

DER WEG ZU

Ausgezeichnetem Kundenservice

Machen Sie
aus jedem
Kundenkontakt
einen "Pluspunkt"
für die Firma

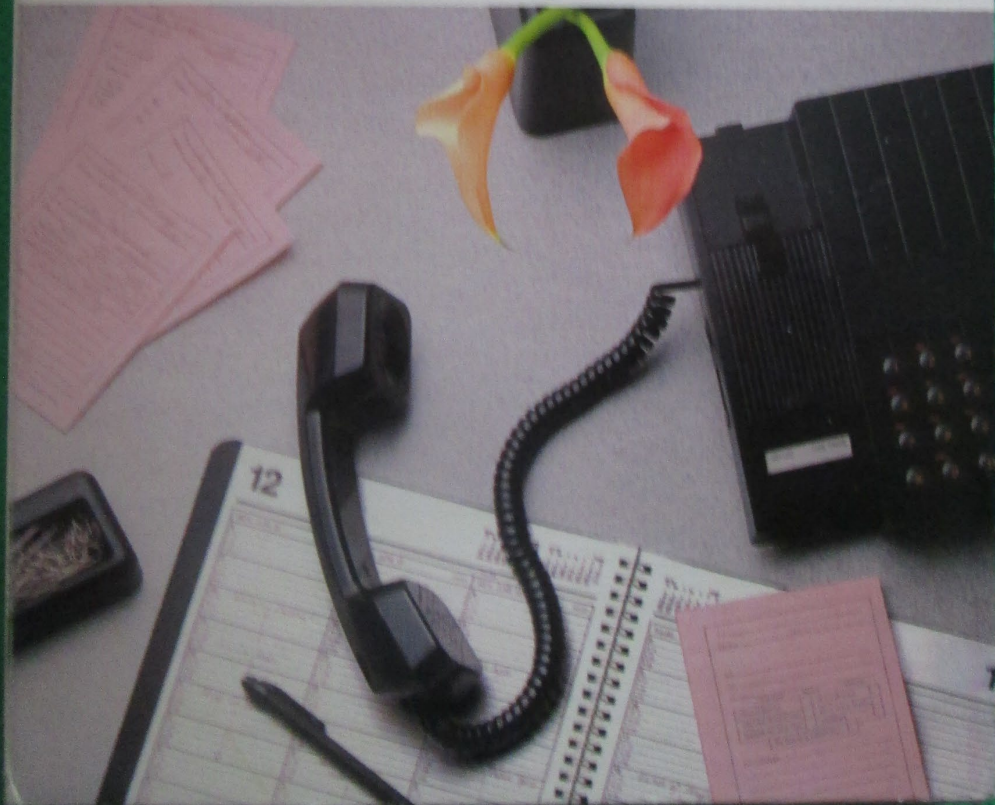


VON UND MIT HELGA RHODE

Professionelles Verhalten am Telefon

Machen Sie jedes Telefongespräch
produktiver und positiver

Eine Live-Seminar Aufzeichnung
mit Klaus Steinke





Selbstwertgefühl & Spitzenleistung

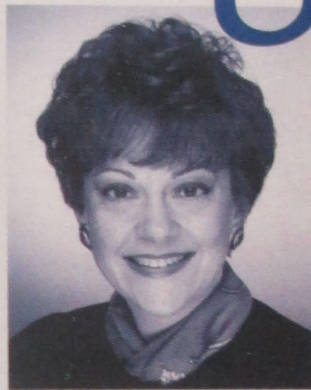
F Ü R F R A U E N

Wie Sie im Beruf und privat selbstsicherer,
leistungsfähiger und zufriedener werden

mit Dr. Gudrun Fey

Focused Listening Skills™

With Sally Scobey



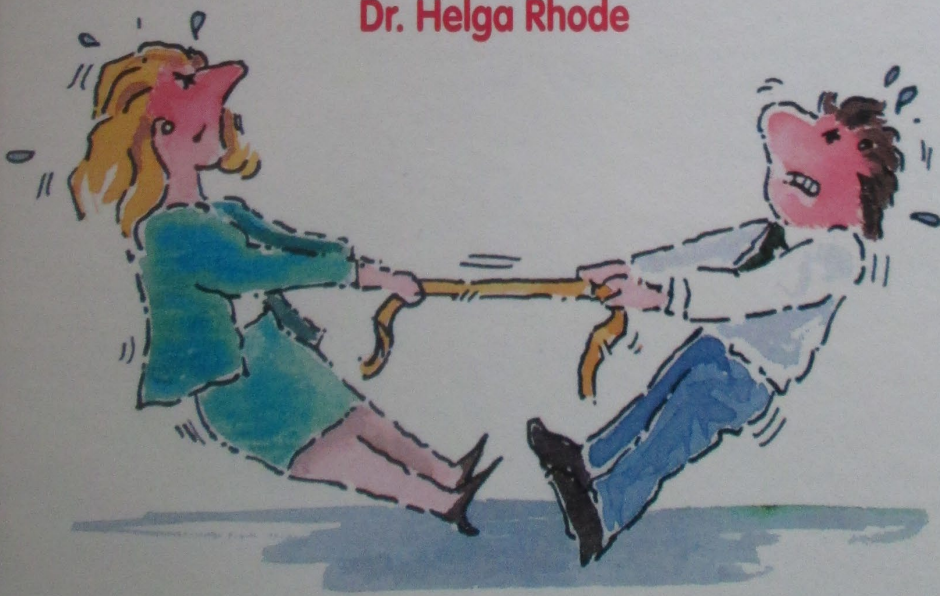
How to
sharpen your
concentration and
hear more of what
people are saying

CAREERTRACK AUDIOCASSETTE PROGRAM

Bewältigung von Konflikten und Konfrontationen™

Wie Sie die Ruhe bewahren,
sich behaupten und zu
positiven Lösungen finden

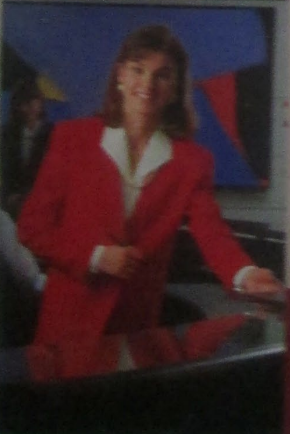
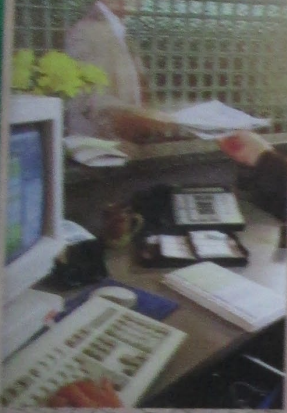
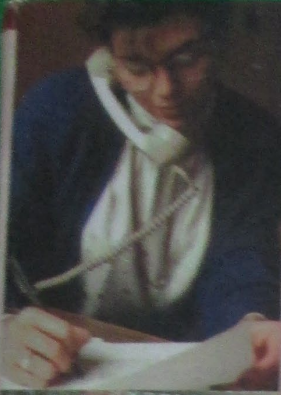
Dr. Helga Rhode



AUDIO



DIGITALLY RECORDED,
EDITED AND MASTERED



Machen Sie mehr aus Ihrem Sekretariat!

*Entwicklungen,
Tendenzen und
Chancen*

von und mit
Gudrun Fey und Johanna Schott

DER WEG ZU

Ausgezeichnetem Kundenservice

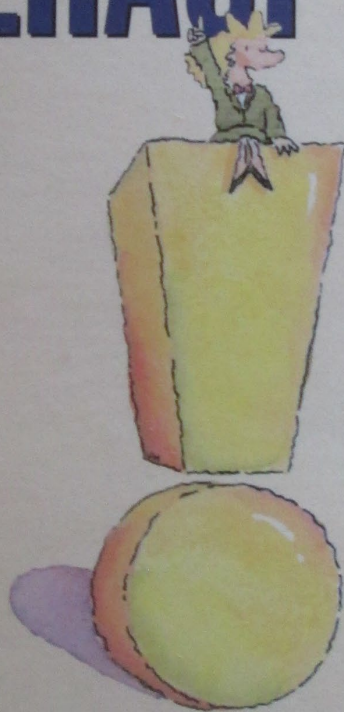
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einen "Pluspunkt"
für die Firma



TONKASSETTEN
SEMINAR

VON UND MIT HELGA RHODE

SICH ERFOLGREICH BEHAUPTEN



Kommunikationstraining
für Frauen

Dr. Helga Rhode



Effektiv Arbeiten

SICHERN SIE SICH
DIE KONTROLLE
ÜBER IHRE ZEIT

*Basierend auf
"Getting Things Done"
von Ed Bliss, dem internationalen
Zeitmanagement-Experten.*

Deutsche Übersetzung

Erzähler: Hendrik Hannemann



DIE STRESSBREMSE

*Sie entscheiden
wo Ihr persönliches
„Speedlimit“ liegt*

mit Brigitta Gold

Potentiale
im
Unbewußten
aktivieren
und
entfalten

Lernen in
Entspannung

Hans-Peter Luz
Musik: Siddhartha Ingo Hammerich

Frau & Karriere
Entdecken
Sie Ihr
weibliches
Erfolgspotential

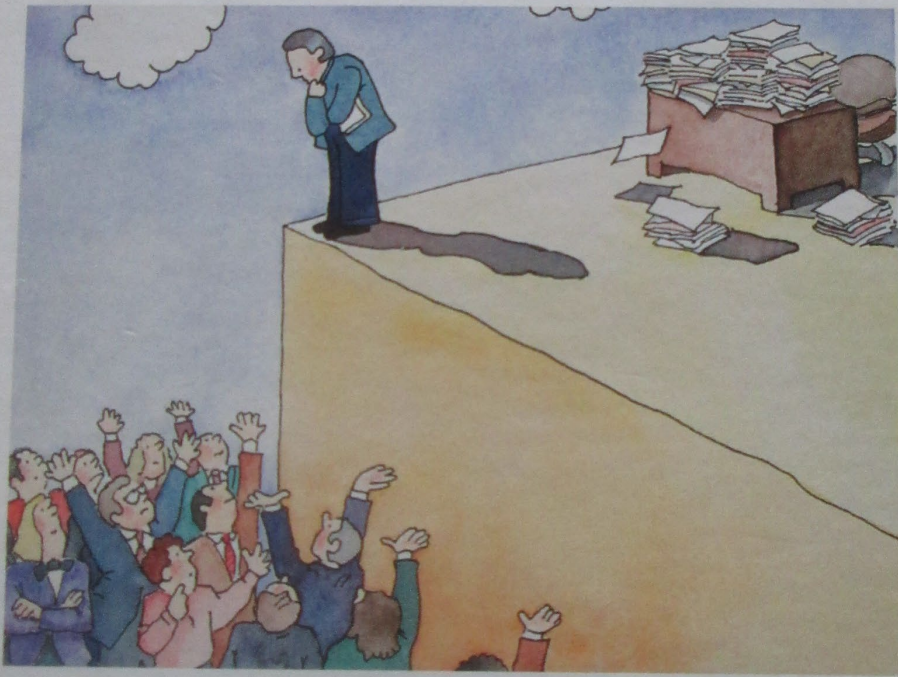


*von und mit
Claudia Hovermann*



WIE MAN AUFGABEN
DELEGIERT

und eine richtige
Durchführung gewährleistet



Ein Tonkassetten-Seminar

von **DICK LOHR**

Deutscher Sprecher: Marc Nelson



Effektiv Arbeiten

SICHERN SIE SICH
DIE KONTROLLE
ÜBER IHRE ZEIT

*Basierend auf "Getting Things Done"
von Ed Bliss, dem internationalen
Zeitmanagement-Experten.*

Deutsche Übersetzung

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TONKASSETTEN-
SEMINAR

Audiocassette
seminar



DEVELOPING A
Customer
Retention
PROGRAM™

*How to increase
repeat business and
build customer loyalty*

WITH LISA FORD

AN AUDIOCASSETTE SEMINAR

Pleasing Your
**Hard-to-
Please
Customers**TM

How to serve *their* needs —
and save *your* sanity



By Dr. Rick Brinkman

AUDIO SEMINAR

Life
BY
Design

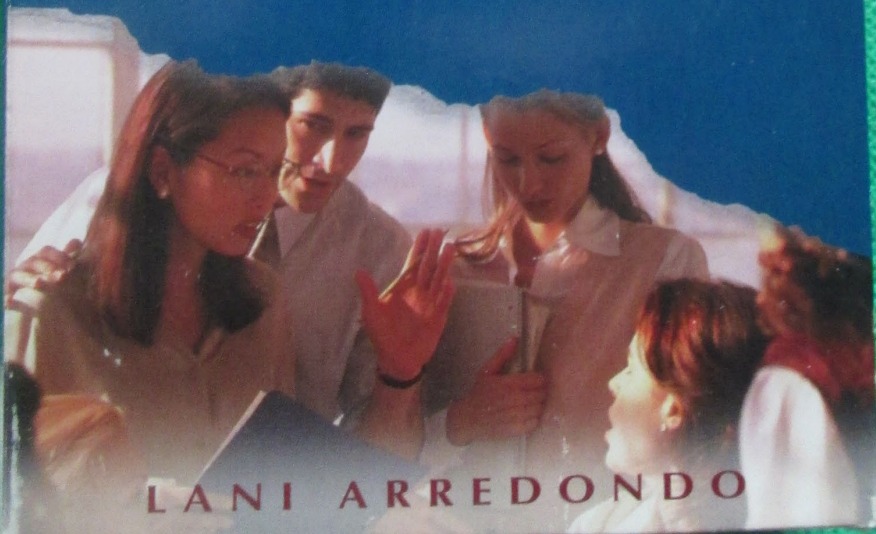
**Making lifestyle
choices that contribute
to better physical and
emotional health**

by Dr. Rick Brinkman

AN AUDIO PRESENTATION

How to Overcome Negativity in the Workplace™

Training to help you create a more
positive, productive work environment



LANI ARREDONDO

POWER **Networking**

55 Secrets
for Personal
& Professional
Success

4-TAPE
AUDIOCASSETTE
PROGRAM

BY DONNA FISHER

TIME TACTICS

of very
successful
people

How to find the time to
accomplish the things you want

BY B. EUGENE GRIESSMAN

Succeeding as a
1
**FIRST-
TIME
MANAGER**TM

Skills and
strategies to
help you excel
in your new
management
position

By Dick Lohr



An audiocassette seminar by Mickey Kinder

MOTIVATING PEOPLE IN TODAY'S WORKPLACE™

*Creating the internal motivators and
external rewards that make your people
more involved, enthusiastic and productive*



AUDIOCASSETTE SEMINAR

HOW TO DEAL WITH DIFFICULT PEOPLE



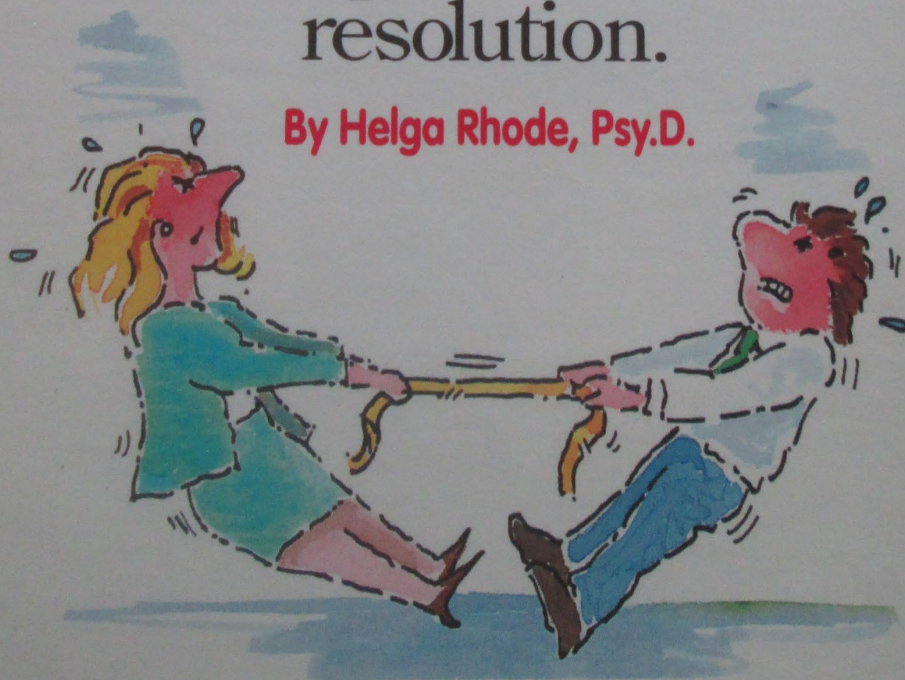
Strategies for Getting Results
With the Hard-to-Handle
People in Your Life

DR. RICK BRINKMAN AND DR. RICK KIRSCHNER

Dealing With Conflict & Confrontation™

How to keep your cool,
stand your ground
and reach a
positive
resolution.

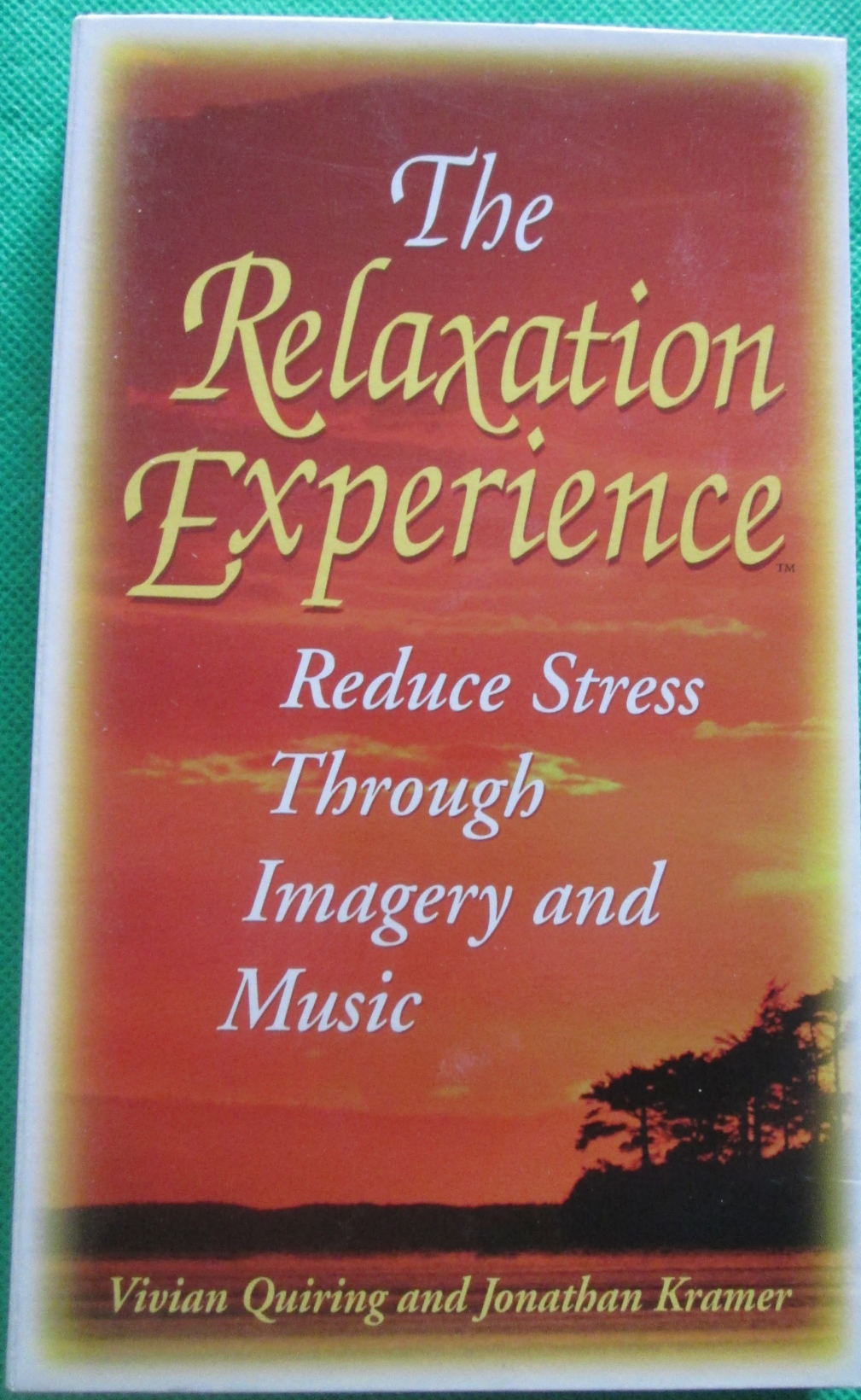
By Helga Rhode, Psy.D.



AUDIO



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*The
Relaxation
Experience*TM

*Reduce Stress
Through
Imagery and
Music*

Vivian Quiring and Jonathan Kramer

Audio Seminar

PRACTICAL COACHING SKILLS

for Managers[™]

**Spark individual achievement,
lead a collaborative team effort
and reach group goals**

By Rick Seymour

Negotiate Like the Pros™

Never pay too much,
settle for too little or
give in too soon again



With John Patrick Dolan

AUDIOCASSETTE PROGRAM

Self-Esteem & PEAK PERFORMANCE™

Jack Canfield

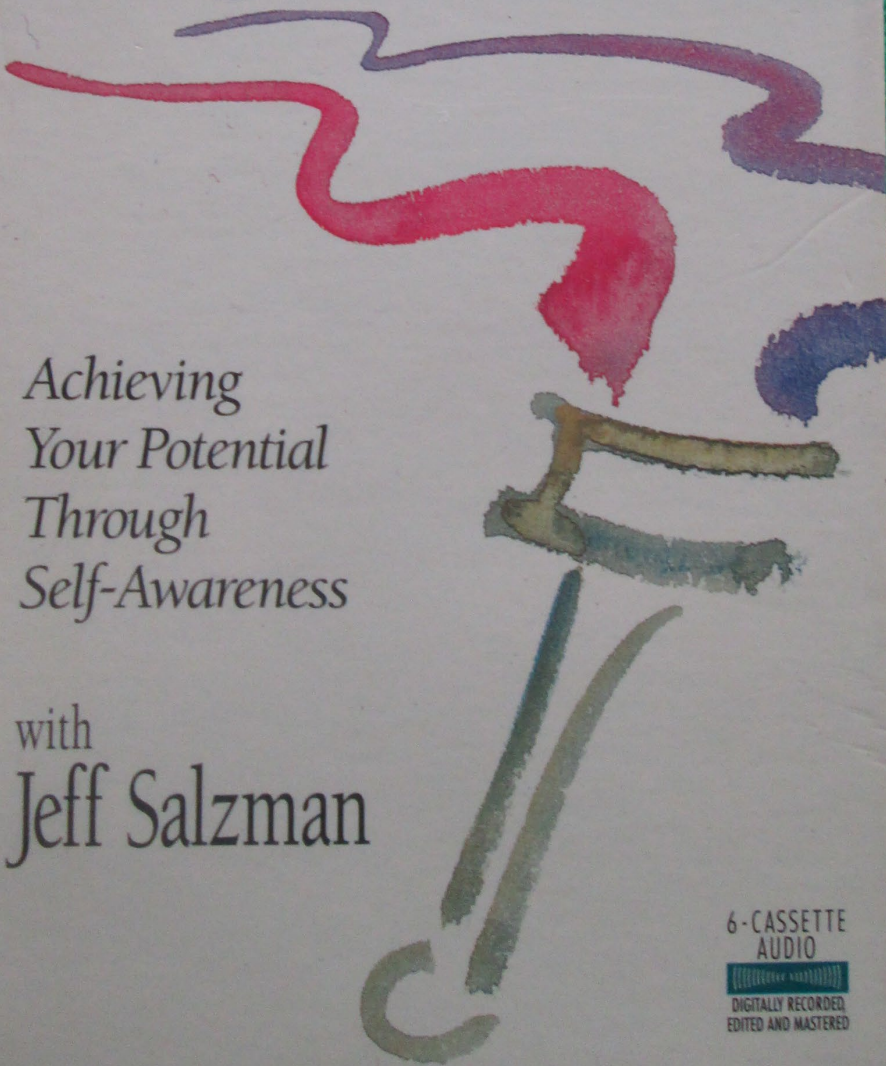
Best-selling
co-author of
*Chicken Soup
for the
Soul*



Live life with energy and optimism.
Feel good about yourself and others.

AUDIO PROGRAM


Self- Empowerment™



*Achieving
Your Potential
Through
Self-Awareness*

with
Jeff Salzman

6-CASSETTE
AUDIO


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AUDIO SEMINAR



PROFESSIONAL

SUPERVISION

SKILLS™

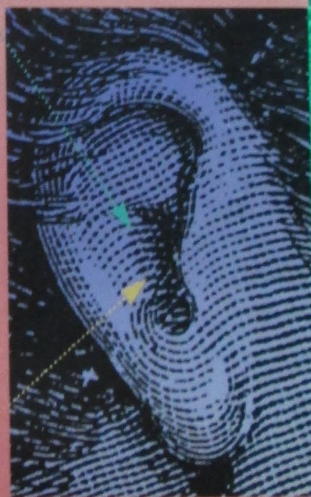
HOW TO INCREASE
YOUR CONFIDENCE,
RESPECT & RESULTS

BY JACK M. EVERITT



Interpersonal Communication Skills™

Training to minimize
conflict and
build collaboration
in today's team-
oriented workplace



With Debra Sutch

*A four-tape
audio program*

Assertive Communication Skills *For Professionals*™



How to
communicate
powerfully, in a
style that's
comfortable
for you

WITH
CAROL PRICE

A U D I O



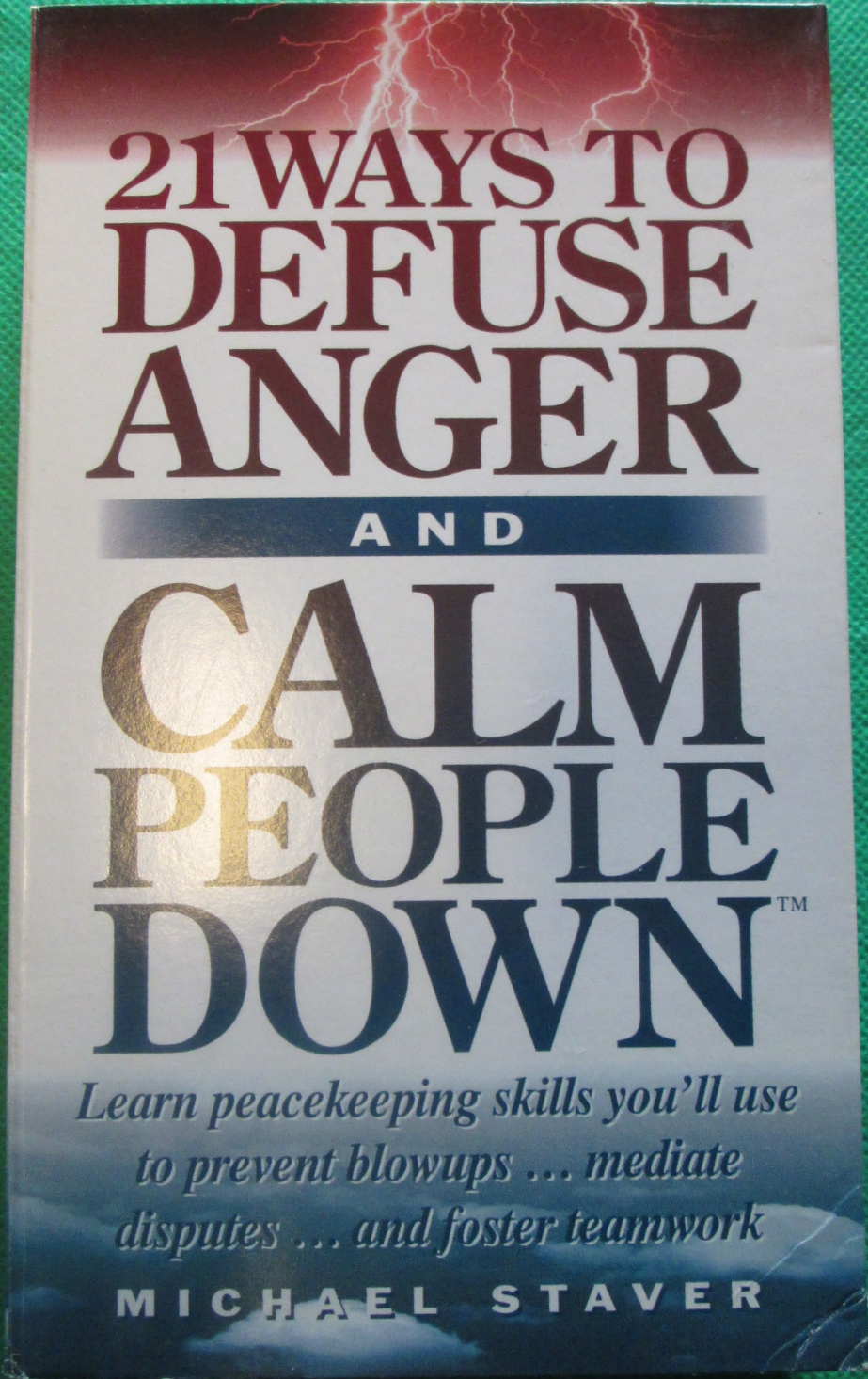
DIGITALLY RECORDED,
EDITED AND MASTERED

How to
DISCIPLINE
EMPLOYEES
& CORRECT
PERFORMANCE
PROBLEMS™

Get the results you want
without incurring
resentment,
making enemies or
destroying relationships

An audiocassette seminar

WITH WALT LACEY

The book cover features a dramatic background with a red and white lightning bolt striking down from a dark, stormy sky. The title is prominently displayed in large, bold, serif fonts. The word 'AND' is centered on a dark horizontal bar.

**21 WAYS TO
DEFUSE
ANGER**

AND

**CALM
PEOPLE
DOWN™**

*Learn peacekeeping skills you'll use
to prevent blowups ... mediate
disputes ... and foster teamwork*

MICHAEL STAVER

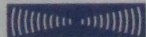


POWERFUL
PRESENTATION
SKILLS™

Debra Smith

How to get a group's attention, hold
people's interest and persuade them to act

A U D I O



DIGITALLY RECORDED,
EDITED AND MASTERED

GRAMMAR

AUDIO SEMINAR

Must-Know
Guidelines
For Mistake-Free
Communication

▶ BY PATRICIA CRAMER



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FOR BUSINESS
PROFESSIONALS™



Chicken Soup

Based
on the
bestselling
books

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Live!

Stories to open the heart
and rekindle the spirit

Jack Canfield
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CareerTrack

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POWER TALKING SKILLS™



GEORGE R. WALTHER

How to Say What You Mean
and Get What You Want

AUDIO

