guide, PowerPoint presentation, Participant Guide</p>
<p><b>The Biggest Generation</b></p>	<p>Department of Health and Human Services Centers for Disease Control and Prevention documentary focusing on the obesity epidemic among youth.</p>	<p>30-minute DVD</p>

[Back to Top](#)