HR Video Training

26 training videos that respect your time, your intelligence, and your budget.
Dear HR Professional,

Welcome to our newest HR video catalog. You’ll find several important new videos in this catalog videos that cover our most requested HR topics.

First is Performance Appraisals: Getting Results (page 3). This new 2003 video was created to address the needs of managers in both large and small companies. It teaches specific skills for handling the appraisal meeting, and techniques for creating a fair and consistent review process.

Safe Hiring: How You Can Avoid Bad Hires (page 9) is another new production for 2003. In today’s dangerous and litigious environment, you can’t afford to hire trouble. Learn how to screen out problem employees before they’re hired without infringing upon applicant privacy.

Emmy-award winning comedian Ross Shafer’s Getting Ahead by Getting Along (page 4) is also new to us, as is Courage to Coach Retail (page 11). And we’re offering both of these highly regarded videos for hundreds of dollars less than you’ll pay anywhere else.

As always, our quality is guaranteed. If a tape is not right for your needs, return it! So phone or fax today or orders received before 3 PM California time are processed the same day.

Steve Kantola
President, Kantola Productions LLC

KANTOLA PRODUCTIONS

Valuing Diversity at the Interpersonal Level

Help your employees thrive in a diverse environment.

We’re all different. We have different work methods, different communication styles, and different personal values. Watch as our cameras follow the sometimes smooth, and sometimes not-so-smooth, interactions within a diverse set of coworkers in a downtown restaurant. All too often, simple biases and assumptions get in the way of open communication.

This video reminds us that cross-cultural communication is a skill. No one is perfect, but with practice, all of us can become better at it.

Viewers learn four guidelines to help them establish strong connections with coworkers and customers:

1. Do I acknowledge and respect differences?
2. Am I communicating openly and clearly?
3. Is it possible that my words or actions are being misinterpreted?
4. Are my assumptions creating barriers?

All viewers will see themselves somewhere in this video we all bring biases into our perceptions.

Are your assumptions creating barriers? Oftentimes, they are.

17 minute video

Order From: The Confidence Center - 800-544-4011

Guarantee: Viewers will learn to work harder to communicate effectively, and to watch for assumptions that may confuse the message.

$129

What recent customers have said...

(Positive Approach to Discipline) “I like the professionalism of this video. Well organized—recap at end—looking forward to using it in management training sessions.” Patricia McGovern, HR Director Autocrat, Inc. Lincoln, RI June 3, 2002

(Sexual Harassment: Serious Business) “Excellent! The actors did a fabulous job, kept it in a proper tone, & gave terrific realistic scenarios. My staff was well educated & the video kept them interested & attentive. Very well done.” Mark M. Edington, HR Manager Belfair Country Club Hilton Head Island, SC October 10, 2002

(FMLA: What You Need to Know) “Presented in an excellent manner. Very easy to follow & understand.” Debbie Parker, Office Manager Tyler Steel Co. Tyler, TX June 6, 2002
Performance Appraisals: Getting Results

How to get the best from your employees and tackle poor performance before it becomes a habit.

Effective performance appraisals add value to your organization. They motivate your top employees to do even better, and they tell under-performers exactly what is expected and how to improve.

Unfortunately, performance appraisals are often regarded as mere formalities. Reviews are sometimes skipped, or done late. Clear guidance falls by the wayside, and half-hearted work goes unchallenged.

In this new video, you’ll follow two story lines. One involves a small business, taking steps to formalize a review process for the first time. The other presents a large corporation attempting to energize an existing system. Watch as two very different managers prepare for challenging review meetings—and see them apply skills that defuse tension and achieve the desired results.

Learn:

• Steps you should be taking in your appraisal process.
• The advantages of sticking to a regular schedule.
• The importance of fairness and consistency.
• The nuts and bolts of formats and record-keeping.
• Methods of motivating the top producers.
• How to deal with under-performers.
• Skills for the face-to-face review meeting.
• The value of employee feedback.

This video shows that effective reviews can increase productivity, resolve problems, and improve work satisfaction—both for employees and their managers.

Guarantee: Viewers will see the appraisal process as an effective management tool, and gain new skills to handle review meetings with confidence.

18 minute video, includes one study guide

Order From: The Confidence Center - 800-544-4011

Performance Appraisals: Getting Results

Extra Study Guides $10.95 each.
(Ten or more: $6.95 each.)

Instructor’s Manual $17.95 each.

$129
GETTING AHEAD BY GETTING ALONG

Comedian Ross Shafer knows it takes effort to get along with everybody at work. Basing his ideas on the premise that the "people skills" we developed while growing up can help us as adults in the workplace, Shafer presents problems and solutions that will strike a chord for viewers.

Told in flashbacks to workplace situations as well as childhood experiences, this video dramatizes a series of conflicts that occur commonly on the job, and reminds us of solutions we all learned at home for getting along with others.

Rule 1: Truth builds trust.
Rule 2: Competence wins respect.
Rule 3: Don't take criticism personally.
Rule 4: Collaborate and compromise.
Rule 5: Honor different work methods.
Rule 6: Support your coworkers.

This video shows that coworkers can settle personality clashes amongst themselves before their differences get a chance to escalate. Small bits of humor make this tape easy viewing, and the message is universal—play fair, and others will respond in kind.

An atmosphere of tension can add stress to any job, over and above the actual work itself. Use this video to ease strife, improve communication, and inspire viewers to "work well with others."

Get Ahead by Getting Along: People Skills for the Workplace

Viewers learn how to win the respect and cooperation of their peers.

Emmy-award winning comedian Ross Shafer takes this potentially awkward topic and makes it fun and easy.

The power of this video lies in its realistic approach to improving peer relationships.

Viewers learn that getting along well with everyone does take effort, but always pays off.

Guarantee: Your staff will learn how to work more productively with coworkers when facing a variety of common workplace challenges.

15 minute video (also released as “Peer Pressure”) $129

Order From: The Confidence Center - 800-544-4011
Sexual Harassment: Serious Business

Four office scenarios and one plant scenario.

This video will educate your staff on the broad definition of unwelcome sexual conduct, and the problems caused by this inappropriate behavior.

Stories 1 and 2: Tina’s a chatterer, and the department is getting tired of overhearing her graphic phone calls as she brags about her active social life. Meanwhile, Jason’s using the fax machine to send explicit cartoons. Viewers learn that a “hostile work environment” can be created even if the behavior is acceptable to the intended recipient.

Story 3: Linda’s been flirting with Stan. Watch as this leads to unwelcome sexual conduct, and an environment that disrupts the rest of their team.

Story 4: Ed indicates to Janice that her job depends on her willingness to date him—a classic case of “quid pro quo” harassment.

Story 5: Saundra makes a claim of harassment to get even with her boss for not giving her a promotion. But the investigation soon develops into a case of wrongful allegations.

These vignettes present situations that could occur in any type of workplace. Some of these problems solve themselves through communication, but others result in serious consequences.

Teach employees:
- why preventing sexual harassment helps everyone.
- how to respond to quid pro quo harassment.
- how to confront harassers and tell them to stop unwelcome behaviors.
- the negative impacts of workplace flirtations.
- proper procedures for reporting and investigating complaints.
- the consequences of false accusations.

Guarantee: Employees will learn the range of behaviors that can be considered sexual harassment. Potential victims will learn to confront harassers early, and potential harassers will learn the serious penalties for not immediately stopping unwanted behavior.

25 minute video, [CC] Closed-Captioned, includes free 16-page leader’s guide
(Video and leader’s guide also available in Spanish)

$129

Order From: The Confidence Center - 800-544-4011
A Positive Approach to Discipline

Proper disciplinary action can help problem employees become valuable contributors.

Discipline = punishment. It’s been like that for ages. But this video suggests that the old formula may be a waste of time and money. What supervisors really need to focus on is solving the problem behavior. This video shows how to focus on respect and responsibility, creating a platform where the employee who’s creating a problem agrees to be the one who solves it.

Narrator Dick Grote acknowledges that it’s a common tendency to speak up immediately following an incident. But he warns managers to pause first, and follow a plan:

- Identify the performance gap—desired versus actual.
- Identify the good business reasons for the desired change.
- Identify the consequences to the employee of not changing.
- Determine the actions you will take.

Viewers will identify with professionally-acted dramatic vignettes that present five simple but powerful rules to assure productive disciplinary meetings:

1. Get started quickly.
2. Listen to what the employee says.
3. Make sure the employee explicitly agrees to the conditions presented.
4. Insist on an action plan.
5. Let the employee know where he or she stands.

This award-winning video will be popular with your supervisory staff, since it will help them with a very difficult part of their jobs. Expect this tape to be checked out from your video library on a regular basis.

Guarantee: This video will teach managers at all levels how to address difficult discipline issues professionally and effectively.

You’ll learn how to get a problem employee on board with finding a solution.

Supervisors will learn how to prepare for disciplinary meetings, how to conduct them, and what to do when they’re over.

You’ll watch successful discipline scenarios and find out which components make them effective.

Order From: The Confidence Center - 800-544-4011

24 minute video, [CC] Closed-Captioned

$129
Identify and avoid the legal pitfalls that make disciplinary actions risky.

Handling a disciplinary problem is one of the toughest tasks any manager faces. This powerful video helps managers take proper disciplinary action that is appropriate as well as effective.

Best-selling author Dick Grote leads the discussion. He shows you how to conduct disciplinary conversations that lead to genuine commitment and change.

You’ll see four different scenarios showing common mistakes that could result in charges of discrimination, defamation of character, wrongful discharge, or constructive discharge.

You’ll then learn the five questions to ask yourself before beginning any disciplinary action. These questions help put personal opinion aside, and ensure that all employees are treated the same. This consistency will protect you, and your company, against legal actions.

You’ll also learn a three-step approach that can help avoid the “I vs. You” confrontation, and focus energies on the inappropriate behavior. The video ends with eight specific pointers that keep disciplinary discussions on track.

Guarantee: Viewers will learn how to better protect themselves and their companies from legal challenges triggered by disciplinary actions.

Get a 5th video free. See order form.

Avoiding Common Discipline Mistakes

26 minute video, [CC] Closed-Captioned

$129

Order From: The Confidence Center - 800-544-4011
Hiring Success: A Step-By-Step Guide

This program will help you find the keepers.

In this entertaining video, you'll learn techniques that will help you find the best candidate for every position you need to fill—how to determine which applicant is most likely to be successful in your organization and as part of your team.

But more than that, you'll learn about the legal issues in hiring: how to avoid discrimination, and be fair to all candidates throughout the application process—especially in the questions you ask. After learning the eight-step hiring process presented in this video, you'll be prepared to boost your own hiring success.

Highlights:

• The legal as well as the practical aspects of hiring.
• How to find the hidden messages in a resume.
• The value of an initial phone interview—what to ask and what not to ask.
• Guiding rules that help you avoid illegal questions.
• How to determine if the candidate is a good fit.
• How to get useful information when checking references.

Follow two story lines as we cover the hiring process in a large corporation as well as in a small business. Regardless of its size, your organization will benefit from this systematic approach to hiring the right person for the job.

Guarantee: Viewers will learn specific techniques to help them recruit, interview and select successful candidates.

Extra Study Guides $10.95 each. (Ten or more: $6.95 each.)

Instructor's Manual $17.95 each.

25 minute video, with one free study guide $129

Order From: The Confidence Center - 800-544-4011
SAFE HIRING

Guarantee: You will learn a number of safe hiring techniques that cost very little, yet help you know who you are really hiring.

Tips for screening out problem candidates and performing legal background checks.

These are tough times for employers. You can be held responsible if you knew—or should have known—that someone you hired might pose an undue threat of harm to others. Yet, during the hiring process, you are required to navigate through a number of legal guidelines that are in place to protect the privacy of your applicants.

In this video, you’ll follow the fictional story of a company that makes a bad hire, and discover the steps they decide to put in place to ensure it doesn’t happen again. Our narrator is Attorney Les Rosen, a Certified Specialist in Criminal Law and a frequent speaker at major national conferences. As the story unfolds, Les explains the details of an effective safe hiring process, and sheds light on the legal background that you need to know.

Viewers will learn:

• What to look for on application forms, and why it’s a bad idea to rely on resumes alone.
• Five powerful interview questions that will discourage applicants who have something they’re planning to hide.
• Why you need to check references every time—even when you can’t get many details from former employers.
• What kinds of background checks you should consider, and how to stay within legal guidelines if you make them.
• How to keep the costs of safe hiring practices low, and what things you can do yourself with very little added time or effort.

23 minute video includes one study guide

$129

Order From: The Confidence Center - 800-544-4011
Help your supervisors learn to let go of tasks they should be delegating.

“If I want the job done right, I have to do it myself!” We’ve all heard this line. But it’s a dated attitude. Today nearly all supervisors buy into the principles of empowerment. However, there’s a difference between believing in a concept and practicing it every day.

In a series of skits, we watch two department heads helping a third to understand the benefits of empowering delegation.

We learn:

- **Why** it is important to delegate—it frees you to take on new projects, and teaches subordinates new skills.
- **What** to delegate—not just the junk!
- **Who** to delegate to—listen for comments from staff members about the aspects of their jobs they particularly like.
- **When** to delegate—know your staff’s workloads, so that delegation can take place when staff members are receptive.
- **How** to maintain control of an assignment—remember that your objective is employee empowerment. Strive to allow employees to shape the solution to an assignment.
- **Where** delegation is appropriate—almost everywhere. Look for reasons to delegate rather than reasons not to delegate.

If you’re totally swamped with work—or know other managers who need encouragement to delegate—this video gives you practical advice on how to leverage the increased productivity that comes with delegation, while at the same time improving morale.
Courage to Coach- Retail

How To Say It

Help your supervisory staff excel.

Retail is said to be the hardest job there is. If you can supervise retail employees, you can supervise just about anyone.

The narrator is a savvy store manager who tells it like it is. She reminds us that supervisors usually know what needs to be done when there are problems with an employee, yet often avoid taking the necessary steps.

Viewers learn a straightforward, powerful approach to use when employees aren’t meeting expectations.

1. Describe the problem.
2. Get the employee to agree that there is a problem.
3. Develop a solution with the employee.
4. Get agreement.
5. Follow up.

This set of guidelines is then applied to common management challenges:

• supervising a former peer
• motivating a good employee to perform even better
• dealing with an attitude problem
• addressing a tardiness problem

This tape will arm supervisors with the know-how to coach staff consistently, and effectively. Although the scenarios take place in retail environments, the lessons apply to any supervisory situation.

What do the best managers have in common? The ability to select the right words...

Everyone can learn to communicate better. The supervisor who knows how to communicate effectively in person, over the phone, and in writing has a powerful advantage— a built-in way to motivate others and get results. This video gives powerful tips that will help managers say it right every time.

This program teaches that self-restraint is crucial in business communication. Viewers are reminded that saying the first thing that comes into their heads is bound to cause problems. There is a better approach— first to ask themselves what they want to accomplish, then decide the best way to accomplish it.

Dramatic vignettes are shown throughout the video. Supervisors respond “off-the-cuff” with bad results, and then the skits are reenacted, with each supervisor successfully slowing down to think before speaking, choosing words that gain cooperation and positive results.

Guarantee: Supervisory staff will learn how to tackle difficult employee problems with a consistent approach that encourages positive outcomes.

Guarantee: Viewers will learn skills that gain respect and make them more effective communicators.

19 minute video $129

18 minute video $129

Order From: The Confidence Center - 800-544-4011
EEO Compliance for Supervisors & Managers

Make sure your managers understand the wide impact of Equal Employment Opportunity laws.

EEO regulations apply to a wide range of decisions that affect employees: promotions and transfers, hiring and interviewing, evaluations and raises, discipline and job assignments. There’s no question about it—there’s a lot that managers need to know. This video provides a brief introduction to major EEO legislation, including the Civil Rights Act, the Age Discrimination in Employment Act, and the Americans with Disabilities Act. The video then provides an action plan that managers can use to assure that they stay within these boundaries.

Five practical rules are shared that can keep managers out of trouble:
1. Choose your words carefully.
2. Be consistent in your treatment of employees.
3. Apply standards equally.
5. Keep fair and accurate records.

These guidelines will help supervisors manage effectively and keep their employment decisions legal and unbiased.

The Family & Medical Leave Act: What You Need to Know

Help your supervisory staff understand the FMLA.

The Family and Medical Leave Act (FMLA) requires companies with 50 or more employees to provide time off for health or family issues. The FMLA may seem cut-and-dried, but it’s actually a law that allows creative solutions that benefit both the employee and employer.

Specifics covered include:
• Intermittent leave.
• Medical certification.
• Use of paid vacation and sick time.
• Appropriate job responsibilities for returning employees.

Acknowledging that managers may be inconvenienced by having to schedule around employees who are out, this video emphasizes that the FMLA is a fair deal, as well as a legal right. Supervisors will better understand who is eligible for FMLA leave, under what circumstances, and what accommodations need to be made.

Guarantee: Managers will become familiar with EEO regulations and understand practical ways to remain fair in dealing with all employees.

Guarantee: Viewers will learn under what circumstances the FMLA applies, and how to work with those taking leave to minimize department disruption during their absence.

Controversial statements can taint otherwise sound business decisions.
A supervisor’s actions must be based on work-related factors rather than personal feelings.

Scenarios include a woman taking time off for adoption, a father wishing to spend time with his newborn son, and a staff member needing to spend time with an ill parent.

Viewers see where the flexibility of the FMLA allows for successful solutions.

Order From: The Confidence Center - 800-544-4011
Preventing Liability: The Leader’s Role

Make sure your managers understand the liability their actions can create.

Employees’ rights in the workplace have steadily expanded over the years. Employees also have a greater awareness of these rights. So it should come as no surprise that the number of lawsuits against employers has risen sharply.

The words and deeds of managers and supervisors are, in effect, the words and deeds of the company. What supervisors say and do in everyday situations can leave them and their companies open to costly lawsuits. Three dramatic scenarios show viewers specific instances where careful thought would have averted serious consequences.

Supervisors will learn that, both as a leader and an agent of the company, it is not only their actions but their inactions, errors and omissions that can lead to an expensive liability claim.

Interviewing Job Applicants with Disabilities

It’s natural to feel apprehensive. Use this video to polish your approach.

- How do you go about shaking hands with an applicant who is visually impaired?
- Should you offer to push someone in a wheelchair?
- Should you modify your language to avoid awkward word choices—references to “see,” “run,” etc.?

This video will teach viewers six guidelines for interviewing job applicants with disabilities so that the process is fair and accessible to all qualified candidates.

18 minute video, [CC] Closed-Captioned
Optional trainer’s binder with handouts for 25 participants $39.95

Age Discrimination: You Be the Judge

The definition of age discrimination is surprisingly broad.

Age discrimination: a back-burner topic for many companies... until a lawsuit suddenly appears. This video introduces viewers to the Age Discrimination in Employment Act and presents three actual case studies:

- Termination of “expensive” employees.
- Stereotypical comments.
- Higher expectations.

Older employees can be an excellent resource. Don’t make the mistake of coming to age-related conclusions about their abilities.

24 minute video, [CC] Closed-Captioned

Order From: The Confidence Center - 800-544-4011
Workplace Health Video Series

Preventing and Managing Back Pain

This is more than a video that’s just about lifting. In this program from the experts at Stanford, we tackle pain by looking at total back fitness. Not only do we show you how to protect your back while lifting, but also when standing, sitting, driving— even sleeping. You’ll learn that back care takes place 24 hours a day.

Dr. Robert Gamburd, Team Physician of Stanford Athletics and the San Francisco 49ers, brings you his expertise as narrator of this no-nonsense, results-oriented program. Animated graphics give you a clear understanding of the physiology of the back, and where problems can occur. And you’ll learn 21 different exercises and stretches that can help keep you pain-free, on the job and off.

37 minute video, with one free study guide $89

Extra Study Guides

Our 38-page guide includes illustrations depicting anatomy and the proper position to assume when sitting, standing, lifting, driving, etc. The guidebook is particularly useful in learning the exercises and stretches; every one is described and illustrated in this booklet. We’ve priced this study guide so that you can hand out copies to every employee. $5.95 each. (20 or more copies: $2.95 each.)

Preventing and Managing Computer Related Injuries

How can you do something about computer-related injuries, yet still get your job done? Experts at Stanford explain the small changes that, put together, can add up to significant protection. Learn specific tips that make your chair more comfortable, provide for proper monitor and keyboard placement— even “do’s and don’ts” for pain-free mousing.

You’ll learn six exercises and stretches that can help protect the hands, wrists and forearms; nine exercises for the neck and shoulders; and four exercises for the eyes. You’ll find that doing these exercises takes just minutes per day—but makes a big difference in being able to do your job well and comfortably, day after day.

27 minute video, with one free study guide $89

Extra Study Guides

Our 39-page guide is the perfect companion to the videotape. As with our back health study guide, this guide is particularly useful in learning the exercises and stretches; 19 are described and illustrated in this booklet. Provide copies for all at-risk employees. $5.95 each. (20 or more copies: $2.95 each.)

Preventing and Managing Stress

Some stress is good. That’s right—in small amounts, stress can help individuals focus attention and improve performance. But too much stress, too often, is bad news. And there’s a lot of stress these days: you’re working harder; your family life is busier; traffic’s worse than ever. The good news is that you can control stress. In this new Stanford video program, you will learn from experts about the causes of stress and proven ways to lessen its negative impacts.

22 minute video, with one free study guide $89

Extra Study Guides

This 22-page guide is a valuable take-away for employees who need to learn how to manage the stress in their lives. The booklet includes exercises to help individuals identify the stressors in their own lives, and provides examples of how to use avoidance, short-circuiting, and mitigation to reduce the negative impact of stress. $5.95 each. (20 or more copies: $2.95 each.)

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| Shipped by UPS | |

**Money-back guarantee:**

If not satisfied, postmark your return within 15 business days of receipt for a full refund of your purchase price.

Please complete the following:

Name: ____________________________________________
Dept/Title: ________________________________________
Company: _________________________________________
Address: _________________________________________
City/State/ZIP: ____________________________________
Country: _________________________________________
Phone: __________________________________________
Fax: _____________________________________________
E-mail: _________________________________________

I am paying by:

- [ ] Check enclosed (payable to: The Confidence Center)
- [ ] MC-Visa-AE-D#

Exp. Date: ____________________________
Signature: ____________________________

**SUBTOTAL:**

<table>
<thead>
<tr>
<th>Sales Tax: Texas add 8.25%  (Canada add 7% GST)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shipping and handling: (call for next day/2nd day prices)</td>
</tr>
<tr>
<td>- $6.50 for USA zip codes ($3.00 each additional video)</td>
</tr>
<tr>
<td>- $8.50 for Canada ($4.00 each additional video)</td>
</tr>
<tr>
<td>- $15.50 for all other destinations ($11.50 each additional video)</td>
</tr>
</tbody>
</table>

**TOTAL:**

We ship the correct international standard for your country: NTSC or PAL