Call 888-761-9640 or visit www.training.dupont.com for more information!

DuPont Sustainable Solutions
LEARNING & DEVELOPMENT

HR CATALOG

NEW

Supervisor on the Scene –
Available as a 1 1/2-day workshop
and as a 7-part DVD series.

Take your supervisors’ soft skills to the
next level! Enhance your leadership
initiatives and develop seven vital
supervisory soft skills with
this new training program.

www.training.dupont.com/human-resources-training
NEW RELEASES

**SUPERVISOR ON THE SCENE: COMMUNICATION (SUP021)**
Show supervisors four simple steps to sharpen their communication skills, from choosing the appropriate means of communication to the actual delivery message. pg. 24

**SUPERVISOR ON THE SCENE: CONFLICT RESOLUTION (SUP022)**
Help supervisors manage conflicts through compromise or collaboration. pg. 24

**SUPERVISOR ON THE SCENE: COACHING FOR PERFORMANCE (SUP023)**
Cultivate a positive and productive work environment by educating supervisors on delivering constructive feedback. pg. 25

**SUPERVISOR ON THE SCENE: DECISION MAKING (SUP024)**
Examine the four principles that can guide supervisors to make sound, solid decisions on a daily basis. pg. 25

**SUPERVISOR ON THE SCENE: MEETING EFFECTIVENESS (SUP025)**
Share simple but effective tips that can help transform meetings into timely, relevant, and productive encounters. pg. 25

**SUPERVISOR ON THE SCENE: TRAINING JOB SKILLS (SUP026)**
Explore the four basic standards that help ensure effective knowledge transfer, from preparation to follow through. pg. 25

**SUPERVISOR ON THE SCENE: TEAMWORK (SUP042)**
Strengthen teamwork, synergize employees’ efforts, and help increase productivity, efficiency and effectiveness. pg. 28
NEW RELEASES

WORKPLACE VIOLENCE:
LOOKING OUT FOR EACH OTHER (VIO013)
Alert your employees to the warning signs and preventive actions for workplace violence with this program. pg. 42

DIVERSITY:
RESPECT AT WORK (DIV021)
Turn diversity into a competitive advantage and help create a culture where employees understand, welcome, and manage differences at work. pg. 19

IT’S NOT WORKING:
WORKPLACE ETIQUETTE (RSP001)
Help promote respect at work and give employees a compelling reminder of the six rules of office etiquette. pg. 36

WRONG WAY RIGHT WAY:
ETHICS CASES (POI035)
Educate and entertain your employees with engaging video snippets that show them the “wrong way” and “right way” of handling 17 common ethics issues. pg. 38

LEARN TO LEAD: LESSONS WITH CAPTAIN “SULLY” SULLENBERGER (LDR005)
Empower your employees as you help them see themselves as leaders with this program. pg. 28

RESPONSIBLE BUSINESS
COMMUNICATION (POI019)
Explore the four basic standards that help ensure effective knowledge transfer, from preparation to follow through. pg. 8

RESPECT FOR PEOPLE (RFP000)
Show employees that respect is not just “don’t discriminate, don’t harass, be nice,” but about the “recognition of value. pg. 19
DuPont Sustainable Solutions
LEARNING & DEVELOPMENT

Building Skills.
Improving Behaviors.
Transforming Performance.

About Us
DuPont Sustainable Solutions provides innovative award-winning blended learning solutions to help organizations meet their unique training objectives. Our solutions integrate versatile learning technologies and engaging content to give employees a comprehensive and effective learning experience.

More than 190,000 corporate training professionals in 129 countries have relied on DuPont Sustainable Solutions to help strengthen crucial competencies, boost productivity, increase profitability and save lives.

Phone: 888-761-9640
Email: info@training.dupont.com
Website: www.training.dupont.com

Coastal Training Technologies is now part of DuPont Sustainable Solutions.

GSA #GS-02F-9309C

Copyright © 2014 Coastal Training Technologies Corp. All rights reserved. The DuPont Oval Logo, DuPont™, The miracles of science™ and all products denoted with © or ™ are registered trademarks or trademarks of E. I. du Pont de Nemours and Company or its affiliates.
Workshops
Learn how you can apply DuPont best practices in the areas of safety and operations to improve your safety culture and increase operational efficiency.

Train-the-Trainer Certifications
Discover how to implement a self-sustaining model for developing and mentoring expert trainers throughout your organization. We can help you identify, select, assess, train and certify trainers.

Interactive Online Courses
Our library of interactive, customizable courseware can help improve attitudes, behaviors and skills with compelling content and engaging instructional design.

Streaming Video
CoastalFlix™ video streaming enables your employees to experience compelling DuPont content via any web-enabled device. Take your training mobile!

DVDs
Our DVDs feature chapterized content, allowing trainers to facilitate discussion. The customizable PowerPoint® presentation can help you conduct site-specific training.

Handbooks and Workbooks
Keep your training message in plain sight and remind employees of its importance with these handy references.

888-761-9640  www.training.dupont.com
Accelerate Learning with the DuPont™ eLearning Suite

With a library of over 1400 courses, DuPont can provide in-depth safety, maintenance and human resources training to help your employees work safer, smarter and more competitively. Our award-winning learning technologies include customizable features that make it simple to manage your users, curriculum and training components from start to finish.

More than 200,000 corporate training professionals have implemented our innovative solutions in 129 countries to help boost productivity, improve profitability and save lives.

Bring learning to life with engaging content and versatile technologies from DuPont.

DuPont Sustainable Solutions
LEARNING & DEVELOPMENT

Call 800-861-7668 or visit www.training.dupont.com/elearning for a free demonstration.
DELIVER LEARNING VIRTUALLY ANYWHERE

Whether it’s in a classroom, on a laptop or on a mobile device, CoastalFlix™ gives you the flexibility to deliver a compelling learning experience anytime, anywhere. Get instant access and choose from hundreds of streaming videos on the latest human resources, safety and compliance issues.

Call 888-761-9640 or visit www.CoastalFlix.com to start streaming today.

DuPont Sustainable Solutions
LEARNING & DEVELOPMENT
RESPONSIBLE BUSINESS COMMUNICATION

Alert employees to the legal risks of poor communication with this program, which offers a broader definition of business correspondence. It also covers:

- Careless, costly communication mistakes
- The Headline Rule
- Four attributes of responsible business communication

Item #: P0I019 | 21 minutes
Purchase: $595 Preview: FREE online
DVD | Streaming | Handbooks sold separately

COMMUNICATION CORNERSTONES: BUILDING TRUST

Cultivate trust between employees and managers, discuss effective management tips, and help improve communication with this program, which covers:

- Openness and honesty
- Addressing problems head on
- Face-to-face communication
- Active listening and constructive feedback

Item #: CMM000 | 24 minutes
Purchase: $595 Preview: FREE online
DVD | Streaming

COMMUNICATION NIGHTMARES: SOLUTIONS TO YOUR TOP COMMUNICATION PROBLEMS

Help employees resolve difficult communication scenarios:

- Communicating past each other
- Employees not listening to each other
- Monopolizing discussions
- Interrupting conversations
- Difficulty expressing oneself

Item #: CMM004 | 26 minutes
Purchase: $595 Preview: FREE online
DVD | Streaming

COMMUNICATION BREAKDOWN

Help employees avoid communication issues as you show them seven communication problems that can derail your organization:

- Believing in only one reality
- Choosing the wrong method
- Responding defensively
- Failing to be direct, listen and share information
- Breaching confidentiality

Item #: CMM028 | 26 minutes
Purchase: $595 Preview: FREE online
DVD | Streaming | Handbooks sold separately
YOU’RE NOT LISTENING 2ND EDITION

Identify poor listening habits and demonstrate how to overcome them through:

- Attentive body language
- Constructive use of thinking speed
- Silence and observation
- Avoiding bias and jumping to conclusions
- Active listening

Item #: CMM007 | 26 minutes
Purchase: $395  Preview: FREE online
DVD | Streaming

CONSTRUCTIVE COMMUNICATION: HOW TO GIVE IT & HOW TO TAKE IT

Help deliver constructive criticism with these guidelines:

- Focusing on facts, not personalities
- Stress management, conflict resolution, and mutual trust
- 3 Cs of successful communication

Item #: CMM008 | 24 minutes
Purchase: $395  Preview: FREE online
DVD | Streaming

CONFlict RESolutiON: A WIN/WIN APPROACH

Introduce employees to the principles of conflict resolution and help ensure a win-win situation.

- Causes of conflict
- Skills for conflict resolution
- Effective communication

Item #: CON000 | 26 minutes
Purchase: $595  Preview: FREE online
DVD | Streaming | Handbooks sold separately

DIALOGUE: NOW YOU’RE TALKING – 4 PART SERIES

Show employees how this 4-part series can help them engage in productive, effective dialogue across differences in gender, generation, and culture.

Item #: QMRE48 | 94 minutes
Purchase: $1875  Preview: FREE online
DVD | Streaming
COMMUNICATION TRAINING

DIALOGUE: NOW YOU’RE TALKING – COMMUNICATING IN A DIVERSE WORLD PART 1

Explore the dynamics of communication in a diverse environment and educate employees on effective and respectful dialogue with people from various backgrounds. This is Part 1 of a 4-part series.

Item #: QMRA48 | 25 minutes
Purchase: $625  Preview: FREE online
DVD | Streaming

DIALOGUE: NOW YOU’RE TALKING – DIALOGUE FOR CULTURAL UNDERSTANDING PART 2

Equip employees with skills that can help open dialogue, uncover hidden assumptions, break down stereotypes and facilitate more productive relationships. This is Part 2 of a 4-part series.

Item #: QMRD48 | 24 minutes
Purchase: $625  Preview: FREE online
DVD | Streaming

DIALOGUE: NOW YOU’RE TALKING – DIALOGUE BETWEEN GENDERS PART 3

Help male and female employees overcome mutual misunderstandings, break down gender stereotypes, and improve communications. This is Part 3 of a 4-part series.

Item #: QMRC48 | 21 minutes
Purchase: $625  Preview: FREE online
DVD | Streaming

DIALOGUE: NOW YOU’RE TALKING – DIALOGUE AMONG GENERATIONS PART 4

Examine how to overcome the differences between employees of different ages and improve communication between and among them. This is Part 4 of a 4-part series.

Item #: QMRB48 | 24 minutes
Purchase: $625  Preview: FREE online
DVD | Streaming
WHO CARES?

Customer service just isn’t what it used to be, says one client. Prove her wrong with the four cornerstones of customer service:

- **Greet** the customer
- **Respect** the customer
- **Listen** to the customer
- **Really** help the customer!

Item #: **CUS042** | 21 minutes
Item #: **CUS043** | 22 minutes (Government version)
Purchase: $595  Preview: **FREE online**
DVD | Streaming

TELEPHONE COURTESY: THE ROYAL CONNECTION

Dial in with this program and ring up some courteous and effective phone interaction principles:

- Avoiding the most common mistakes
- Determining and fulfilling customer needs
- Offering “royal treatment” over the phone

Item #: **CUS002** | 21 minutes
Purchase: $395  Preview: **FREE online**
DVD | Streaming | Handbooks sold separately

CUSTOMER SERVICE: THE ROYAL TREATMENT

Explore the five rules of exceptional service and show employees how to treat your customers like royalty.

- The impact of pro-active customer service
- Secrets of guest relations
- The “everyone-is-a-customer” mindset

Item #: **CUS001** | 21 minutes
Purchase: $395  Preview: **FREE online**
DVD | Streaming | Handbooks sold separately

CUSTOMER SERVICE: DIFFICULT CUSTOMER ALERT

Show employees how to deal with angry customers and turn unpleasant encounters into positive interactions.

- Improve their listening skills
- Create a customer service ‘rescue’
- Diffuse emotions of unhappy customers

Item #: **CUS003** | 22 minutes
Purchase: $395  Preview: **FREE online**
DVD | Streaming | Handbooks sold separately
CUSTOMER SERVICE SKILLS TRAINING

CUSTOMER SERVICE: BUT I DON’T HAVE CUSTOMERS!
The secret to good customer service lies in treating internal and external clients well. Show employees how to:

- Determine internal customers’ needs
- Keep internal deadlines
- Communicate efficiently

Item #: CUS009 | 21 minutes (Office Version)
Item #: CUS010 | 21 minutes (Public Sector)
Purchase: $595  Preview: FREE online
DVD | Streaming

THE SECRET: CUSTOMER SERVICE UNCOVERED
Watch three scenarios of common customer-relations issues and show employees how they can be resolved through:

- Honesty, tact, and empathy
- Preventing customers from walking away with a problem
- Welcoming even the most difficult customer

Item #: CUS011 | 15 minutes
Purchase: $595  Preview: FREE online
DVD | Streaming

QUALITY SERVICE IN THE PUBLIC SECTOR
Watch superb customer service in action with this program, which takes employees through different settings and shows them how service principles apply to each. It helps them:

- Deliver caring and sincere service
- Satisfy customers’ needs
- Retain clientele

Item #: CUS013 | 25 minutes
Purchase: $395  Preview: FREE online
DVD | Streaming

TELEPHONE COURTESY PAYS OFF II
An irate customer who received poor phone service threatens to stop doing business with Barb’s company. How does she address the issue?

- Basic telephone courtesy skills
- Putting a caller on hold respectfully
- Effective use of voice mail
- Understanding language differences
- Sandwich technique

Item #: CUS014 | 19 minutes
Purchase: $595  Preview: FREE online
DVD | Streaming
Help employees identify and work with six major types of difficult people, including:

- Hostile customers
- Unreasonable co-workers
- Indecisive, vacillating managers
- Over-agreeable subordinates

**Item #: CUS015 | 37 minutes**
**Purchased: $395  Preview: FREE online**
DVD | Streaming

---

Use humor, drama and irony to help employees deliver “incredible” customer service. Training points include:

- Knowing your product
- Treating customers with tact, honesty and courtesy
- Motivation for service
- Making or breaking customer’s impression of your company
- Handling difficult customers

**Item #: CUS033 | 23 minutes**
**Purchased: $395  Preview: FREE online**
DVD | Streaming

---

Listen to international quality expert Dr. Richard Chang who provides insights on improving customer service.

- The needs and expectations of the customer
- Enhancing work processes, measure, and improve work processes
- Ensuring quality at the individual level
- Adopting Four Points for quality improvement

**Item #: QUA000 | 21 minutes**
**Purchased: $395  Preview: FREE online**
DVD | Streaming

---

Take a “be-our-guest” approach to your customer service:

- Welcoming customers
- Importance of name recognition
- Taking care of customer needs
- Avoiding disagreements
- Inviting them back

**Item #: MPC001 | 13 minutes**
**Purchased: $895  Preview: FREE online**
DVD | Streaming
THE DIFFICULT GUEST

Every customer is welcome in your business, even the “difficult guest.” Learn to deal with difficult customers through:

- Listening
- Personal apology
- Problem-solving
- Gratitude

Item #: MPC009 | 23 minutes
Purchase: $995  Preview: FREE online
DVD | Streaming

GIVE ‘EM THE PICKLE!

Customer service is not just about the grand gestures, but also about the small “pickles,” little things that make customers feel special and happy:

- Service
- Attitude
- Consistency
- Teamwork

Item #: MPC015 | 18 minutes
Purchase: $895  Preview: FREE online
DVD | Streaming

BREAKING COMPETITIVE ACCOUNTS: THE SEVEN CRITICAL SALES ACTIONS

Skip Normand, international sales training consultant, explains the seven critical actions that help improve sales. Training points include:

- Using price/value perception
- Keeping sales momentum
- Repositioning top competitors in customers’ minds
- Avoiding lost sales patterns
- Using a planner

Item #: SAL006 | 22 minutes
Purchase: $395  Preview: FREE online
DVD | Streaming
**LEGAL/COMPLIANCE ISSUES TRAINING**

---

**SOCIAL MEDIA: REDUCE THE RISK**

Educate employees on the risks of social media with this program, which discusses:

- Blurring lines between business and personal life
- Elements of a social media policy
- Social media dos and don’ts

**Item #: POI015 | 21 minutes**
**Purchase: $595  Preview: FREE online**
**DVD | Streaming | Handbooks sold separately**

---

**DEALING WITH THIRD PARTIES**

Do your due diligence and help strengthen your defense against fraud, bribery, and corruption.

- Examples of third parties
- Compliance risks
- Six key components of third-party due diligence
- Four problem area categories
- Specific red flags

**Item #: POI032 | 13 minutes**
**Purchase: $595  Preview: FREE online**
**DVD | Streaming | Handbooks sold separately**

---

**LEAKPROOF: 8 PRIVACY PRINCIPLES**

Help protect confidential data with eight Organisation for Economic Cooperation and Develop (OECD) privacy guidelines:

- Collection Limitation
- Purpose Specification
- Data Quality
- Use Limitations
- Security Safeguards
- Openness and Accountability
- Individual Participation

**Item #: LGL020 | 19 minutes**
**Purchase: $595  Preview: FREE online**
**DVD | Streaming | Handbooks sold separately**

---

**UNDERSTANDING THE NEW ADA**

Review the provisions of the new American with Disabilities Act (ADA) with this program, which discusses:

- Coverage of the law
- Definition of “disability”
- Major life activities
- Reasonable accommodations
- Job interview dos and don’ts
- Essential functions in a job description

**Item #: ADA005 | 16 minutes**
**Purchase: $595  Preview: FREE online**
**DVD | Streaming | Handbooks sold separately**

---

Call 888-761-9640 or visit www.training.dupont.com for more information! | HR Catalog
LEGAL/COMPLIANCE
ISSUES TRAINING

UNDERSTANDING THE NEW FMLA

Review the key provisions of the new Family and Medical Leave Act (FMLA) with this program, which discusses:

- Coverage of the FMLA
- Eligibility requirements
- Active Duty Family Leave
- Serious Health Condition
- Responsibility
- Medical certification
- Leaves and benefits

Item #: P01008 | 19 minutes
Purchase: $595  Preview: FREE online
DVD | Streaming

GLOBAL ANTI-BRIBERY

Enhance your anti-bribery training with this practical, 24-minute “what-employees-need-to-know” guide on:

- The global extent of bribery
- The Foreign Corrupt Practices Act
- The UK Bribery Act
- The OECD Anti-Bribery Convention
- Third-party risks and due diligence
- Six principles of anti-bribery based on the UK Bribery Act Guidance

Item #: P01037 | 21 minutes
Purchase: $595  Preview: FREE online
DVD | Streaming

RED FLAGS RULE:
PREVENTING IDENTITY THEFT

Keep confidential data secure and help prevent identity theft with this program, which covers:

- Key definitions, including covered accounts and reasonable foreseeable risk
- Four steps to Red Flags Rule compliance
- Five categories of red flags

Item #: RFR002 | 17 minutes
Purchase: $395  Preview: FREE online
DVD | Streaming | Handbooks sold separately

AVOIDING LITIGATION LANDMINES:
A SURVIVAL GUIDE FOR MANAGERS

Identify – and manage – several litigation landmines that can hurt your organization. Show supervisors:

- Nine most common litigation issues
- Importance of proper documentation
- Avoiding litigation

Item #: KEN000 | 30 minutes
Purchase: $595  Preview: FREE online
DVD | Streaming
WAGE AND HOUR COMPLIANCE

Review the key provisions of the Fair Labor Standards Act (FLSA) with this program, which examines:
- Three “tests” to determine exemptions
- Wage calculation
- Handling the wages of on-call and off-site employees
- Youth-employment restrictions
- Identifying independent contractors
- Proper accounting and recordkeeping

Item #: POI017 | 17 minutes
Purchase: $595  Preview: FREE online
DVD | Streaming | Handbooks sold separately

LEGAL & EFFECTIVE EMPLOYMENT TERMINATIONS

Guide managers and help them avoid the legal pitfalls of a termination meeting through:
- Progressive discipline
- Proper exit interviews
- Tips on how to avoid the legal firing line

Item #: TER000  | 20 minutes
Purchase: $395  Preview: FREE online
DVD | Streaming | Handbooks sold separately

LEGAL PERIL: 8 MANAGEMENT PITFALLS TO AVOID

A hard-hitting film featuring Harry Hamlin of LA Law fame explores Eight Management Pitfalls - pitfalls which could cost you and your associates valuable time and your company millions of dollars in lawsuits. Learn through dramatic examples and insightful discussions on what these risks are, how you can avoid them and how you can stay out of the courtroom.

Item #: LGL001  | 23 minutes
Purchase: $595  Preview: FREE online
DVD | Streaming | Handbooks sold separately

LEGAL AND EFFECTIVE PROGRESSIVE DISCIPLINE

Learn the vital steps of progressive discipline and observe its proper implementation.
- Employee counseling
- Written warnings
- Employee suspensions
- Terminations

Item #: PRO000  | 23 minutes
Purchase: $395  Preview: FREE online
DVD | Streaming | Handbooks sold separately
FMLA CASE FILES WITH CATHERINE CRIER

Discuss the case of David Watkins, who sued his company when they failed to reinstate him to his job after he recovered from three heart attacks. Crier examines:

- FMLA eligibility
- Employee and employer rights
- Exempt vs. Non-Exempt
- Equivalent job

Item #: LGL003 | 19 minutes
Purchase: $395  Preview: FREE online
DVD | Streaming | Handbooks sold separately

HR CASE FILES WITH CATHERINE CRIER (SERIES)

Give employees an overview of four laws with this series starring Catherine Crier:

- ADA Case Files with Catherine Crier
- FMLA Case Files with Catherine Crier
- FLSA Case Files with Catherine Crier
- Sexual Harassment Case Files with Catherine Crier

Item #: LGL002 | 23 minutes
Purchase: $395  Preview: FREE online
DVD | Streaming

RESPECT IN THE WORKPLACE: AVOIDING DISCRIMINATION

Show employees how discrimination can hurt organizations. Help employees deal with colleagues who have disabilities and different sexual orientations. The program helps them avoid:

- Stereotypes
- Racial discrimination

Item #: RSP000 | 24 minutes
Purchase: $595  Preview: FREE online
DVD | Streaming
DIVERSITY TRAINING

DIVERSITY: RESPECT AT WORK
Comparing an organization to an orchestra, this program draws valuable insights that can help employees:

- Realize how diversity can benefit the bottom line
- Manage biases
- Create a more inclusive workplace
- Resolve conflicts respectfully

Item #: DIV021 | 16 minutes
Purchase: $595  Preview: FREE online
DVD | Streaming | Handbooks sold separately

RESPECT FOR PEOPLE
Respect at work is not just about “don’t discriminate, don’t harass, be nice.” It’s also about recognizing value and:

- Valuing differences, not just tolerating them
- Appreciating contributions from everyone
- Handling differences respectfully
- Identifying disrespectful behaviors
- Resolving people-treatment issues

Item #: RFP000 | 14 minutes
Purchase: $595  Preview: FREE online
DVD | Streaming | Handbooks sold separately

DROP BY DROP
Alert employees to how micro-inequities – small slights and subtle discriminations – can erode morale and hurt productivity.

- The Platinum Rule
- Respect for differences
- Clear and kind communication

Item #: DIV017 | 19 minutes
Purchase: $595  Preview: FREE online
DVD | Streaming | Handbooks sold separately

DIVERSITY: THE REAL SCENE
Help create a harassment-free workplace and show employees how to avoid disrespectful behavior.

- Understand the laws on discrimination
- Manage their biases
- Find common ground

Item #: DIV015 | 20 minutes
Purchase: $595  Preview: FREE online
DVD | Streaming
DEALING WITH DIVERSITY

Outline specific actions that can help employees alter negative attitudes and behaviors towards differences. Show them how to:

- Capitalize on diversity
- Communicate and listen effectively
- Cultivate healthy attitudes to diversity
- Respect differences
- Disagree respectfully

Item #: DIV008 | 27 minutes
Purchase: $595  Preview: FREE online
DVD | Streaming

DIVERSITY: FOOD FOR THOUGHT

Join the conversation and savor the benefits of this unique program. Set in a diner, it features the conversations between the owner and his customers. They talk about the importance of understanding and accepting individual differences. Listen to their exchanges and see how organizations can reduce discrimination, increase harmony, and tap the power of diversity.

Item #: DIV002 | 20 minutes
Purchase: $595  Preview: FREE online
DVD | Streaming | Handbooks sold separately

THE DIVERSITY ADVANTAGE: FOOD FOR THOUGHT

Use this sequel to Diversity: Food for Thought to show how diversity can help organizations grow. Show employees how to:

- Find common ground
- Accept cultural differences
- Open communication and constructive feedback
- Learn how to respectfully disagree

Item #: DIV004 | 20 minutes
Purchase: $595  Preview: FREE online
DVD | Streaming

FOUR GENERATIONS: THE GREATEST POTENTIAL

Bridge the generation gap in the workplace with this program, which shows how the four generations – the traditionalist, the baby boomer, Generation X, and Generation Y – can respect and understand each other despite their differences.

- Sympathize with other generations
- Resolve conflicts
- Improve teamwork and productivity
- Respect and recognize others

Item #: POI025 | 21 minutes
Purchase: $595  Preview: FREE online
DVD | Streaming | Handbooks sold separately
HARASSMENT TRAINING

HARASSMENT: A NEW LOOK FOR EMPLOYEES
Alert employees to the new forms of harassment:
- Workplace bullying
- Digital harassment
- Sexting
- Inappropriate humor
- Age-based discrimination

Item #: P01010 | 19 minutes
Purchase: $595  Preview: FREE online
DVD | Streaming | Handbooks sold separately

HARASSMENT FOR MANAGERS: A NEW LOOK
Alert managers to the new forms of harassment and help them:
- Identify the warning signs
- Understand their responsibilities
- Communicate policies
- Handle complaints and investigations
- Conduct interviews

Item #: P01009 | 22 minutes
Purchase: $595  Preview: FREE online
DVD | Streaming | Handbooks sold separately

HARASSMENT: A NEW LOOK (INDUSTRIAL VERSION)
Alert employees to the new forms of harassment:
- Workplace bullying
- Digital harassment
- Sexting
- Inappropriate humor
- Age-based discrimination

Item #: P01031 | 21 minutes
Purchase: $595  Preview: FREE online
DVD | Streaming

HARASSMENT FOR MANAGERS: A NEW LOOK (CALIFORNIA VERSION)
Customize your harassment training and help managers:
- Understand California law on harassment
- Prevent harassment
- Handle complaints
- Conduct investigations

Item #: P01011 | 22 minutes
Purchase: $595  Preview: FREE online
DVD | Streaming

Call 888-761-9640 or visit www.training.dupont.com for more information!

HR Catalog
HARASSMENT TRAINING

HARASSMENT IS...

Give employees a straightforward look at harassment as you help them:

- Demonstrate respect for co-workers
- Honor a person’s right to do his or her job
- Think before they speak
- Be careful with jokes in the workplace

Available in Office, Industrial, Government, Hospitality and Retail versions.

Item #: HAR007 | 19 minutes
Purchase: $595  Preview: FREE online
DVD | Streaming | Handbooks sold separately

HARASSMENT: THE REAL SCENE

Get up close and personal with harassment issues and see how harmful they can be. Present real-life scenarios that can help employees understand the importance of preventing harassment and cultivating a respectful workplace.

Item #: HAR012 | 27 minutes
Purchase: $595  Preview: FREE online
DVD | Streaming

LET’S FACE IT: HARASSMENT TRAINING FOR SUPERVISORS

Protect employees from harassment and explain your managers’ roles in:

- Identifying harassment
- Communicating policies
- Documenting training
- Handling a complaint
- Investigating promptly
- Responding appropriately

Item #: HAR014 | 18 minutes
Purchase: $595  Preview: FREE online
DVD | Streaming | Handbooks sold separately

SEXUAL HARASSMENT CASE FILES WITH CATHERINE CRIER

Give employees an idea of what it means to be involved in a $4 million-dollar sexual harassment lawsuit. Help employees understand:

- Behaviors to be avoided
- Impact of harassment claim

Item #: LGL005 | 21 minutes
Purchase: $395  Preview: FREE online
DVD | Streaming | Handbooks sold separately
HARASSMENT TRAINING

SEXUAL HARASSMENT: YOU MAKE THE CALL

Present several vignettes and engage employees as they discuss whether a scenario is harassment or not. Help them understand:

- Definition of sexual harassment
- Importance of training
- Examples of sexual harassment

Item #: SXH003 | 18 minutes (Manufacturing Version)
DVD | Streaming
Item #: SXH004 | 18 minutes (Office Version)
DVD | Streaming | Handbooks sold separately
Purchase: $595  Preview: FREE online

SEXUAL HARASSMENT: A MANAGER’S GUIDE

Facilitate an open discussion on harassment with your managers and help them:

- Recognize early signs of sexual harassment
- Prevent and resolve sexual harassment
- Investigate claims and suspicions

Item #: SXH005 | 20 minutes
Purchase: $595  Preview: FREE online
DVD | Streaming | Handbooks sold separately

SEXUAL HARASSMENT: KNOW YOUR RIGHTS

Educate employees on their rights and responsibilities as you help them:

- Identify sexual harassment
- Differentiate perceptions vs. intentions
- Prevent harassment

Item #: SXH007 | 5 minutes
Purchase: $395  Preview: FREE online
DVD | Streaming

SEXUAL HARASSMENT: NEW PERSPECTIVES

Show what harassment feels like from the perspective of its victim.

- The negative impact of sexual harassment
- Avoiding unintentional harassment
- The need for victims to speak up

Item #: SXH008 | 13 minutes (White Collar)
DVD | Streaming | Handbooks sold separately
Item #: SXH009 | 14 minutes (Blue Collar)
DVD | Streaming
Purchase: $595  Preview: FREE online
HARASSMENT TRAINING

IT’S ABOUT RESPECT: RECOGNIZING HARASSMENT IN A DIVERSE WORKPLACE

Help create a respectful and harassment-free workplace by showing employees how to:

- Define harassment
- Grasp the costs of harassment
- Prevent harassment
- Respond if they witness or become victims of harassment

<table>
<thead>
<tr>
<th>Item #: HAR000</th>
<th>21 minutes (White Collar)</th>
<th>Purchase: $595</th>
<th>Preview: FREE online</th>
</tr>
</thead>
<tbody>
<tr>
<td>Item #: HAR005</td>
<td>21 minutes (Blue Collar)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

A CLEAR PICTURE: HARASSMENT IN THE PUBLIC SECTOR

Help clear up the confusion and give employees a solid understanding of harassment with this program, which covers:

- No Fear Act
- Reasonable Person Standard
- Quid Pro Quo
- Hostile environment

<table>
<thead>
<tr>
<th>Item #: HAR015</th>
<th>20 minutes</th>
<th>Purchase: $595</th>
<th>Preview: FREE online</th>
</tr>
</thead>
</table>

SUPERVISOR ON THE SCENE: COMMUNICATION

Show supervisors four simple steps to sharpen their communication skills, form choosing the appropriate means of communication to the actual delivery message.

- Identifying the message and its purpose
- Choosing the appropriate means of communication
- Dos and don’ts in relaying the message
- Solicit feedback and respond accordingly

<table>
<thead>
<tr>
<th>Item #: SUP021</th>
<th>12 minutes</th>
<th>Purchase: $495</th>
<th>Series: $2,695</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preview: FREE online</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

SUPERVISOR ON THE SCENE: CONFLICT RESOLUTION

Help supervisors manage conflicts through compromise or collaboration.

- Identifying the facts and people involved
- Applying five avenues of resolution
- Creating win-win solutions
- Finding compromises

<table>
<thead>
<tr>
<th>Item #: SUP022</th>
<th>12 minutes</th>
<th>Purchase: $495</th>
<th>Series: $2,695</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preview: FREE online</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**NEW**
AWARD WINNER

**SUPERVISOR DEVELOPMENT TRAINING**
SUPERVISOR DEVELOPMENT TRAINING

SUPERVISOR ON THE SCENE: COACHING FOR PERFORMANCE

Cultivate a positive and productive work environment by educating supervisors on delivering constructive feedback.

- Creating a positive and productive environment
- The importance of constructive feedback
- Guidelines for giving constructive feedback

Item #: SUP023 | 12 minutes
Purchase: $495 Series: $2,695
Preview: FREE online
DVD | Streaming

SUPERVISOR ON THE SCENE: MEETING EFFECTIVENESS

Share simple but effective tips that can help transform meetings into timely, relevant, and productive encounters.

- Plan the meeting
- Execute the plan

Item #: SUP025 | 12 minutes
Purchase: $495 Series: $2,695
Preview: FREE online
DVD | Streaming

SUPERVISOR ON THE SCENE: DECISION MAKING

Examine the four principles that can guide supervisors to make sound, solid decisions on a daily basis.

- Gather Information: identifying facts
- Develop Alternatives: recognizing possible solutions
- Select the Best Alternative: weighing the pros and cons
- Following Up: reflecting on decisions

Item #: SUP024 | 12 minutes
Purchase: $495 Series: $2,695
Preview: FREE online
DVD | Streaming

SUPERVISOR ON THE SCENE: TRAINING JOB SKILLS

Explore the four basic standards that help ensure effective knowledge transfer, from preparation to follow through.

- Preparation
- Presentation
- Performance trial
- Follow through

Item #: SUP026 | 12 minutes
Purchase: $495 Series: $2,695
Preview: FREE online
DVD | Streaming
SUPERVISOR DEVELOPMENT WORKSHOP

Give supervisors hands-on, onsite training and help turn them into more effective leaders with DuPont Sustainable Solutions’ Supervisor Development Workshop.

For a day and a half, an experience, industry-recognized instructor will guide your supervisors through six information-packed modules, show them how to apply critical soft skills at work, and help them improve overall performance and productivity:

**Supervisor on the Scene: Communication**
Communication explores the need to plan the message; choose the best way to deliver it; deliver it properly; and solicit feedback.

**Supervisor on the Scene: Conflict Resolution**
Conflict Resolution examines the tasks of supervisors in resolving conflicts: from identification of facts to compromise and collaboration.

**Supervisor on the Scene: Coaching for Performance**
Coaching for Performance shows supervisors how they can create a positive and productive environment, and to give constructive feedback.

**Supervisor on the Scene: Decision Making**
Decision Making helps supervisors make sound, solid decisions by gathering information; developing alternatives; selecting the best option; and following up.

**Supervisor on the Scene: Meeting Effectiveness**
Meeting Effectiveness stresses the need to plan the meeting and execute it to ensure that it is timely, productive, and effective.

**Supervisor on the Scene: Training Job Skills**
Training Job Skills offers four basic principles that should guide any training endeavor: preparation, presentation, performance trial, and follow through.

**Supervisor on the Scene: Teamwork**
Strengthen teamwork, synergize employees’ efforts, and help increase productivity, efficiency and effectiveness.

The Supervisor Development Workshop will be facilitated by an instructor who has extensive managerial experience. A committed, innovative leader with credible knowledge resources, the instructor will deploy adult-education principles that enhance content retention and help deliver powerful, practicable insights. Participants will interact, discuss, and analyze information gained from presentations, case studies, and situational analyses. And they will help develop action plans that can be implemented in their own organizations.
Enhance eight critical skills that can improve first-line supervision, raise efficiency, and boost productivity with the help of this Professional Development Basic Skills Workshop.

Throughout this four-day workshop, participants will cover eight powerful modules that can help them:

- Become effective communicators
- Strengthen relationships through constructive feedback
- Use a logical structure to plan and conduct coaching sessions
- Resolve conflicts through excellent communication
- Apply the principles and procedures of solid decision-making
- Conduct productive, more effective meetings
- Increase teamwork and productivity
- Empower others through strong leadership principles

In every module, from Coaching for Performance to Leadership Skills, participants unpack the key principles, definitions, dos and don’ts and the how-tos behind each skill. Guided by an instructor, participants will examine and evaluate eight communication cornerstones, and discover how to receive and give feedback; apply the STEER guide to coaching; understand and manage the sources of conflicts; differentiate between HPWS decision-making from traditional decision-making; delineate roles and responsibilities in teamwork; develop inclusive meetings; and create a shared sense of responsibility, among others.

The Professional Development Basic Skills Workshop will be facilitated by an instructor who has extensive managerial experience. A committed, innovative leader with credible knowledge resources, the instructor will deploy adult-education principles that enhance content retention and help deliver powerful, practicable insights. Participants will interact, discuss, and analyze information gained from presentations, case studies, and situational analyses. And they will help develop action plans that can be implemented in their own organizations.
SUPERVISOR ON THE SCENE: TEAMWORK

Strengthen teamwork, synergize employees’ efforts, and help increase productivity, efficiency and effectiveness.

- Identifying the message and its purpose
- Choosing the appropriate means of communication
- Dos and don’ts in relaying the message
- Solicit feedback and respond accordingly

Item #: SUP042 | 12 minutes
Purchase: $495  Series: $2,695
Preview: FREE online
DVD | Streaming

FINDING THE UP IN UPHEAVAL

Employees not keen on change? Show its value to your employees as you help them:

- Respond to change positively
- Communicate openly and honestly
- Exploit opportunities and plan ahead

Item #: CHG000 | 22 minutes
Purchase: $595  Preview: FREE online
DVD | Streaming

LEARN TO LEAD: LESSONS WITH CAPTAIN “SULLY” SULLENBERGER

Let your employees’ leadership potentials take off with Captain Sullenberger’s five principles:

- Live by a clear set of values
- Care deeply
- Create a sense of shared responsibility
- Make a life-long commitment to learn and grow
- Be a realistic optimist

Item #: LDR005 | 21 minutes
Purchase: $595  Preview: FREE online
DVD | Streaming

MANAGING PEOPLE THROUGH CHANGE

Identify phases of change – denial, resistance, exploration and commitment – and help managers ease employees through each. Show managers how to:

- Identify and understand the four phases of change
- Be more sensitive to the emotional aspects of change
- Implement change and maintain productivity and morale
- Guide the process of change to achieve desired goals

Item #: CHG001 | 19 minutes
Purchase: $595  Preview: FREE online
DVD | Streaming
INTERVIEWING: GETTING BEYOND THE IMAGE

Don’t let managers be fooled by fancy attempts to impress. Help them get the right person for the job through:

- Proper interviewing techniques
- Situational and behavioral questions

Item #: INT002 | 27 minutes
Purchase: $395  Preview: FREE online
DVD | Streaming | Handbooks sold separately

LEGAL AND EFFECTIVE INTERVIEWING II: THE RIGHT QUESTIONS

Introduce managers to the legal and practical aspects of interviewing with this program, which covers:

- Preparation
- Setting the tone
- General interview format
- Legal and illegal questions
- Applicants with disabilities

Item #: INT006 | 14 minutes
Purchase: $595  Preview: FREE online
DVD | Streaming

HIRING THE BEST

Take part in a fictional but funny TV show and learn the key elements of a highly successful interview:

- Preparations
- The Actual Interview
- After the interview

Item #: INT025 | 24 minutes
Purchase: $395  Preview: FREE online
DVD | Streaming

LET’S TALK! PERFORMANCE FEEDBACK

Take time to speak with employees and give them appropriate, timely, and constructive feedback.

- Communication skills
- Critiquing skills
- Importance of recognition

Item #: LET000 | 20 minutes
Purchase: $395  Preview: FREE online
DVD | Streaming | Handbooks sold separately
LEADERSHIP: REACH FOR THE STARS

Elevate employees’ performance with this program featuring Buzz Aldrin. The famous astronaut explains:

- Definition of leadership
- Leadership characteristics
- Maintaining leadership

Item #: LDR000 | 21 minutes
Purchase: $395  Preview: FREE online
DVD | Streaming | Handbooks sold separately

LOVE ‘EM OR LOSE ‘EM: EMPLOYEE RETENTION

Apply 26 critical strategies and help keep your organization’s top talent. Show managers:

- Hidden costs of replacing departing employees
- A-Z of employee retention

Item #: LEO000 | 22 minutes
Purchase: $595  Preview: FREE online
DVD | Streaming

PERSONAL GOAL SETTING: JOURNEY TO SUCCESS

Learn all about goal setting and achieving from Bill Irwin, a blind hiker who walked the entire Appalachian Trail. Use his experience to show employees the importance of:

- Maintaining a positive and determined attitude
- Reaching beyond your comfort zone
- Benefits of a caring and supportive network that provides the resources to attain the impossible

Item #: MOT000 | 21 minutes
Purchase: $395  Preview: FREE online
DVD | Streaming | Handbooks sold separately

MOTIVATION: IGNITING EXCEPTIONAL PERFORMANCE

Show managers how recognition can help build confidence and improve performance.

- Encouraging creativity
- Asking for feedback
- Communicating with employees
- Enhancing performance

Item #: MOT002 | 23 minutes
Purchase: $395  Preview: FREE online
DVD | Streaming
CONTINUOUS MOTIVATION!

A frustrated manager faces a tight deadline and an uncooperative team. The magical Harry Anderson helps him through several guidelines:

- Different motivations
- Being positive
- Continuous motivation

Item #: MOT020 | 23 minutes
Purchase: $595  Preview: FREE online
DVD | Streaming

THE PRACTICAL COACH

Improve how managers work with employees by helping them to:

- Encourage their team
- Challenge employees
- Value employees

Item #: MPC010 | 24 minutes
Purchase: $895  Preview: FREE online
DVD | Streaming

THE LEADERSHIP PICKLES

Leaders SERVE the people who SERVE the customer. Show managers how this principle works through this program, which helps them:

- Spread ENTHUSIASM
- Inspire CONFIDENCE
- Demonstrate INTEGRITY

Item #: MPC021 | 19 minutes
Purchase: $895  Preview: FREE online
DVD | Streaming

WE’VE GOT TO STOP MEETING LIKE THIS!

Follow Carl as he attempts to get his colleagues’ attention during a meeting. He succeeds by:

- Using an agenda to stay focused
- Deploying goals, delegation and time-frames
- Encouraging participation
- Resolving disagreements

Item #: MTG002 | 24 minutes
Purchase: $395  Preview: FREE online
DVD | Streaming
SUPERVISOR DEVELOPMENT TRAINING

NOT JUST ANOTHER MEETING

Listen to and learn key insights from ten videotaped performance appraisals that go wrong. Stress the importance of:

- Planning and documentation
- Keeping conversations specific
- Avoiding biases
- Identifying mutual goals
- Effective listening
- Ongoing communication

Item #: MTG003 | 24 minutes
Purchase: $595  Preview: FREE online
DVD | Streaming

LEGAL AND EFFECTIVE PERFORMANCE APPRAISALS

Help employees navigate the legal and practical aspects of performance through appraisals:

- Documentation
- Communicating expectations
- Employee involvement

Item #: PER000 | 30 minutes
Purchase: $595  Preview: FREE online
DVD | Streaming | Handbooks sold separately

CARE AND CANDOR: MAKING PERFORMANCE APPRAISALS WORK

Help managers make the most out of performance appraisals by keeping these guidelines in mind:

- Rule of inattention and attention
- SMART Goals
- Two-way communication principles

Item #: PER011 | 18 minutes
Purchase: $595  Preview: FREE online
DVD | Streaming | Handbooks sold separately

IMPROVING PERFORMANCE THROUGH EMPOWERMENT

Show managers how to empower their employees with this program, which helps them:

- Allow employees to take charge
- Let employees learn from mistakes
- Encourage employees
- Avoid cosmetic empowerment

Item #: PER003 | 18 minutes
Purchase: $395  Preview: FREE online
DVD | Streaming
A frustrated manager dreads an imminent performance review. Help arrives in the form of Harry Anderson, who shows the manager how to:

- Prepare for the appraisal
- Conduct the review
- Follow through

**THE CONTINUOUS PERFORMANCE APPRAISAL: COACHING IS KEY**

Dreading the performance appraisal? Overcome managers’ fears and show them the ins and outs of the process:

- Prepare for the meeting
- Use care and candor
- Separate person from behavior
- Keep PRAISE in Appraisal
- Set SMART Goals

**LOOKING FORWARD: YOUR PERFORMANCE APPRAISAL**

**THE COACH: IMPROVING WORKPLACE PERFORMANCE**

Draw lessons from a football team captain on how to motivate and empower employees. Show managers how to:

- Spot opportunities
- Tailor training
- Explain and demonstrate
- Encourage
- Review

**MANAGING FROM THE HEART**

Put a more emotional touch into your supervisors’ management skills with this program, which helps them:

- Address opinions properly
- Value and motivate employees
- Disagree politely
- Acknowledge good intentions
- Deter potentially devious intentions

**Item #: PER014 | 21 minutes**
**Purchase: $595  Preview: FREE online**
**DVD | Streaming**

**Item #: PER012 | 16 minutes**
**Purchase: $595  Preview: FREE online**
**DVD | Streaming | Handbooks sold separately**

**Item #: SUP013 | 23 minutes**
**Purchase: $395  Preview: FREE online**
**DVD | Streaming**

**Item #: SUP008 | 30 minutes**
**Purchase: $395  Preview: FREE online**
**DVD | Streaming**
QUALITY SUPERVISION FOR INDUSTRY

Help boost morale, reduce turnover, and tap maximum employee potential through these winning supervisory skills:

- Communicating effectively
- Exercising firm discipline
- Delegating tasks
- Motivating employees in a manufacturing setting

Item #: SUP017 | 24 minutes
Purchase: $395  Preview: FREE online
DVD | Streaming

TIME MANAGEMENT: A PRODUCTIVITY PLAN

Time is gold. Save it. Apply these methods that can only minimize stress and boost productivity:

- Identifying time-wasters
- Goal-setting
- Communicating effectively

Item #: TIM000 | 25 minutes
Purchase: $595  Preview: FREE online
DVD | Streaming | Handbooks sold separately

TIME TRAP II

Based on Alex Mackenzie’s book The Time Trap, this time management program helps employees:

- Use an agenda to stay focused
- Deploy goals, delegation and time-frames
- Encourage participation
- Resolve disagreements

Item #: TIM002 | 20 minutes
Purchase: $595  Preview: FREE online
DVD | Streaming

RECOGNIZING DRUG AND ALCOHOL ABUSE FOR EMPLOYEES

Cultivate a substance-abuse free workplace and help employees manage drug and alcohol abuse with this program, which covers:

- Recognizing substance abuse
- Handling suspicion of drug and alcohol abuse
- Stopping, enabling and denial

Item #: DRG004 | 18 minutes
Purchase: $395  Preview: FREE online
DVD | Streaming
**RECOGNIZING DRUG AND ALCOHOL ABUSE FOR MANAGERS**

Educate supervisors on their role in managing substance abuse in the workplace. Show them how to:
- Identify the signs of substance abuse
- Understand enabling and denial
- Know the importance of drug testing

**Item #: DRG005 | 20 minutes**
**Purchase: $395  Preview: FREE online**
DVD | Streaming

---

**DEALING WITH STRESS**

Give employees a straightforward look at stress management guidelines:
- Identifying physical signs of stress
- Counteracting stress
- Working with your body
- Diet, exercise, attitude and behavior

**Item #: STR000 | 16 minutes**
**Purchase: $395  Preview: FREE online**
DVD | Streaming | Handbooks sold separately

---

**OFFICE ERGONOMICS: IT’S YOUR MOVE**

Stress the importance of ergonomics and help prevent various musculoskeletal disorders with this program, which covers:
- The signs and symptoms of MSDs
- MSD risk factors
- MSD prevention

**Item #: OER001 | 16 minutes**
**Purchase: $395  Preview: FREE online**
DVD | Streaming

---

**STRESS: YOU’RE IN CONTROL**

Alert employees to the signs of excessive stress and share stress control techniques:
- Stress inventory and analysis
- Taking action
- Thought-process management
- Behavioral changes

**Item #: STR005 | 24 minutes**
**Purchase: $395  Preview: FREE online**
DVD | Streaming
IT’S NOT WORKING: WORKPLACE ETIQUETTE

Stress the importance of workplace etiquette and review the six rules of office decorum:

- Dial back the volume
- Don’t abuse electronic devices
- Wait for an invitation
- Keep private matters private
- Use your sick days when you’re sick
- Do not offend the olfactory

Item #: RSP001 | 10 minutes
Purchase: $495 Preview: FREE online
DVD | Streaming | Handbooks sold separately

WHY DIDN’T I THINK OF THAT? II

Unlock employees’ creativity with the four key actions outlined in this program:

- Viewpoint alteration
- Breaking mental habits
- Generating alternatives
- Finding similarities

Item #: CRE000 | 22 minutes
Purchase: $395 Preview: FREE online
DVD | Streaming

TEAM PLAYER

A group of individuals in a company are brought together to solve a problem. Watch how they display great teamwork as they:

- Value each team member
- Set ground rules
- Welcome everyone’s participation

Item #: MOT001 | 22 minutes
Purchase: $395 Preview: FREE online
DVD | Streaming

EMPLOYEE 101: RESPECTING THE TEAM

Strengthen the foundations of teamwork with this program, which discusses:

- Professional appearance
- Punctuality
- Courtesy and communication
- Harassment
- Excellence

Item #: IMP002 | 18 minutes
Purchase: $395 Preview: FREE online
DVD | Streaming
EMployee Development Training

40 Hours: Invest in Yourself
Educate employees on key strategies that can help them optimize and benefit from their time at work:

- Connecting and belonging
- Taking pride and earning respect
- Having fun
- Seeking growth
- Finding purpose and meaning

Item #: LIF000 | 25 minutes
Purchase: $595  Preview: FREE online
DVD | Streaming

Compliance Is Just the Beginning: Three Steps to Ethical Decisions
Hear a former Enron executive and six ethics experts discuss how poor and destructive decisions happen. It draws key lessons, including 3 vital steps to manage tough ethical choices:

- The Compliance Test
- The Ripple Effect
- The Gut Check

Item #: QMR050 | 24 minutes
Purchase: $625  Preview: FREE online
DVD | Streaming

Teamwork: How Synergy Succeeds
Follow two teams on a scavenger hunt where they discover the building blocks to success. Use this program to show employees how to:

- Unlock team potential
- Adopt concise team player rules
- Achieve peak performance

Item #: TMW000 | 22 minutes
Purchase: $595  Preview: FREE online
DVD | Streaming

Team Nightmares: Solutions to Your Top Team Problems Part I and II
This two-part series contains A to Z information on creating synergy and keeping teams on the right track. Study ten situations and learn how to resolve teamwork issues, build a cohesive group, and boost productivity. Through these dramatizations, you can help reduce the frustration, the negativity and the unrelenting complaints that often arise between co-workers.

Item #: TMW008 | 27 minutes
Purchase: $395  Preview: FREE online
DVD | Streaming
EMPLOYEE DEVELOPMENT TRAINING

ONE FOR ALL: TEAMWORK THE MEERKAT WAY

Inspire employees and learn about the “nature” of teamwork from meerkats.

- The power of cooperation
- Respecting teammates
- Being accountable
- Communicating
- Learning from each other

Item #: MER001 | 22 minutes
Purchase: $595  Preview: FREE online
DVD | Streaming

WRONG WAY RIGHT WAY: ETHICS CASES

Add laughter to your training and show the “wrong way” and “right way” of handling 17 common ethics issues, including:

- Antitrust
- Bribes and kickbacks
- Confidential information
- Conflicts of interest

This program is also available in 3 parts on 3 separate DVDs. Choose the one which suits your training needs.

Item #: P01035 | 59 minutes
Purchase: $1395  Preview: FREE online
DVD | Streaming

WRONG WAY RIGHT WAY: ETHICS CASES PART 1

Add laughter to your training and show the “wrong way” and “right way” of handling ethics issues, including:

- Anti-trust, Bribes and Kickbacks
- Confidential Information
- Misstatement/falsifying company documents
- Misuse of company assets
- Retaliation and speaking up

Item #: P01040 | 22 minutes
Purchase: $595  Preview: FREE online
DVD | Streaming

HR Catalog  |  Call 888-761-9640 or visit www.training.dupont.com for more information!
ETHICS TRAINING

WRONG WAY RIGHT WAY:
ETHICS CASES PART 2

Add laughter to your training and show the “wrong way” and “right way” of handling ethics issues, including:
- Conflicts of interest
- Expense reports
- Gifts and entertainment
- Insider trading
- Responsible communication
- Third party risk

Item #: POI041 | 20 minutes
Purchase: $595  Preview: FREE online
DVD | Streaming

WRONG WAY RIGHT WAY:
ETHICS CASES PART 3

Add laughter to your training and show the “wrong way” and “right way” of handling ethics issues, including:
- Harassment
- Records and information management
- Sales - revenue recognition
- Social media
- Bonus - Safety Shorts

Item #: POI042 | 15 minutes
Purchase: $595  Preview: FREE online
DVD | Streaming

BUSINESS ETHICS
IN THE NEW ECONOMY WITH
DR. MARIANNE JENNINGS

Show employees how they can make ethical decisions despite:
- The pressures of intense competition
- The pressures of meeting sales goals
- The pitfalls of supposed gray areas
- Poor ethical leadership
- The urge to expedite processes due to lack of time

Item #: POI033 | 22 minutes
Purchase: $595  Preview: FREE online
DVD | Streaming | Handbooks sold separately

ETHICS IS A COMPETITIVE ADVANTAGE
WITH DR. MARIANNE JENNINGS

Explain how ethics can make or break the bottom line with this program.
- Costs of ethical lapses
- Ethics and building trust
- Myth of the gray area
- Ethics and sustainable business

Item #: POI012 | 20 minutes
Purchase: $495  Preview: FREE online
DVD | Streaming

Call 888-761-9640 or visit www.training.dupont.com for more information! | HR Catalog
ETHICS TRAINING

ETHICS: SPEAKING UP WITHOUT FEAR WITH DR. MARIANNE JENNINGS

Stress the importance of speaking up and see how you can cultivate an open, ethical culture.

- Ethics is everyone’s responsibility
- Drawing out the issues
- The psychology of fear

Item #: P0I013 | 15 minutes
Purchase: $495  Preview: FREE online
DVD | Streaming

ETHICAL LEADERSHIP: TONE AT ALL LEVELS WITH DR. MARIANNE JENNINGS

Explain that all employees play a role in creating an ethical culture. Show how each ethical decision is affected by:

- Pressure
- Communication
- Complacency
- Indifference

Item #: P0I014 | 20 minutes
Purchase: $495  Preview: FREE online
DVD | Streaming

ETHICS SERIES WITH DR. MARIANNE JENNINGS

Bring Dr. Marianne Jennings’ expertise and experience in handling the dynamics, obstacles, and challenges of building an ethical culture. This series includes:

- Ethics is a Competitive Advantage
- Speaking Up without Fear
- Ethical Leadership: Tone at all Levels

Item #: P0IC29 | 55 minutes
Purchase: $1295  Preview: FREE online
DVD | Streaming

ETHICS: THE L.O.G.I.C. OF RIGHT

See how the L.O.G.I.C. method can help employees resolve nine most common ethical dilemmas involving, among others:

- Antitrust practices
- Financial reporting
- Gifts and company resources
- Safety and health
- Discrimination and harassment

Item #: ETH001 | 22 minutes
Purchase: $595  Preview: FREE online
DVD | Streaming | Handbooks sold separately
ETHICS TRAINING

ETHICS 4 EVERYONE
Discover what some of the world’s most respected companies have learned about ethics and long-term organizational viability.

- The three R’s of ethics: Respect, Responsibility and Results
- Say ‘No’ with tact
- Manage conflicting rights
- ‘Walk the (ethics) walk’

Item #: CRM071  |  15 minutes
Purchase: $995  Preview: FREE online
DVD | Streaming

VALUES AND ETHICS: SITUATIONS FOR DISCUSSION
Set employees moral compass right and lay down a solid foundation for corporate ethics. Use short vignettes to help employees:

- Identify unethical behaviors
- Make better, ethical decisions

Item #: HCC003  |  11 minutes
Purchase: $395  Preview: FREE online
DVD | Streaming

Call 888-761-9640 or visit www.training.dupont.com for more information! | HR Catalog
WORKPLACE VIOLENCE: LOOKING OUT FOR EACH OTHER

Workplace violence is not just about mass shootings. Show employees that it often involves daily occurrences that do not get media attention but are no less damaging.

- Types of workplace violence
- Sources of workplace violence
- Causes of workplace violence
- Warning signs
- Prevention

Item #: VIO013 | 16 minutes
Purchase: $595  Preview: FREE online
DVD | Streaming

WORKPLACE VIOLENCE: THE CALM BEFORE THE STORM

Identify the warning signs of workplace violence and take steps to defuse it by understanding:

- Characteristics of the potentially violent individual
- Violence Prevention Program
- Stress management and conflict resolution
- Threat-management teams

Item #: VIO000 | 25 minutes
Purchase: $395  Preview: FREE online
DVD | Streaming | Handbooks sold separately

WORKPLACE VIOLENCE: FIRST LINE OF DEFENSE

Listen to an interview of a convicted perpetrator of workplace violence and draw lessons that can help you prevent violent episodes.

- Perpetrator profiles
- Clear behavioral warning signs
- Managing incidents

Item #: ETC003 | 30 minutes
Purchase: $595  Preview: FREE online
DVD | Streaming

For more information, call 888-761-9640 or visit www.training.dupont.com
Enhance Competencies. Elevate Performance.

Strengthen employee development initiatives and sharpen HR skills with the help of compelling blended learning solutions from DuPont Sustainable Solutions.

Our consulting services, e-learning technologies and classroom training tools help you engage employees and deliver content on hundreds of topics, from FLSA and four generations to ethics, diversity, and compliance, as well as soft skills such as leadership, teamwork, communication and conflict resolution. Get timely, up-to-date material that helps you manage the latest HR issues and align your learning objectives with your organization’s goals.

Call 800-861-7668 or visit www.training.dupont.com/elearning for a free demonstration.

DuPont Sustainable Solutions
LEARNING & DEVELOPMENT
Safety & Environmental Training Curriculum

- Behavior-Based Safety
- Bloodborne Pathogens and First Aid
- Chemical/Hazard Communication
- Confined Spaces/Rope Rescue
- Construction Safety
- Driving Training
- Electrical Safety
- DuPont™ STOP™
- Environmental
- Ergonomics
- Fall Protection
- Fire Safety /Emergency
- General Compliance
- General Workplace Safety
- Hazardous Materials
- HAZWOPER
- Lockout/Tagout
- Machine, Power and Hand Tool Safety
- Maritime Safety
- Personal Protection Equipment
- Pro-Active Safety
- Process Safety Management
- Respiratory Production
- Safety Meetings
- Substance Abuse Prevention
- Supervisor Training

➢ eLearning, DVD, streaming video and instructor-led courses available

DuPont Sustainable Solutions
LEARNING & DEVELOPMENT

Copyright © 2014 Coastal Training Technologies Corp. All rights reserved. The DuPont Oval Logo, DuPont™, The miracles of science™ and all products denoted with ® or ™ are registered trademarks or trademarks of E. I. du Pont de Nemours and Company or its affiliates.
Maintenance & Reliability Training Curriculum

- Basic Skills
- Electrical Maintenance
- Fieldbus Process Control
- Instrumentation & Control
- Machine Technology
- Maintenance Troubleshooting
- Mechanical Maintenance
- Operator Inspection
- Predictive Maintenance
- Process Operations
- Sustainability

- eLearning, DVD, streaming video and instructor-led courses available

DuPont Sustainable Solutions
LEARNING & DEVELOPMENT

Copyright © 2014 Coastal Training Technologies Corp. All rights reserved. The DuPont Oval Logo, DuPont™, The miracles of science™ and all products denoted with ® or ™ are registered trademarks or trademarks of E. I. du Pont de Nemours and Company or its affiliates.
<table>
<thead>
<tr>
<th>INDEX</th>
</tr>
</thead>
<tbody>
<tr>
<td>40 Hours: Invest In Yourself .......................................................... 37</td>
</tr>
<tr>
<td>A Clear Picture: Harassment In The Public Sector ......................... 24</td>
</tr>
<tr>
<td>Avoiding Litigation Landmines: .........................................................</td>
</tr>
<tr>
<td>A Survival Guide for Managers ....................................................... 16</td>
</tr>
<tr>
<td>Breaking Competitive Accounts: .......................................................</td>
</tr>
<tr>
<td>The Seven Critical Sales Actions ...................................................... 14</td>
</tr>
<tr>
<td>Business Ethics In The New Economy ............................................... 39</td>
</tr>
<tr>
<td>with Dr. Marianne Jennings ............................................................. 39</td>
</tr>
<tr>
<td>Care and Candor: Making Performance Appraisals Work .................. 32</td>
</tr>
<tr>
<td>Communication Breakdown ............................................................... 8</td>
</tr>
<tr>
<td>Communication Cornerstones: Building Trust .................................... 8</td>
</tr>
<tr>
<td>Communication Nightmares: .............................................................. 8</td>
</tr>
<tr>
<td>Solutions to Your Top Communication Problems ............................. 8</td>
</tr>
<tr>
<td>Compliance is Just the Beginning: ................................................... 8</td>
</tr>
<tr>
<td>Three Steps to Ethical Decisions ..................................................... 37</td>
</tr>
<tr>
<td>Conflict Resolution: A Win/Win Approach ....................................... 9</td>
</tr>
<tr>
<td>Constructive Communication: How to Give it &amp; How to Take it ......... 9</td>
</tr>
<tr>
<td>Continuous Motivation! ................................................................. 31</td>
</tr>
<tr>
<td>Customer Service: But I Don’t Have Customers! (Office Version) ...... 12</td>
</tr>
<tr>
<td>Customer Service: But I Don’t Have Customers! (Public Sector) ....... 12</td>
</tr>
<tr>
<td>Customer Service: Difficult Customer ALERT .................................. 11</td>
</tr>
<tr>
<td>Customer Service: The Royal Treatment ......................................... 11</td>
</tr>
<tr>
<td>Dealing With Diversity ................................................................. 20</td>
</tr>
<tr>
<td>Dealing With Stress ......................................................................... 35</td>
</tr>
<tr>
<td>Dealing With Third Parties .............................................................. 15</td>
</tr>
<tr>
<td>Dialogue: Now You’re Talking - Communicating in a Diverse World Part 1 ...................................................... 10</td>
</tr>
<tr>
<td>Dialogue: Now You’re Talking - Dialogue for Cultural Understanding Part 2 .............................................................. 10</td>
</tr>
<tr>
<td>Dialogue: Now You’re Talking - Dialogue Between Genders Part 3 .............................................................. 10</td>
</tr>
<tr>
<td>Dialogue: Now You’re Talking - 4 Part Series ................................ 9</td>
</tr>
<tr>
<td>Diversity: Food for Thought ............................................................ 20</td>
</tr>
<tr>
<td>Diversity: Respect at Work .............................................................. 19</td>
</tr>
<tr>
<td>Diversity: The Real Scene ............................................................... 19</td>
</tr>
<tr>
<td>Difficult People: How to Deal with Them ........................................ 13</td>
</tr>
<tr>
<td>Drop by Drop .................................................................................. 19</td>
</tr>
<tr>
<td>Employee 101: Respecting the Team .............................................. 36</td>
</tr>
<tr>
<td>Ethics 4 Everyone ........................................................................... 41</td>
</tr>
<tr>
<td>Ethics Is A Competitive Advantage ................................................ 39</td>
</tr>
<tr>
<td>with Dr. Marianne Jennings ............................................................ 39</td>
</tr>
<tr>
<td>Ethical Leadership: Tone at All Levels with Dr. Marianne Jennings ..... 40</td>
</tr>
<tr>
<td>Ethics Series with Dr. Marianne Jennings ....................................... 40</td>
</tr>
<tr>
<td>Ethics: Speaking up Without Fear with Dr. Marianne Jennings ....... 40</td>
</tr>
<tr>
<td>Ethics: The L.O.G.I.C. of Right ....................................................... 40</td>
</tr>
<tr>
<td>Finding The Up In Upheaval ............................................................. 28</td>
</tr>
<tr>
<td>Four Generations: The Greatest Potential ....................................... 20</td>
</tr>
<tr>
<td>FMLA Case Files with Catherine Crier .......................................... 18</td>
</tr>
<tr>
<td>Give ‘Em the Pickle! ........................................................................ 14</td>
</tr>
<tr>
<td>Global Anti-Bribery ................................................................. 16</td>
</tr>
<tr>
<td>Harassment: A New Look for Employees ....................................... 21</td>
</tr>
<tr>
<td>Harassment: A New Look (Industrial Version) ................................. 21</td>
</tr>
<tr>
<td>Harassment for Managers: A New Look ......................................... 21</td>
</tr>
<tr>
<td>Harassment for Managers: A New Look California ......................... 21</td>
</tr>
<tr>
<td>Harassment Is... ............................................................................ 22</td>
</tr>
<tr>
<td>Harassment: The Real Scene ........................................................... 22</td>
</tr>
<tr>
<td>Hiring The Best ............................................................................... 29</td>
</tr>
<tr>
<td>HR Case Files with Catherine Crier (Series) .................................... 18</td>
</tr>
<tr>
<td>Improving Performance Through Empowerment ............................. 32</td>
</tr>
<tr>
<td>Interviewing: Getting Beyond The Image ....................................... 29</td>
</tr>
<tr>
<td>It’s About Respect: Recognizing Harassment in a Diverse Workplace (Blue Collar) .............................................................. 24</td>
</tr>
<tr>
<td>It’s About Respect: Recognizing Harassment in a Diverse Workplace (White Collar) .............................................................. 24</td>
</tr>
<tr>
<td>It’s Not Working: Workplace Etiquette .......................................... 36</td>
</tr>
<tr>
<td>Leadership: Reach for the Stars ..................................................... 30</td>
</tr>
<tr>
<td>Leakproof: 8 Privacy Principles ...................................................... 15</td>
</tr>
<tr>
<td>Learn to Lead: Lessons with Captain “Sully” Sullenberger .......... 28</td>
</tr>
<tr>
<td>Legal and Effective Employment Terminations .............................. 17</td>
</tr>
<tr>
<td>Legal and Effective Interviewing II: The Right Questions ............... 29</td>
</tr>
<tr>
<td>Legal and Effective Performance Appraisals .................................. 32</td>
</tr>
<tr>
<td>Legal and Effective Progressive Discipline .................................... 17</td>
</tr>
<tr>
<td>Legal Peril: 8 Management Pitfalls to Avoid ................................... 17</td>
</tr>
<tr>
<td>Let’s Face It: Harassment Training for Supervisors ....................... 22</td>
</tr>
<tr>
<td>Let’s Talk! Performance Feedback ............................................... 29</td>
</tr>
<tr>
<td>Looking Forward: Your Performance Appraisal ............................. 31</td>
</tr>
<tr>
<td>Love ‘Em or Lose ‘Em: Employee Retention ................................... 30</td>
</tr>
<tr>
<td>Managing From The Heart ............................................................... 33</td>
</tr>
<tr>
<td>Managing People Through Change .............................................. 28</td>
</tr>
<tr>
<td>Motivation: Igniting Exceptional Performance ............................... 30</td>
</tr>
<tr>
<td>Not Just Another Meeting .............................................................. 32</td>
</tr>
<tr>
<td>Office Ergonomics: It’s Your Move ............................................... 35</td>
</tr>
<tr>
<td>One for All: Teamwork the Meerkat Way ...................................... 38</td>
</tr>
<tr>
<td>Personal Goal Setting: Journey to Success ...................................... 30</td>
</tr>
<tr>
<td>Quality Service in the Public Sector .............................................. 12</td>
</tr>
<tr>
<td>Quality Supervision for Industry .................................................... 34</td>
</tr>
<tr>
<td>Quality: You Don’t Have to Be Sick to Get Better ......................... 13</td>
</tr>
<tr>
<td>Recognizing Drug and Alcohol Abuse for Employees .................... 34</td>
</tr>
<tr>
<td>Recognizing Drug and Alcohol Abuse for Managers ...................... 35</td>
</tr>
<tr>
<td>Red Flags Rule: Preventing Identity Theft ...................................... 16</td>
</tr>
<tr>
<td>Respect for People ......................................................................... 19</td>
</tr>
<tr>
<td>Respect in the Workplace: Avoiding Discrimination ...................... 18</td>
</tr>
</tbody>
</table>

**HR Catalog | Call 888-761-9640 or visit www.training.dupont.com for more information!**
INDEX

Responsible Business Communication ................................................ 8
Sexual Harassment: A Manager’s Guide ........................................... 23
Sexual Harassment Case Files with Catherine Crier ...................... 22
Sexual Harassment: Know Your Rights ......................................... 23
Sexual Harassment: New Perspectives (Blue Collar) ....................... 23
Sexual Harassment: New Perspectives (White Collar) ..................... 23
Sexual Harassment: You Make The Call ....................................... 23
Sexual Harassment: You Make The Call (Manufacturing) .............. 23
Social Media: Reduce The Risk ..................................................... 15
Stress: You’re In Control ................................................................. 35
Supervisor on the Scene: Communication ..................................... 24
Supervisor on the Scene: Conflict Resolution ................................ 24
Supervisor on the Scene: Coaching for Performance .................... 25
Supervisor on the Scene: Decision Making .................................... 25
Supervisor on the Scene: Meeting Effectiveness ......................... 25
Supervisor on the Scene: Teamwork .......................................... 28
Supervisor on the Scene: Training Job Skills ............................... 25
Team Nightmares:
Solutions To Your Top Team Problems Part I & II ......................... 37
Team Player ....................................................................................... 36
Teamwork: How Synergy Succeeds ............................................... 37
Telephone Courtesy Pays Off II ...................................................... 12
Telephone Courtesy: The Royal Connection ................................ 11
The Coach: Improving Workplace Performance ......................... 33
The Continuous Performance Appraisal: Coaching Is Key ........... 33
The Difficult Guest ........................................................................... 14
The Diversity Advantage: Food for Thought ................................. 20
The Guest ......................................................................................... 13
The Leadership Pickles ................................................................... 31
The Practical Coach ......................................................................... 31
The Secret: Customer Service Uncovered .................................... 12
Time Management: A Productivity Plan ....................................... 34
Time Trap II ....................................................................................... 34
Understanding the New ADA .......................................................... 15
Understanding the New FMLA .......................................................... 16
Values and Ethics: Situations for Discussion .............................. 41
Wage and Hour Compliance ............................................................. 17
We’ve Got to Stop Meeting Like This! ............................................ 31
Who Cares? ....................................................................................... 11
Why Didn’t I Think of That? II ......................................................... 36
Workplace Violence: First Line of Defense .................................... 42
Workplace Violence: Looking Out For Each Other ....................... 42
Workplace Violence: The Calm Before the Storm ....................... 42
Wrong Way Right Way: Ethics Cases ............................................ 38
Wrong Way Right Way: Ethics Cases Part 1 .................................. 38
Wrong Way Right Way: Ethics Cases Part 2 .................................. 39
Wrong Way Right Way: Ethics Cases Part 3 .................................. 39
You’re Not Listening 2nd Edition ..................................................... 9
ADDRESS YOUR KEY WORKPLACE ISSUES with DUPONT’S BLENDED LEARNING SOLUTIONS

Topics include:
LEADERSHIP • HARASSMENT • DIVERSITY
LEGAL/COMPLIANCE • COMMUNICATION
ETHICS • WORKPLACE ENVIRONMENT
EMPLOYEE DEVELOPMENT • SUPERVISOR DEVELOPMENT

eLearning, DVD & Streaming Video formats available.

Visit www.training.dupont.com or call 888-761-9640 today!