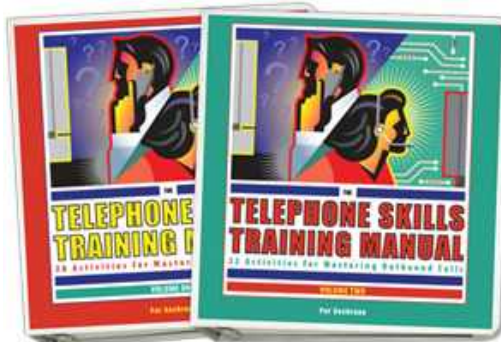
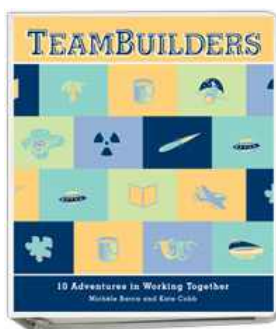
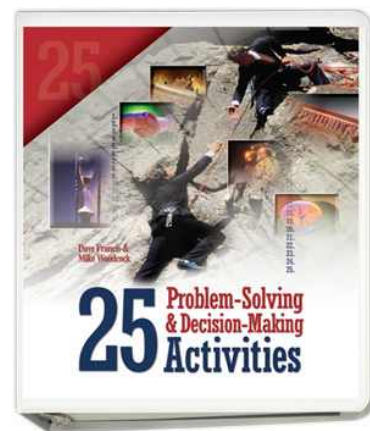
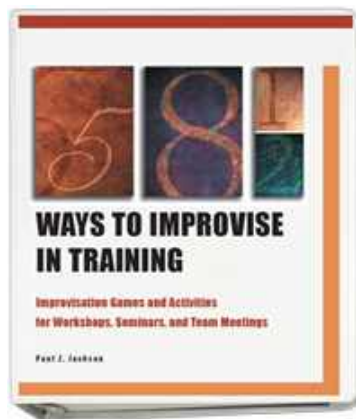
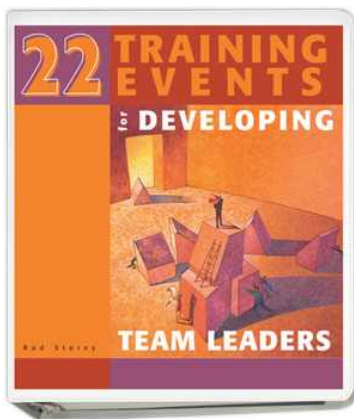




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Activity Training Exercises

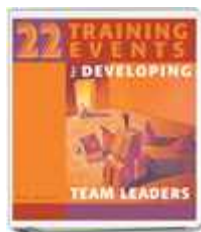


Competences:

- ✓ Change management
- ✓ Coaching
- ✓ Communication
- ✓ Conflict & Stress management
- ✓ Creativity & Innovation
- ✓ 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

Activity Training Exercises

From ice breakers and discussion starters to case studies and workshops, Dekon HR & HRDQ Activity Collections are a great way to provide fun and engaging experiences for your team, supplement your curriculum and demonstrate training messages. All are fully reproducible.



1. 22 Training Events For Developing Team Leaders

Digital format 99 euro

by Rod Storey

For many team leaders, leadership can seem like an intangible, unattainable skill — one that's best left to those at the top of the organization. But in reality, leadership takes place at many different levels, from strategic directors to team and project leaders. And the common denominator is a set of key recognizable skills that any leader can learn, practice, and develop. *22 Training Events for Developing Team Leaders* is a series of exercises, simulations, games, and case studies that addresses the skills at the heart of improving the way team leaders guide their teams.

Applications

22 Training Events for Developing Team Leaders is flexible and may be adapted to meet your participants' specific training needs. Build the activities into any team leadership program, tie together several events for a mini training session, or use selected activities as stand-alone exercises.

This thought-provoking collection provides skill development in such critical areas as:

- Initiating
- Controlling
- Evaluating
- Delegating
- Decision-Making
- Communicating
- Motivating

Product Contents

- Activity index

- Activity summaries
- Time checklist (activities listed by time requirements)
- Purpose statements (learning objectives)
- Step-by-step facilitator guidelines
- Reproducible participant materials
- Task sheets (Debriefing questions)
- Appendix for each activity (tips on when to use it and how to help ensure its success, as well as possible pitfalls)



2. 25 Problem Solving & Decision Making Activities

Digital format- 99 Euro

by Dave Francis and Mike Woodcock

25 Problem solving and decision making are two of the most challenging and complex, yet vitally important skills required of individuals and teams in organizations. From well-known authors Dave Francis and Mike Woodcock, *25 Problem-Solving & Decision-Making Activities* provides the tools to enhance these skills, using a variety of self-analysis assessments, survey instruments, structured experiences, and teaching resources.

Theory

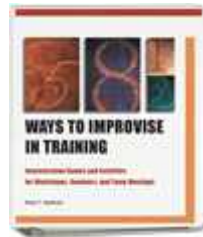
Rooted in experiential principles and linked to real-world situations, the activity collection is based upon a systematic, 8-step method of problem solving and decision making:

- Tuning in
- Objective setting
- Success measures
- Information collection
- Decision making
- Planning
- Action
- Reviewing to improve

Uses for 25 Problem-Solving & Decision-Making Activities

The activities can be run independently or in a sequence, but are most beneficial as part of a more comprehensive training program.

This activity collection is available as a digital download in Adobe Acrobat PDF or the traditional 3-ring binder version. Both formats are fully reproducible.



3. 58.5 Ways To Improve in Training Activities

Digital 99Euro

58½ Ways to Improve in Training is more than just simply a collection of icebreakers. The activities are quick and the well-organized binder makes facilitation a cinch. The activities are categorized by learning objective,

Inject "Impro Energy" into your next training session with *58½ Ways to Improve in Training*. Defined as a current that runs between participants, you'll recognize it when you see participants who are clearly "in the moment," alert to whatever is going on in the here and now. At its best, "Impro Energy" creates Flow, when the quality of the learning experience is high and seemingly effortless.

58½ Ways to Improve in Training is more than just simply a collection of icebreakers. The activities are designed to be useful on a number of different levels. You'll find that physical activities not only warm up the limbs, they also break down barriers between participants. Some activities build skills - often by increasing ways for participants to express themselves. And by using the questions provided in the debriefing section, you can always create a link between the activity and the learning experience on a metaphorical level.

The activities are quick (generally under 30 minutes each) and the well-organized binder makes facilitation a cinch. The activities are categorized by learning objective, and include detailed administrative guidelines, debriefing questions, and ideas for variation and development.

Whether you are running a training session, workshop, or meeting, *58½ Ways to Improve in Training* will create an environment of imagination and energy, laughter and commitment. There's no better way to engage participants in the learning process!



4. Compact Cases

Digital 99 Euro

Why spend your valuable time writing case studies? With *Compact Cases*, we've done the work for you! This customizable, reproducible collection features 44 succinct situations and role plays that cover a wide variety of training topics.

Topics include: leadership, communication, negotiation, management development, team building, change management, conflict, self-managing teamwork, and more!

Overview

By definition, a compact case is a brief description of a typical organizational situation that requires change and improvement. For the purpose of this collection, the cases have been restricted to general problems faced in most organizations. For example, what are the leadership issues in an organization that need desperately to change in order to survive? What are the typical problems of communicating within a work group? How can employees with a variety of needs be motivated to perform their best for the team and the organization?

Compact Cases can help initiate the process of learning how to deal with a variety of organizational processes. By first reading about the situation and then sharing reactions to it, participants become aware of important issues and the various perspectives they already have about them. The value of the case can (and should) be stretched to include ways to improve a situation and action planning that commits participants to do something.

Compact Cases consists of 44 fully reproducible case studies that cover a wide variety of training topics. Each case is a short hypothetical situation or scenario that poses a question or problem that participants must try to address or solve. In doing so, participants learn more about key training concepts. The 3-ring binder version is packaged with a CD-ROM containing all the participant handout materials so you can modify settings, dramatic details, or character names for any case in the collection. The digital version contains PDF files that can be reproduced, though are not customizable.



5. Customer Service Activities for Training

Digital 99 Euro

Encourage your customer service representatives to answer, learn about, and reflect on the key questions that will help them to deliver exceptional service. *Customer Service Activities for Training* is a collection of 38 activities, assessments, role plays, and action plans that address critical questions.

Encourage your customer service representatives to answer, learn about, and reflect on the key questions that will help them to deliver exceptional service. *Customer Service Activities for Training* is a collection of 38 activities, assessments, role plays, and action plans that address 5 critical questions:

- Who are our customers?
- Why are they our customers?
- What's my role in the service process?
- What makes customers frustrated - or delighted?
- What practical steps can I take to improve service?

Generic enough to use with any type of industry and successful with all types of customer service personnel, the exercises are automatically and completely relevant because participants use their own examples and experiences.

Customer Service Activities for Training is perfect for:

- Customer service training sessions
- Service team meetings
- Team interventions to help celebrate a success or learn from a mistake.

Most of the activities are short, typically under 20 minutes. Neatly organized in a 3-ring binder, each activity includes detailed, easy-to-follow instructions, checklists, worksheets, reproducible participant handouts, and discussion points.



6. Energizers Activities

Your participants have just returned from lunch and their eyes are glazing over. Don't despair - energize them! The icebreakers and energizers in this collection can be used at any point during any type of training session. Your participants have just returned from lunch and their eyes are glazing over. Don't despair - energize them! The icebreakers and energizers in this collection can be used at any point during any type of training session, workshop, or conference. Each activity is accompanied by a brief description, standard procedures, variations, and space for recording your ideas. They're short, quick, sometimes physical, often competitive - and always fun!

Use *Energizers* To:

Promote readiness for learning. Participants do not learn well when they have low energy. Sluggishness can lead to a lack of attentiveness, and the phenomenon can be contagious with a group. Slouching in chairs, leaning on tables, and other nonverbal behaviors can be subliminally observed and copied by other group members. Energizers gets participants ready to engage your material.

Create excitement. You're excited about the content of your training event or conference. That does not mean that your participants are equally stimulated. Learning is exciting to children, but adults sometimes seem not to want the experience. Energizers can generate a positive expectation of upcoming training and conference events.

Overcome the effects of fatigue, drowsiness, and drag. Long days, hot rooms, difficult material - all these can put participants in a kind of mild stupor. Energizers can "wake them up" to go on with the program refreshed.

Develop a sense of shared fun. You can facilitate even the most serious deliberations with comic relief, as long as you keep a proper perspective on the proceedings. An occasional group laugh can make any session more lively.

Sample activities include:

Big Apple - creating the sounds of New York City

Putt Off - a golf-putting competition

Charades - acting out happenings, events, and processes

Imaginary Ball Game - inventing and playing a game without talking

Limericks - composing and sharing silly rhymes

These activities are not "throw-ins," randomly inserted into the proceedings. They are purposeful, and they need to be used strategically. There are three times when using *Energizers* can greatly enhance the impact of training and conferences: just after a meal, after a refreshment break, and when a long session begins to drag. These are the most common times when participants are likely to be "de-energized," or less than optimally ready to go on with the program. You may actually reduce the impact of your session by overusing these activities or by using them at the wrong times.



7. Exploring Personal Styles Activities

Digital 99 Euro

The perfect follow-up to any personality-style training, *Exploring Personal Styles* helps participants learn to accept and appreciate their differences. With activities ranging from light and easy-going to more in-depth, this collection generates compelling group discussions and insight into the unique qualities of each personality dimension.

The perfect follow-up to any personality-style training, *Exploring Personal Styles (EPS)* helps participants learn to accept and appreciate their differences. With over 30 activities ranging from light and easy-going to more in-depth, this Jungian-inspired collection generates compelling group discussions and insight into the unique qualities of each personality dimension.

Exploring Personal Styles offers workshop designs ranging from 1 to 5 hours in length plus suggestions to create a longer workshop. *EPS* is a versatile tool to meet training needs big and small. Extensive guidelines help you choose the activities and the format that are right for your audience.

Uses for Exploring Personal Styles

The *Exploring Personal Styles* collection is a powerful way to maximize learning about personality styles, particularly when used with the [Personal Style Inventory](#). With a variety of workshop designs, the collection is designed to work within any timeframe and address any level of training need.

Participants will learn:

- New ways of approaching and dealing with others
- How to capitalize on their own and others' strengths
- The real sources of their irritation with others' personalities
- How to recognize and curb the temptation to judge or criticize

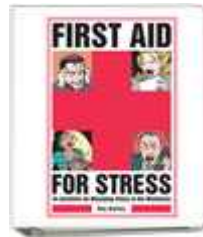
Product Contents

-
- Background information including goals of the workshops, The Listening/Understanding Mode, Jungian typology, and more
 - Suggested workshop designs (1-hour, 2-hour, 3-hour, 4-hour, and 5-hour)
 - Guide to Selecting Activities
 - Pre-workshop preparation guidelines
 - Quick Reference Guide to the Activities
 - Purpose statements for each activity
 - Step-by-step facilitator guidelines
 - Reproducible participant handouts for discussion during sessions
 - Listing of 1-hour nonthreatening activities, activities requiring some disclosure, and those requiring a comfortable, trusting group

Activities include:

- Workshop Objectives
- Icebreaker 1: Draw a Picture of Your Style
- Icebreaker 2: Style Strengths Needed in My Position
- Reviewing Scores and Styles
- Listening/Understanding/and Explaining/Answering
- How People with Different Styles React to Situations
- How Managers with Different Styles React to Situations
- Strengths and Weaknesses of Different Styles
- How the Different Styles Cause Misunderstandings and Conflicts (Long Version)
- How the Different Styles Cause Misunderstandings and Conflicts (Short Version)
- Adapting to the Needs of Different Styles
- Using the Strengths of People with Different Styles
- Debriefing the Workshop
- Comparing Strengths and Weaknesses in Daily Interactions
- Using the Strengths of the Other Dimensions
- Building a Team by Examining its Strengths and Weaknesses
- Seeing Ourselves as Others See Us

- Behave Yourself
- Picture This
- The Many Dimensions of My Job
- The Many Sides of My Personality
- Mutual Admiration Society
- Famous People's Styles Trivia
- A Generic Discussion
- A Family Portrait
- A Family Affair
- Creating the Perfect Team or Department #1
- Creating the Perfect Team or Department #2
- I Love a Good Mystery
- I Wish I Could Be More...
- If the Shoe Fits...
- Voicing Some Reservations
- I Wish I Weren't So...



8. First Aid For Stress

Digital 99 Euro

First Aid for Stress helps you better understand stress and identify solutions for individuals, teams, and the organization. The activities offer a variety of ways to recognize and measure stress, change perceptions and behaviors, and lend support in the workplace.

Recent reports estimate job stress will cost United States industry \$300 billion annually, as assessed by absenteeism; diminished productivity; employee turnover; and direct medical, legal, and insurance fees. So why are employees so stressed? How can stress be managed — or even translated into something productive?

First Aid for Stress provides a starting point to help you better understand stress and identify solutions for individuals, teams, and the organization. The activities offer a variety of ways to recognize and measure stress, change perceptions and behaviors, and lend support in the workplace.

Uses for *First Aid for Stress*

This activity collection offers a well-rounded approach to stress management that can benefit individuals, teams, and organizations in any industry:

Part I is an extensive discussion about stress, including:

- An introduction of well-known models for understanding stress
- Key causes of stress within organizations and how to identify them
- Possible stress management solutions
- An approach to managing stress in the workplace that is based on an understanding of stress, the workplace, and the people within it.

Part II consists of 34 activities that:

- Measure the ongoing stress of individuals and groups
- Provide coping strategies
- Explore ways to prevent and avoid the situations that generate stress

Product Contents

- In-depth background information on stress management
- Purpose statement for each activity
- Step-by-step facilitator guidelines
- Summary of activities
- List of figures and tables
- Evaluation of Popular Stress Management Strategies
- Reproducible participant materials
- CD-ROM containing reproducible handouts

Activities include:

- Observing Stressful Behavior
- The TFB Model of Stress
- Stress Arousal
- Job Stress/Satisfaction
- Stress Check
- Demands and Coping Profile
- Stress Management Interviewing
- Coping Through Colors
- Coping Through Collage
- Emotional Reprocessing
- Progressive Relaxation
- Visual Focusing
- Meditating to Manage Stress
- Balanced Breathing
- The Art of Reframing
- The Sweet Smell of Success
- Linguistic Imperatives
- The Power of Self-Talk
- The Mind-Body Stretch
- Stress Rehearsal
- Comeback Copy
- Higher and Lower Self
- Relationships and Responsibility
- Cafeteria Coping
- Team Coping
- Overcoming Fear and Anxiety
- Overcoming Anger
- Coping Networks
- Guiding Decisions
- Releasing Resentment
- Defending Yourself
- Making Requests
- Refusing Requests
- “SMART” Stress Plans



9. Pen & Paper Games

Digital 99 Euro

Pen and Paper Games for Training is a collection of 40 activities that exercise both the logical left and creative right sides of the brain. Appropriate for both group learning and one-to-one coaching, this collection has many different applications including communication, presentation, listening, and problem-solving skill development

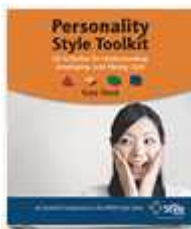
A picture tells a thousand words, right? This cliché is true even in the training room. Challenge your participants to expand their minds through drawing, writing, and group speaking with *Pen and Paper Games for Training*, a collection of 40 activities that exercise both the logical left and creative right sides of the brain.

Appropriate for both group learning and one-to-one coaching, *Pen and Paper Games for Training* has many different applications including communication, presentation, listening, and problem-solving skill development. The exercises range from quick, adrenalin-raising energizers to complex activities.

Use *Pen and Paper Games for Training* to:

- Relax participants at the start of a learning experience.
- Develop visual, auditory, linguistic, and interpersonal skills.
- Involve diverse personalities.
- Encourage thinking "outside the box."
- Create an explosion of ideas.

Easy to set up, use, and facilitate, these games rarely require more than just pen and paper, flipcharts and markers. Whether you use the collection in its entirety or choose selected activities, you'll engage your participants by putting the fun back into training!



10. Personality Style Toolkit

Versiune print 99Euro(fara costuri de transport)

The Personality Style Toolkit drives home the key learning points of the HRDQ Style Series assessments. This collection of 20 fast and fun training activities illustrates how personality style impacts key skills such team building, communication, coaching, sales, and time management.

There's no doubt that one of the best ways to drive home key learning points is through experience—and the *Personality Toolkit* does just that. From activities such as *Rocky Relationships* and *Stumbling Blocks* to *Style Charades* and *Four of a Kind*, here is the perfect companion learning tool to the ever-popular HRDQ Style Series assessments.

This collection of 20 fast and fun training exercises uses such methods as self-reflection and role play to illustrate how personality style impacts key skills such as team building, communication, coaching, sales, and time management—*plus* answer the question, *how does my personality style affect me at work?*

The Personality Style Toolkit:

- Provides your audience with a deeper understanding of personality style
- Demonstrates how personality styles interact
- Explores the role personality style plays in common workplace situations
- Illustrates what happens when different styles meet—and how to avoid friction

The toolkit includes everything you need to pack a training experience with punch! First, the HRDQ Style model introduction gets you up to speed quickly, and then the activity matrix makes selecting an activity a snap. Facilitation is just as simple, with easy-to-follow instructions and downloadable handouts. Whether you're looking for a quick 10-minute exercise or an hour-long lesson, there's something for everyone—individuals, pairs, small groups of same or mixed styles, and even whole audiences.

Free Resources

[Preview a sample activity](#)

Use the *Personality Style Toolkit* with these bestselling HRDQ Style Series assessments:

- *What's My Coaching Style?*
- *What's My Communication Style?*
- *What's My Leadership Style?*
- *What's My Learning Style?*
- *What's My Selling Style?*
- *What's My Style?*
- *What's My Team Member Style?*
- *What's My Time Style?*

Product Type

Activities

Objective

To provide a deeper understanding of personality style

Time Required

10 minutes – 1 hour per activity

About the Author

With more than 20 years of experience, **Kate Ward** has an impressive track record in training development. Her career began as a manager of curriculum development for CareerTrack, where she authored programs, supervised a team of instructional designers, and facilitated training. She also served as the Senior Instructional Designer at TreeLine Training, responsible for leading the development of the core skills curriculum library. Kate is currently running her own company, working to create innovative training solutions for today's business needs.



11. Pump Them Up!

Digital 99 Euro

Pump Them Up! is a useful collection of reproducible team-building workshops. In as little as two hours you can provide teams with on-target, hands-on training that will re-energize, re-focus, and re-commit team members.

Your team is floundering, morale is low - you're not sure what the problem is, but you know you need to do something fast. How do you pull together a team-building workshop that is guaranteed to work?

You need *Pump Them Up!* - a collection of 35 reproducible team-building workshops conveniently packaged in a 3-ring binder. In as little as two hours you can provide teams with on-target, hands-on training that will re-energize, re-focus, and re-commit team members.

Begin with one of the four reproducible assessments - great for pinpointing your teams' developmental needs. Then select from a collection of 35 fresh, innovative workshop activities that get participants thinking and doing. The binder also includes 7 additional inventories to enhance the workshop activities. All the materials are fully reproducible!

Workshop topics include:

- Goals and Procedures
- Communication
- Trust and Conflict Resolution
- Problem Solving and Decision Making
- Leadership
- Growth and Development
- Group Dynamics

Detailed information for each workshop includes objective, background information, materials list, reproducible participant hand-outs, preparation guidelines, and step-by-step procedures for conducting the workshop.

Pump Them Up! Includes:

- 35 reproducible workshop activities
- 4 reproducible assessments for diagnosing team strengths and weaknesses
- 7 additional reproducible assessments for enhancing workshop activities
- Pump Them Up! provides 70 hours of team training!



12. Sales Training Activities

Digital 99 Euro

Sales training isn't just for sales reps anymore — customer service and other support staff can also benefit from developing selling skills! Support all of your sales training needs with Sales Training Activities, a mix of over 80 ice breakers, role plays, games, and exercises that are the perfect addition to any type of sales training.

Sales training isn't just for sales reps anymore - customer service and other support staff can also benefit from developing selling skills! Support all of your sales training needs with *Sales Training Activities*, a mix of over 80 ice breakers, role plays, games, and exercises that are the perfect addition to any type of sales training.

Relevant to all types of industry and personnel, *Sales Training Activities* focuses on universal sales knowledge and skills - skills that are completely transferable across all organizations and situations. In fact, most of the activities use an "open content" approach, meaning that participants use their own examples and experiences as the main subject.

Uses for Sales Training Activities

The open-content style of the activities makes the exercises suitable for most types of organizations and training courses. By mixing at least 3 different formats (working in small groups/pairs, as individuals, and in the group as a whole) to cover the same points, you can greatly increase learning retention and effectiveness.

Sales Training Activities For Sales Managers & Trainers addresses a full range of skill areas including:

- Building rapport
- Improving communication
- Goal setting
- Achievement planning
- Improving questioning techniques
- Lateral thinking
- Teamwork
- Quick thinking
- Organizing
- Negotiating

- Priority setting
- Analysis
- Developing persuasive and creative skills
- Identifying customer needs
- Self-confidence and positive attitude
- Injecting dynamism into presentations

Product Contents

- Step-by-step facilitator guidelines
- Overview of the activities and exercises
- Learning objectives
- Reproducible participant materials
- Tips and ideas

Activities include:

- *Icebreakers and Energizers:*
- Gift of Gab
- Personal Introductions with a Twist
- Three-Letter Words
- Acronym Quiz
- Human Bingo
- Jargon Quiz
- Three Things in Common
- Hot Potato
- Ten Questions about You
- Sales Graffiti
- Euroland Quiz
- *Subject Breakers:*
- Helping Buyers to Buy
- Sales Presentation - Do's and Don'ts
- Customer-Focused Selling
- Cold-Calling Blues!

- The Sales Factory
- Who or What Won the Sale?
- Nothing Happens Until Someone Sells Something

Models and Methods:

- Setting Your Own Goals
- Key Questioning Skills
- Selling Benefits
- Most Common Objections
- Closing Questions
- Pipeline Planning
- Customer Fact-Find
- Selling by Telephone
- Rent Payers and Sleeping Giants
- The John Todd Formula

Quizzes and Questionnaires:

- Product Knowledge
- Company Knowledge
- Presentation Skills
- Questioning Skills
- Rapport Building
- Objection Handling
- Sales Time Management
- Prospecting

Group Energizers:

- Discussion Group
- What Do You Like about Selling?
- The Easiest Job in the World!
- Personal Sales History
- Pirate Raid

- My Greatest Sale
- My Worst Sales Appointment
- Top Five Sales Qualities
- Selling Paper Clips
- Wordsearches and Crosswords

Problem Solving and Planning:

- Boss for a Day
- Who Killed the Sale?
- Cost Effective PR
- SWOT Analysis
- Sales Improvement Brainstorm
- Referral Planning
- The Sales Doctor
- Persuasive Writing Skills #1
- Persuasive Writing Skills #2
- Preparing for a Sales Call

Role Plays, Practice Sessions, and Case Studies:

- Appointment Making
- Thirty-Second Presentations
- Chance Encounter
- Negotiation Skills
- Needs Analysis
- Think Positive!
- The Big Presentation
- Telling Is Not Selling
- Presenting with Power
- Closing and Trial Closing
- *Skill Boosters:*

A collection of trigger questions, tasks, and ideas to liven up any training or coaching session.

Buying Signals, Closing Questions, Sales Success Formula: $E = MC^2$, Increasing Order Size, Follow Up, Sales Pipeline, Referrals, Time Wasters, How to Double Your Sales, Success Definition, Goal Setting, Lost Sales Opportunity, Best Customers, Thirty-Second Presentation, Preparation, Sales Skills, Sales Analysis, Sales Activity, Sales Questions, and Mental Rehearsal.



13. SkillBuilders: 50 Communication

Digital 99 Euro

Skills Activities Communication is the foundation of all human interaction — and the basis of all training programs. From team building and leadership to customer service and supervisory training, communication is a fundamental skill that should be integrated into all types of training.

Spice up your next customer service training program with *SkillBuilders: 50 Customer Service Activities*, a creative, engaging, and innovative collection of skill development activities.

The activities in this collection stimulate discussion and learning by actively involving all participants. Quick and to the point, the *SkillBuilders* activities help participants to develop the skills necessary to providing quality service.

The activities cover eight critical customer service-related skill areas:

Change, Communication, Data Usage, Excellence, Negotiation, Perception, Problem Solving, and Teamwork.

SkillBuilders: 50 Customer Service Activities includes:

- Reproducible participant handouts
- Detailed preparation, administration, and debriefing information
- Easy-to-follow facilitator guidelines
- Handy reference table for pinpointing the best activities for your training needs.

Designed to strengthen the capabilities and effectiveness of your customer service representatives, *Skillbuilders: 50 Customer Service Activities* will be a valuable addition to your training library.



14. SkillBuilders: 50 Customer Service

Digital 99 Euro

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15. Team Development Activities

Digital 99 Euro

For Trainers Team Development Activities for Trainers is a collection of 59 exercises that address the skills most critical to team development, including communication, planning, problem solving, and more.

Searching for a fresh collection of team development activities? Look no further! Introducing *Team Development Activities for Trainers*, a collection of 59 exercises that address the skills most critical to team development, including communication, planning, problem solving, and more.

The activities provide the vehicles for team members to enjoy a common experience; explore, discuss, and resolve issues that have arisen; and then apply what they have learned to their work. Additional features provide trainers with resources to make team development easier and more effective, including a program design framework, checklists for use with activities, and an index of games organized by skill (objective).

Uses for *Team Development Activities*

The activities in this collection have been used in many different industries and by those in various job functions, including the military, financial services, higher education, secondary schools, nurses, teachers, IT specialists, pharmaceutical managers and others. *Team Development Activities for Trainers* addresses a full range of skill areas including:

- Assertiveness
- Communication
- Creativity
- Decision making
- Delegation
- Feedback
- Influencing
- Listening
- Planning

- Problem Solving
- Time Management
- Team Leadership

Product Contents

- Step-by-step facilitator guidelines
- Learning objectives
- Design Framework for Team Development Programs
- Checklists for Use in Facilitating Team Development
- Index of Activities by Objectives
- Reproducible participant materials

Activities include:

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|------------------------------------|------------------------------------|---|
| • Alternative Routes | • Go-Carting | • Sell Your Team |
| • The Amazing Electric Team Leader | • Himalayan Saunter | • So What Are You Going to Do About It? |
| • Are We a Team? | • How Do You Manage Your Meetings? | • Star Performer |
| • The Bayeux Tapestry | • How Healthy is the Patient? | • Straight from the Horse's Mouth |
| • Build Us a Crane | • Leadership Styles and Values | • SuperAnt |
| • Candle Snuffing | • Like the Hat? | • Symbols of Your Work Team |
| • Choose Your Own Sport | • Managing Boundaries | • Team Climate Survey |
| • Classic Cars Auction | • Motive Power at Work | • Team Development Checkers |
| • Cock of the Walk | • Music Maestro | • Team Development Goals |
| • Communications Audit | • News Clues | • Team Effectiveness Review |
| • CompuSpeak | • Noah's Ark | • Team Leadership Styles |
| • Cooks' Dilemma | • On Average... | • They're Dancing to Our Tune |
| • Creative Weighing Machines | • Open Access | • Tic-Tac-Toe |
| • Customer Clusters | • Pegging Away | • Tykes Verses Romans |
| • Delegation Is Good for You | • Penny Pitcher | • Viking Chess |
| • Describe Your Work Team | | • Want a Job? |

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- Disappearing Golf Balls
 - Draw Us a Map
 - The Four Seasons
 - Please Join Our Team
 - Polybricks
 - Queen's Time
 - Sell Us a Sport
 - What Do You Advise?
 - Where Are You Now?
 - Who Are Our Competitors?



16. TeamBook

Digital 99 Euro

TeamBook consists of 27 activities to improve group functions and achieve effective human relations by providing exercises in the fundamental principles of team building, team building goals and participant guidelines.

TeamBook is a collection of ideas and exercises for use by trainers or program designers who are engaged in the effort of helping work groups to develop into teams. Keeping the conditions, goals, and guidelines of *TeamBook* in mind will assist users to develop from work groups into more effective teams.

The materials are intended as a catalyst for the orderly improvement of group functioning toward the attainment of effective human relations and consistently high levels of task functioning. *TeamBook* consists of 27 activities to improve group functions and achieve effective human relations. The introduction provides the fundamental principles of team building, team building goals and participant guidelines.

The Book Contains 5 Sections:

- *Section 1: Starters* (Ice Breakers) Contains 3 exercises such as "Team Starter" for teams whose members each manage the work of others who are external to the team.
- *Section 2: Energizers* (Energize Your Group) Consists of 4 exercises such as "Nerftime" , a high-involvement activity using Nerf® balls to demonstrate the unnecessary restrictions we often put on ourselves.
- *Section 3: Interpersonal Feedback* (Interpersonal Perceptions) Consists of 4 exercises such as "Cards Lineup" which shows how to give and receive precise appreciation's of one another in a dramatic and forceful manner.
- *Section 4: Diagnostics* (Group Effectiveness) Consists of 12 exercises such as "Test #2" recognizing common memory through a quick, problem solving exercise.
- *Section 5: Planning* (Concrete Action Plans) Consists of 4 exercises such as "Strategic Action Planning" , a step-by-step plan to over come barriers to realizing team and organizational goals



17. Teambuilders: 10 Adventures in Working Together

Digital Euro 99 Euro

Challenge your participants' imaginations with *TeamBuilders: 10 Adventures in Working Together*, a new collection of learning events that encourage the exploration of team skills through the use of fantasy scenarios.

You are a member of a space crew who has crash-landed on the planet of Acrab. After being taken captive by aliens, the only way you can escape is to rebuild your transformational girospecker. But can your team solve the alien's puzzles quickly enough to repair your spaceship and get away?

Challenge your participants' imaginations with *TeamBuilders: 10 Adventures in Working Together*, a new collection of learning events that encourage the exploration of team skills through the use of fantasy scenarios. The *TeamBuilders* adventures, based on Experiential Learning Methodology, guide participants through five phases of learning:

1. *Experiencing*: Formulating ideas and gathering information during the learning experience.
2. *Sharing*: Articulating the learning experience to other participants.
3. *Interpreting*: Understanding the skills and behaviors experienced.
4. *Generalizing*: Developing testable hypotheses from the learning experience.
5. *Applying*: Bridging the present and future by understanding how generalizations can be used in the workplace

TeamBuilders enhances the development of five fundamental team skills:

- Decision Making
- Problem Solving
- Teamwork
- Communication
- Leadership

TeamBuilders also addresses critical secondary skills such as trust, managing diversity, assertiveness, influence, conflict management, negotiating, and more. Activities may be used independently or paired together as part of team training.

Organized in a 3-ring binder, each *TeamBuilders* simulation contains background information and facilitator instructions, as well as reproducible participant materials including role-specific briefing information, observer instructions, discussion questions, and a team skill handout. *TeamBuilders* also includes a CD-ROM containing printable files of the reproducible participant materials.



18. Telephone Skills Training

Digital 99 Euro

Activities The Telephone Skills Training Manuals, consisting of two separate volumes for inbound and outbound calls, is designed to introduce, reinforce, and strengthen fundamental telephone skills for handling customer service and sales calls.

Everyone has been on the receiving end of poor telephone skills, yet none of us recognize the same faults in ourselves. *The Telephone Skills Training Manuals*, consisting of two separate volumes for inbound and outbound calls, is designed to introduce, reinforce, and strengthen fundamental telephone skills for handling customer service and sales calls. The activities encourage participants to reflect on their experiences, share successes, learn from past mistakes, and practice new skills and techniques.

Learning Outcomes

- Develop and strengthen telephone skills
- Improve self-awareness
- Observe behavior
- Give and receive effective feedback
- Create a supportive work environment

Product Contents

Volume One: 38 Activities for Mastering Inbound Calls

- How to Develop Your Telephone Personality
- Building Rapport with the Customer
- The Importance of Listening
- The Criteria of a Successful Inbound Call
- Handling a Complaint on the Telephone
- and more...

Volume Two: 22 Activities for Mastering Outbound Calls

- How to Turn Customers on to Your Proposition
- Quoting the Price and Asking for an Order
- Handling Rejection in a Positive Way
- The Cold Call

- Telephone Account Management
- and more...

The Telephone Skills Training Manuals are perfect for anyone who wants to improve their inbound, outbound, and basic telephone skills, including receptionists, telephone sales staff, customer service representatives, credit control staff, and other specialists.

Organized in 3-ring binders, each volume includes a planning checklist, a training needs questionnaire, a closing checklist, tips for trainers, reproducible participant handouts and worksheets, facilitator instructions, overhead transparency masters, and action plans.



19. The Facilitator's Toolkit

Digital 99 Euro

The Facilitator's Toolkit contains over 40 tools, discussions, and case studies. It's the ideal resource for inexperienced facilitators or employees who are being asked to put together or facilitate a training session.

So you've been asked to facilitate a training session, but you don't know where to start? Reach for *The Facilitator's Toolkit*! This collection of over 40 tools, discussions, and case studies is the perfect resource for inexperienced facilitators or employees who are being asked to put together or facilitate a training session.

Straightforward and practical, *The Facilitator's Toolkit* is divided into 3 sections:

Part I: Facilitation

Part I answers the question "What is a Facilitator?" and identifies what facilitators are not. It also discusses the different styles available to facilitators as well as the basic skills necessary for effective facilitation - listening and questioning.

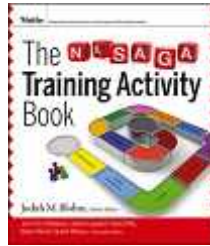
Part II: The Toolkit

The Toolkit contains over 40 techniques and approaches ("Tools") facilitators can use to put together a successful learning experience from start to finish. Part II includes Organizing Tools, Tools for Diagnosis and Discussion, Deciding Tools, Tools for Planning, and Tools to Deal with Problems and Sabotage. With experience, facilitators will be able to choose and adapt the Tools they need to meet their training objectives.

Part III: The Toolkit in Action

See how to put the toolkit into action to prepare for and design workshops in Part III. This section also includes three cases studies as examples of how the toolkit was used successfully.

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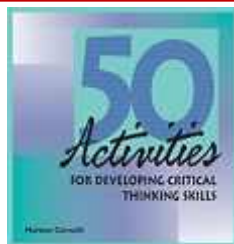
20. The NASAGA Training Activity Book

With contributions from experts in the field, this important volume includes 28 ready-to-use activities spanning a variety of training topics: communication, conflict management, creativity, team-building, decision-making, problem-solving, customer service, and sales and marketing.

With contributions from experts in the field, this important volume includes 28 ready-to-use activities spanning a variety of training topics: communication, conflict management, creativity, team-building, decision-making, problem-solving, customer service, and sales and marketing. Each activity is presented in detail from set-up to debrief and two to three variations of each activity will demonstrate how to adapt it to ensure learning is directly connected to instructional content and transferrable to many situations. The book is filled with illustrative examples of how the activity can be used, which will be noted along with a comprehensive debriefing guide that includes real answers to debrief sessions.

About the Editor

Judith (Judee) Blohm, Senior Editor, has lived and worked in Africa, South America and the Caribbean. Her first-hand experience resulted in training and training design in all phases of foreign sojourns; multinational staff development; international development for professional, development, and educational organizations; and technical writing and cross-cultural training for the Peace Corps, State Department, and other government agencies. In 2009, she was awarded NASAGA's Ifill-Raynolds Lifetime Achievement Award "for connecting the world through learning."



21. 50 Activities for Developing Critical Thinking Skills

50 Activities for Developing Critical Thinking Skills contains 50 fully reproducible training activities to develop quick thinking, creative thinking and analytical thinking skills. This compendium of activities will

Add real value to your training by taking critical thinking skills out of the box and into the workplace. Learners will sharpen their critical thinking skills and develop a thought process that are creative, accurate, and assumption-free.