

HR Tools



Training & Assessment Resources

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HRDQ
AUTHORIZED
DISTRIBUTOR

Competences:

- ✓ Change management
- ✓ Coaching
- ✓ Communication
- ✓ Conflict & Stress management
- ✓ Creativity & Innovatio
- ✓ Customer service
- ✓ Diversity & Harassment
- ✓ Emotional intelligence
- ✓ Employee & Professional development
- ✓ Finance
- ✓ Human resources
- ✓ Leadership & Management
- ✓ Negotiating & Sales
- ✓ Organizational development
- ✓ Performance development
- ✓ Problem solving & Decision making
- ✓ Project management
- ✓ Selling
- ✓ Team building
- ✓ Time management & Meetings

Essentials Collections:

- ✓ Business essentials
- ✓ Leadership essentials
- ✓ New hire essentials
- ✓ Selling essentials
- ✓ Team essentials
- ✓ Training essentials

CHANGE MANAGEMENT

Training Kits

- How to Handle Change & Upheaval
- Leading Others Through Change *

Workshop & Assessments

- Change Reaction
- Dealing with Change
- Leading Change at Every Level
- Mastering the Change Curve
- Working Through Organizational Change

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COACHING

Training Kits

- Coaching for Development
- Coaching Conversations *
- Delegating for Growth *
- Developing Your Direct Reports *
- Learning to Manage *
- Motivating Employees to Be Their Best *
- Positive Approaches to Resolving Performance & Conduct Problems

Experiential Games

- Get Fit For Coaching Game

Workshops & Assessment

- Coaching Achievement
- Coaching Skills Inventory
- What's My Coaching Style
- Mentoring In The Moment
- Principles of Adult Mentoring Inventory
- Get Fit For Coaching

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COMMUNICATION

Training Kits

- The Art of Effective Communication *
- The Art of Influencing Others *
- Assertiveness Skills *
- The Communication Mystery: Solved
- Talk like a leader *
- Effective Listening Skills *
- Supervisor Communication Skills
- Navigating Difficult Conversations
- Developing Positive Relationships at Work *
- Skillful Collaboration *
- Super Manager *
- Solid Business Writing *

Experiential Games

- Communication Derailed
- Bridging the communication divide
- VisualsSpeak Game Kit

Exercises Collection

- Pen & Paper Games For Trainers Activity Collection
- The NASAGA Training Activity Book
- SkillBuilders: 50 Communication Skills Activities - 3-Ring Binder

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Workshops & Assessments

- Interpersonal Influence Inventory
- Learning To Listen
- Building The Communication Bridge
- Influencing With Assertive Communication
- Neurolinguistic Communication Profile
- Team Communication Inventory - Facilitator Set
- Presentation Skills Profile
- What's My Communication Style

Video Training

- Communicating Non-Defensively
- Communication Counts: Speaking and Listening for Results
- Communication In Healthcare
- Communication Toolkit
- Power Of Listening
- Respectful Communicator: The Part You Play
- Speaking Effectively To One Or One Thousand
- Verbal Communication: The Of Words
- Adult Learning

CONFLICT & STRESS MANAGEMENT

Training Kits

- Navigating Difficult Conversations *
- Challenging Negative Attitudes at Work *
- Taking control of conflict *
- How to Manage Your Emotions *
- Resilience *

Exercises Collection

- First Aid For Stress Activity Collection
- The Nasaga Training Activity Book

Workshop & Assessment

- Conflict Strategies Inventory
- Dealing with Conflict Instrument
- Team Conflict Strategies

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Video – Training

- Social Media at Work
- Sexual Harassment: Training for a Harassment-Free Workplace: Manager Edition
- Dealing with the Irate Customer
- Dealing With Conflict, Healthcare Version
- Managing Stress
- Stress Is A Gift
- Teamwork In Crisis: The Miracle Of Flight 232
- What to Do When Conflict Happens
- Working With You Is Killing Me
- Conflict Management
- Stress Management and Prevention
- Conflicts in the Workplace: Sources & Solutions
- Managing Ethics
- The Power of Positive Discipline
- Workplace Ethics
- Workplace Violence: The Early Warning Signs
- Managing the Workplace
- BullyBullying and Respect in the Workplace

CREATIVITY & INNOVATION

Training Kits

- Ideas Into Action: From Creativity to Innovation *
- Creative Problem Solving *
- Mental Models *

Experiential Games

- Junkyard Games

Workshops & Assessments

- Breakthrough Creativity Profile 2nd Edition
- Creative Style Profile
- Encouraging Innovation Through 5 Key Conversations

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CUSTOMER SERVICE

Training Kits

- Customer Service Over the Phone
- What Customers Really Want

Exercises Collection

- Customer Service Activities For Training
- SkillBuilders: 50 Customer Service Activities
- Telephone Skills Training Activity Collection Vol 1
- Telephone Skills Training Activity Collection Vol 2
- The NASAGA Training Activity Book

Workshops & Assessments

- Becoming A Customer Service Star
- Internal Customer Service Assessment
- Customer Service Commitment
- Customer Service Skills Profile

Video – Training

- *Professional Email Etiquette*
- *When the Phone Rings: Telephone Skills for Better Service*
- *Social Media at Work*
- Customer Service Counts
-

- Customer Service - the Telephone Connection
- Dealing with the Irate Customer
- Call Of The Mummy
- Cliff's Customer Service Adventure
- Customer Service Toolkit
- General Hospitable: Keeping Your Patients Satisfied...(and just plain keeping them)
- Healthcare Toolkit, Volumes 1 and 2
- It's A Dog's World, 2nd Edition
- Other Side Of The Window: Providing Exceptional Service in Government
- Remember Me 3rd Edition
- WAYMISH
- We're On The Same Team, Remember?

DIVERSITY & HARASSMENT

Training Kits

- Cultural Competency *
- Diversity Awareness Training *
- Preventing Workplace Harassment
- Women and Leadership *
- Ethics in the Workplace *
- The Multi-Generational Workplace

Workshop & Assessment

- Diversity Awareness

Video-Trainig

- Managing Diversity
- Patient Diversity: Beyond the Vital Signs
- Peacock In the Land of Penguins
- Pigeonholed In The Land of Penguins
- Power of Expectations: The Pygmalion Effect, Educator's Cut
- Pygmalion Effect: Managing the Power Of Expectations 3rd Edition
- Respectful Communicator: The Part You Play
- The Respectful Supervisor: Integrity and Inclusion
- Respectful Workplace: It Starts With You
- Discrimination in the Workplace
- Diversity in the Workplace

- Bullying and Respect in the Workplace
- Conflicts in the Workplace: Sources & Solutions
- Harassment: Sex, Religion, and Beyond
- Workplace Violence: The Early Warning Signs
- Managing the Workplace Bully
- Social Media at Work
- Sexual Harassment: Training for a Harassment-Free Workplace: Employee
- Harassment: Sex, Religion, and Beyond
- Discrimination in the Workplace DVD
- Sexual Harassment Awareness
- Violence in the Workplace

EMOTIONAL INTELLIGENCE

Training Kits

- Developing Positive Relationships at Work *
- How to Manage Your Emotions *
- Emotional Intelligence *
- Resilience *
- Increasing Your Emotional Intelligence

Experiential Games

- Creating an Emotionally Intelligent World Game

Workshops & Assessments

- Diversity Awareness Profile
- Emotional Intelligence Skills Assessment
- Team Emotional and Social Intelligence (TESI)

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EMPLOYEE & PROFESSIONAL DEVELOPMENT

Training Kits

- Learning to Manage *
- Motivating Employees to Be Their Best *
- Effective Listening Skills *
- Developing Positive Relationships at Work *
- Solid Business Writing *
- Ethics in the Workplace *
- Business Etiquette *
- Critical Thinking Skills *
- Social Media at Work *
- Productive Work Habits *
- How to make yourself indispensable *

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FINANCE

Training Kits

- Financial Intelligence *
- Finance for non-finance

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HUMAN RESOURCES

Training Kits

- Preventing Workplace Harassment
- The Multi-Generational Workplace
- Organizational Trust *
- Behavioral Interviews *
- Succession Planning *

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LEADERSHIP & MANAGEMENT

Training Kits

- Leading Others Through Change *
- Delegating for Growth *
- Developing Your Direct Reports *
- Talk like a leader *
- Supervisor Communication Skills *
- Adapting Your Style *
- Women and Leadership *
- Leadership 101 *
- Learning to Manage *
- Organizational Trust *
- The Toughest Supervisor Challenges *
- Systems Thinking *
- Managing Offsite Employees *
- Managing Teams

Experiential Games

- Mars Surface Rover Game
- Leadership Metaphor Explorer Kit
- Leadout
- Visual Explorer

Exercises Colection

- 22 Training Events For Developing Team Leaders

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Workshop & Assessment

- Achieving Peak Performance
- Campbell Leadership Descriptor
- Bridging The Leadership Divide
- Comprehensive Leader
- Courageous Leadership
- Engage
- Focused Leader
- Leader Manager
- Leadership Practices
- Leadership Unlimited
- Leading Across Differences
- Legacy Leadership Competency
- Managing for Employee Engagement
- Leading Through Transitions
- Matrix Manager Inventory
- Remarkable Leadership
- What's My Leadership Style?
- Strategic Leadership Type Indicator
- Leadership Metaphor Explorer
- Empowerment Profile

Video-Training

- Abilene Paradox
- Groupthink, 2nd Edition
- Social Media at Work
- The Drug-Free Workplace
- A Leader's Guide to Delegating
- Courageous Followers, Courageous Leaders

- Leaders Of Character: Leadership - The West Point
- Leadership And Self-Deception
- Leadership And The New Science
- Positive Discipline
- Power of Expectations: The Pygmalion Effect, Educator's Cut
- Pygmalion Effect: Managing the Power Of Expectations 3rd Edition
- The Respectful Supervisor: Integrity and Inclusion
- The Respectful Supervisor: Motivating and Retaining Employees
- Supervisor Toolkit
- Taking Charge Of Change, Revised
- Taking Charge Of Change, Healthcare Version
- When The Coach Is You!
- OJT Mentor
- Leadership at Every Level
- Conflicts in the Workplace: Sources & Solutions
- Managing Ethics
- Performance Appraisals: Getting Results
- The Power of Positive Discipline
- The Well-Managed Meeting
- Workplace Ethics
- Managing the Workplace Bully

NEGOTIATING & SALES

Training Kits

- Effective Negotiation Skills
- Selling Essentials: Understanding the Sales Cycle *
- Selling Essentials: Prospecting & Territory Management *
- Selling Essentials: Opening the Sales Call *
- Selling Essentials: What to Ask & How to Listen *
- Selling Essentials: Presenting Solutions, Overcoming Objections, & Closing the Sale *
- Selling Essentials: Developing Clients for Life
- Selling Essentials: Coaching for Performance*

Experiential Games

- Common Currency Game
- Strike Fighter

Workshops & Assessments

- Dealing With Tough Negotiators
- Negotiating Style Profile
- Negotiating Win-Win Solutions

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Bundles

- Selling Essentials: Understanding the Sales Cycle *
- Selling Essentials: Prospecting & Territory Management *
- Selling Essentials: Opening the Sales Call *
- Selling Essentials: What to Ask & How to Listen *
- Selling Essentials: Presenting Solutions, Overcoming Objections, & Closing the Sale *
- Selling Essentials: Developing Clients for Life *
- Selling Essentials: Coaching for Performance *

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ORGANIZATIONAL DEVELOPMENT

Training Kits

- Delegating for Growth *
- Ethics in the Workplace *
- Managing Offsite Employees *
- Organizational Trust *
- Fundamentals of Strategic Planning *
- Ideas Into Action *
- Succession Planning *
- Mental Models *

Training – Video

- A Better Way
- Attitude Virus: Curing Negativity in the Workplace, 2n
- Clarity Imperative: How Getting Everyone on the Same Page
- Everest
- Fun is Good!
- Leaders Of Character: Leadership - The West Point Way
- Race Without A Finish Line
- How to Write and Deliver Great Speeches
- Earthquake Preparedness Training
- Earthquake Preparedness Training
- Substance Abuse Awareness

PERFORMANCE DEVELOPMENT

Training Kits

- Motivating Employees to Be Their Best*
- Positive Approaches to Resolving Performance & Conduct Problems

Workshops & Assessments

- Work Satisfaction & Renewal

Training – Video

- Accountability That Works!
- Accountability Toolkit
- Accountability Toolkit, Government Version
- We're On The Same Team, Remember?

PROBLEM SOLVING & DECISION MAKING

Training Kits

- Critical Thinking Skills *
- Systems Thinking *
- Creative Problem Solving *
- Mental Models *
- Why we Struggle with Tough Decisions

Experiential Games

- Force Field
- What Would You Do?: A Game of Ethical And Moral Dilemma

Exercises Collection

- 25 Problem Solving & Decision Making Activities
- 50 Activities for Developing Critical Thinking Skills
- The NASAGA Training Activity Book

Workshops & Assessments

- Intuitive Decision Making Profile
- Participative Management Profile
- Problem Solved
- Problem Solving Style Inventory
- Ethical Type Indicator
- The Decision-Making Style Inventory
- GroupThink Index

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PROJECT MANAGEMENT

Training Kits

- Skillful Collaboration *
- Productive Work Habits *
- Managing Offsite Employees *
- Real-World Project Management

Experiential Games

- Rocket
- Tall Ships Game

Workshops & Assessments

- Project Leadership Assessment

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SELLING

Training Kits

- Selling Essentials: Understanding the Sales Cycle *
- Selling Essentials: Prospecting & Territory Management *
- Selling Essentials: Opening the Sales Call *
- Selling Essentials: What to Ask & How to Listen *
- Selling Essentials: Presenting Solutions, Overcoming Objections, & Closing the Sale *
- Selling Essentials: Developing Clients for Life *
- Selling Essentials: Coaching for Performance

Exercises Collection

- Sales Training Activity Collection
- The NASAGA Training Activity Book

Workshops & Assessments

- Selling Skills Inventory
- What's My Selling Style

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Bundles

- Selling Essentials: Understanding the Sales Cycle *
- Selling Essentials: Prospecting & Territory Management *
- Selling Essentials: Opening the Sales Call *
- Selling Essentials: What to Ask & How to Listen *
- Selling Essentials: Presenting Solutions, Overcoming Objections, & Closing the Sale *
- Selling Essentials: Developing Clients for Life *
- Selling Essentials: Coaching for Performance *

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TEAM BUILDING

Training Kits

- Skillful Collaboration *
- Managing Teams *
- Organizational Trust *
- Team Excellence *

Experiential Games

- Deir El Medina Game
- Jungle Escape
- Maestro Game
- Rainforest Game
- Values edge system
- Marooned
- Outback
- Swamped
- Vacation In The Keys
- Whiteout
- Flight From Savo Game
- Beyond the Valley of Kings
- Black Bear
- Cave Without A Name

Exercises Collection

- Team Development Activities For Trainers
- Teambook Activity Collection
- Teambuilders Activity Collection
- Pump Them Up Activity Collection
- The NASAGA Training Activity Book

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Workshops & Assessments

- Benchmarks Of Team Excellence
- Effective Team Member Profile
- Five Dysfunctions of a Team
- Great Workplace
- Group Development Assessment
- Team Advantage
- Team Share
- Team-Work & Team-Roles
- Team Effectiveness Profile
- Trust: The Ultimate Test Assessment
- Values Edge System
- What's My Team Member Style?
- TEAMPOWER
- Creating Team Synergy

Bundles

- The Art of Effective Communication *
- The Art of Influencing Others*
- Challenging Negative Attitudes at Work
- Developing Positive Relationships at Work
- How to Manage Your Emotions *
- Meetings *

Video – Training

- Everest
- Flight 232: The Power of Teamwork
- Magic Of We, Full Package
- Team Building: What Makes A Good Team Player?
- Teamwork In Crisis: The Miracle Of Flight 232
- We're On The Same Team, Remember?

TIME MANAGEMENT & MEETINGS

Training Kits

- Balancing priorities *
- Meetings *
- Productive Work Habits *
- Time Management *

Workshops & Assessments

- What's My Time Style?

Experiential Games

- Jungle Escape
- Junkyard Games
- Beyond The Valley of The Kings
- Black Bear
- Cave Without A Name
- Marooned
- Outback
- Swamped
- Vacation In The Sky
- Whiteout

Exercises Collection

- Sales Training Activity Collection
- Team Development Activities For Trainers
- Compact Cases Activity Collection

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BUSINESS ESSENTIALS

- Balancing priorities*
- Business Etiquette*
- Critical Thinking Skills*
- Diversity Awareness Training*
- Ethics in the Workplace*
- Financial Intelligence*
- Mental Models*
- Real-World Project Management
- Solid Business Writing*
- Time Management*

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LEADERSHIP ESSENTIALS

- Coaching for Development*
- Organizational Trust*
- Delegating for Growth*
- Fundamentals of Strategic Planning*
- Leadership 101*
- Leading Through Change*
- Resilience*
- Systems Thinking*
- Talk like a Leader*
- Why we Struggle with Tough Decisions*

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NEW HIRE ESSENTIALS

- Adapting Your Leadership Style*
- Assertiveness Skills*
- Creative Problem Solving*
- Navigating Difficult Conversations*
- Effective Listening Skills*
- Ideas Into Action*
- Increasing Your Emotional Intelligence*
- Productive Work Habits*
- Social Media at Work*
- Taking Control of Conflict*

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SELLING ESSENTIALS

- Selling Essentials: Understanding the Sales Cycle *
- Selling Essentials: Prospecting & Territory Management *
- Selling Essentials: Opening the Sales Call *
- Selling Essentials: What to Ask & How to Listen *
- Selling Essentials: Presenting Solutions, Overcoming Objections, & Closing the Sale *
- Selling Essentials: Developing Clients for Life *
- Selling Essentials: Coaching for Performance *

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TEAM ESSENTIALS

- The Art of Effective Communication*
- The Art of Influencing Others*
- Challenging Negative Attitudes at Work*
- Developing Positive Relationships at Work*
- How to Manage Your Emotions*
- Meetings*

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TRAINING ESSENTIALS

- Adapting Your Leadership Style *
- Assertiveness Skills *
- Creative Problem Solving *
- Navigating Difficult Conversations *
- Effective Listening Skills *
- Ideas Into Action *
- Increasing Your Emotional Intelligence *
- Productive Work Habits *
- Social Media at Work *
- Taking control of conflict *

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