



INTERNATIONAL
FEDERATION FOR
PROFESSIONAL
SPEAKERS



From our Director...

Welcome and thank you for taking what may be your first step in further developing your personal and professional success.

Nearly twenty-five years ago, I started a journey searching for the most brilliant teachers in the world.

Never in my wildest dreams did I realise that today we would be able to offer you the best and most comprehensive “continuous learning” resource library available throughout Australia and S.E Asia.

As a member of “Your Success” – DVD Training Library” you will be tapping into over 288 of the greatest minds, both past and present.

For adult education, personal development and training, our library is simply the best value available.

“Your Success” – DVD Training Library will help you improve your performance through the use of these educational solutions. We will also save you time and money by being your “one stop shop” for training materials both on DVD and ebooks.

We look forward to hearing of your growth and prosperity as part of our “Your Success”– DVD Training Library family.

Wishing you continued success.

David Jackson

David Jackson CSP

P.S Remember to visit our Website: www.dvdtraining.com.au
www.ebooksonly.com.au

Date: 16/10/2009



“YOUR SUCCESS” DVD TRAINING LIBRARY

What is “Your Success” – DVD Training Library?

“Your Success” DVD Training Library consists of about 1000 plus Titles, featuring many of the world’s most favourite professional speakers, both past and present.

The Library includes masters like Zig Ziglar, Tom Hopkins, Tom Peters, Harvey Mackay, Jim Rohn, J Douglas Edwards, Og Mandino and Denis Waitley to some of the latest inspirational motivators such as W Mitchell, George Walther, Patricia Fripp, Dr Tony Alessandra, Roger Crawford, Jack Canfield, Glenna Salsbury and Paul Cummings through to the Australian flavour of David Jackson, Doug Malouf, Keith Abraham, Allan Pease, Rob Salisbury.

The purpose of the Library is to allow you to learn directly from many of the world’s leading authorities on Personal Development, Motivation, Management, Sales, Customer Service and Loyalty, Marketing, Telephone Skills, Public Speaking, Occupational Health and Safety, Real Estate and Automotive.

This library has been proven to help many people develop and achieve their own personal and business success strategies.

Benefits

The major benefits you will receive from the library are:

- Complete “one stop shop” for training tools
- Improved confidence
- Raised levels of self esteem and stimulation
- Greater degrees of happiness
- Expanded knowledge and skills
- Harmony and personal fulfillment
- Inexpensive education
- Subsidised public seminars (save 50%)
- Regular e-mail updates
- Leading edge information
- Easy membership access
- Recommendations in your chosen category
- Individual DVD descriptions on website – www.dvdtraining.com.au
For most programs.
- And much, much more.



What some of our clients have said...

“Rarely have I been involved with a training program that has supplied so much for so little.”

Terry Colledge, Queensland Sales Manager, Windscreens O'Brien

“The Video/DVD Training Library is a must for anybody in a selling or training position”

Gavin Roberts, Century 21, Queensland

“The enthusiasm of our staff has increased and our sales have jumped 30%”

Andrew Dredge, Proprietor, Berklee Exhaust, Kedron

“The library is very generic...it can be used across a variety of industries/professions”

Linda Franklin, Hotel Motel & Accommodation Association, Sydney

“The best benefit is that you can have the best trainers available in your dealership when you want them...the level of help and service I have received from your company, in particular Jane Rowland Smith has been absolutely fantastic!!”

Harry Lane, New Car Manager, Jeff Wignall Ford

“Having used your programs for some years, I have found the latest series to be excellent and they are used extensively with new and continuing staff.”

Jack Bain, Launceston Mitsubishi, Tasmania

“The benefit of the library is the ease of conducting effective in-house training.”

Alan Hughes, Parts Manager, Harges Pty Ltd

“The most I like about the library is the variety – opportunity to choose from a topic that is relevant to the needs of the dealership”

Trevor Hicks, Sales Manager, Coastal Motors

“Good variety of speakers we don't usually have time to see, and now we have them at our own office”

Neville Preece, Sales Manager, Kel Taylor Ford

“A fabulous time saving device for sales staff training...no more preparing training lessons from sales manuals or wearing out old tapes.”

Steve O'Grady, Sales Manager, Bellbowrie Motors

“General ‘rekindling’ of enthusiasm”

Mark Cullen, Director, Trinity Auto Group, Darwin

“Informative, educational material, wide variety covering all aspects of business & life.”

Tony Wainwright, New Vehicle Manager, Westland Autos Pty Ltd

“Highly informative, excellent quality, precise information...”

Rob Salisbury, Strategic Resources, Sydney



“YOUR SUCCESS” DVD TRAINING LIBRARY

How can I become a Member of “Your Success” – DVD Training Library?

By simply filling out your DVD Library Membership Form and mailing/faxing/e-mailing it to us, or, by phoning our office we can register you as a member of “Your Success” DVD Training Library immediately.

We will invoice your personal or corporate Membership. As soon as your information is received your annual membership commences and we shall forward to you a Personalised Membership Number and you are then free to access up to four DVDs at any one time for a period of two weeks.

What is the Investment?

There is a low annual membership fee of only \$990 (around \$19 a week) including GST for the personal or corporate membership. Postage for your selected DVDs will be invoiced to you on a monthly basis and this is your only ongoing cost.

Postage

The postage for mailing out 1 DVD Express Post anywhere in Australia will be a standard fee of \$7.00 or \$10.30 for 3-4 DVDs. A self-addressed padded post pack will be sent along with your DVDs, please use this to return the DVDs to us.

All DVDs are to be returned within 14 days, if an extension is needed, please call and let us know beforehand.

What are your advantages of becoming a Member of “Your Success” – DVD Training Library?

By using this comprehensive catalogue you have instant and direct access to the very best and most successful speakers and coaches available today.

“Your Success” - DVD Training Library membership is tax deductible.

New titles are constantly updated to the Library from Australia, USA, Canada and the U.K.

Session Notes

To make the most out of this training resource, work-notes have been produced for over 30% of the DVDs in the Library. The complete set of workbook notes for the most popular DVD titles can be acquired at an additional annual fee of only \$220 including GST. These notes will come to you whenever you select a DVD with the symbol **W** next to it in the catalogue.

Programs with Session notes are highlighted by the symbol: **W**

As a member, the Library resources are available to you all year round for a single “cost effective” yearly membership.



“YOUR SUCCESS” DVD TRAINING LIBRARY

Key to DVD Training Library Catalogue

The following symbols have been used throughout the catalogue.

W – Session Notes Available

Y – A yesteryear Classic

A - Australian Speakers

*** - Latest DVDs 2008/2009**

DTL – DVD Training Library

CPAE – The cream of the crop. An American award given to a maximum of 5 speakers annually.

CSP – (Certified Speaking Professional) CSP is the highest accreditation available to speakers internationally. Members holding this accreditation have demonstrated professional commitment and expertise with over 100 clients for at least five years.

APS – (Accredited Professional Speaker) Speakers who attain this accreditation have demonstrated that they have a number of satisfied clients and that they have been able to command professional speaking fees.

ASM – (Accredited Speaking Member) Speakers with ASM accreditation have demonstrated their ability to command a fee for speaking.



“YOUR SUCCESS” DVD TRAINING LIBRARY

What will a Membership to the Library do for myself or my Company?

A Membership to “Your Success” DVD Training Library will give you and your Company access to millions of dollars worth of training ideas, motivational materials and knowledge. The library has been designed and constructed to produce a better performance level out of high achievers and new team members alike.

There are three things that will separate the achievers from the non-achievers in the future: education, inspiration and the desire to take action.

Few people will disagree that effective quality education will play an integral part in meeting the increasing demands placed on tomorrow’s professionals.

By utilising the “Your Success” DVD Training Library, you can conduct your own In-House training sessions involving all your team members. This will help to provide a focal point for discussion, and it will also help to create a stronger team environment in which all members strive together to achieve both personal and business goals.

How Does the Membership work?

When you have made a choice, pick up the phone and call us, or if you like, drop into the office and take a browse through the Library. The catalogue and website www.dvdtraining.com.au will assist you when ordering. Simply quote the reference number of the DVDs you wish to view to assist in faster processing and avoid confusion.

Once you have ordered with us the DVDs are mailed out to you Express Post for arrival the next day. The Library operates much like your local DVD store. At any given time, 4 DVDs may be taken out. When you have finished viewing the DVD simply mail them back to:

**“Your Success” DVD Training Library
Australian Salesmasters
PO Box 638
Rosebery NSW 1445
www.dvdtraining.com.au
Phone: (02) 9700 9333**



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Individual DVD descriptions on website
www.dvdtraining.com.au



Communications

TITLE	AUTHOR	DVD	TIME
* Profit Producing People Skills.....	Shawna Schuh	1010	85m
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It Takes More Than Words.....	Desi Williamson	689	92m
Best of Body Language.....	Allan Pease	39-A	
Communicating More Effectively With Body Language.....	Anne Warfield CSP	795	59m
Communication – What’s That Noise?	Ty Boyd CPAE	6	23m
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What’s the Real Message (Body Language).....	James F Hennig CSP	598	
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Fine Art of Communication, The.....	J Douglas Edwards	34-WY	90m
How to Master the Art of Speaking.....	Tom Hopkins CPAE	759	27m
Listening to Understand.....	Joe Mercer	210	28m
The Power of Listening.....	Tony Alessandra	835	
The Power to Persuade.....	Mike Lipkin	1023	32m
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Customer Service • Customer Loyalty

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A Complaint is a Gift.....	<i>Janelle Barlow CSP</i>	537	93m
Building Customer Loyalty – How You Can Keep Customers Returning.....	<i>Barbara Glanz CSP</i>	626	61m
Care Package – Dozens of Little Things you can do to Regenerate Spirit at Work.....	<i>Barbara Glanz CSP</i>	627	92m
Coping with Conflict.....	<i>Larry Wilson</i>	137-Y	25m
Courtesy – It Makes a Difference.....	<i>Bobbi Brown CSP</i>	494	31m
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Customer Service V's Customer Relations.....	<i>Bobbi Gee CSP</i>	498	22m
<u>EXCELLENT CUSTOMER SERVICE</u>			
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<u>FOSTERING CREATIVITY IN YOUR WORKPLACE SERIES</u>			
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Vol 3.....	<i>Barbara Glanz CSP</i>	633-W	50m
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Harvey Mackay on Customer Service.....	<i>Harvey Mackay</i>	670	80m
Have I Gotta Beg to Buy?.....	<i>Michael Aun</i>	300	88m
Larry Wilson talks about Empathy.....	<i>Larry Wilson</i>	138-WY	40m
Making a Difference.....	<i>Emory Austin</i>	21	40m
<u>REGENERATING SPIRIT IN THE WORKPLACE SERIES</u>			
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Vol 2.....	<i>Barbara Glanz CSP</i>	629W	31m
Vol 3.....	<i>Barbara Glanz CSP</i>	630W	40m
Secret of Great Customer Service, The.....	<i>Warren Greshes CSP</i>	507	31m
<u>SERVICE – CREATING MOMENTS OF MAGIC</u>			
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Part 2.....	<i>Shep Hyken CSP</i>	553	22m
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Customer Service • Customer Loyalty

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6 Key Strategies for Service Leadership, A.....	<i>Mark Sanborn</i>	902	63m
6 Key Strategies for Service Leadership, B.....	<i>Mark Sanborn</i>	903	42m
* Creating Lifetime Clients through Excellent Service.....	<i>Tom Hopkins</i>	950	
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Compulsive Gambling and Recovery.....	<i>Michael Brubaker</i>	843	50m
Creating the Physical You.....	<i>Tony Avilez</i>	742	21m
Extreme Sports – Ice, Snow and Water Vol 1.....	<i>Compilation</i>	860	45m
Extreme Sports – Power Sports Vol 1.....	<i>Compilation</i>	858	59m
Extreme Sports – Power Sports Vol 2.....	<i>Compilation</i>	859	59m
Greatest Relationship Principals, The.....	<i>Gary Smalley</i>	522	42m
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How to Stay on the Cutting Edge Without Losing Balance.....	<i>Glenna Salsbury CSP</i>	595	57m
Isorobic Way, The.....	<i>Carl Miller</i>	796	44m
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Management • Leadership

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No.4 – The Relationship Process.....	<i>George Walther</i>	204-W	30m
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Creating Your Future.....	<i>George L Morrisey CSP</i>	607	52m
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How to Make Effective Presentations.....	<i>James E Rohn</i>	96	63m
How to Put Balance Back in Your Life.....	<i>Jim Jacobs</i>	302	92m



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No 3 Leading the New Breed.....	<i>Phillip Van Hooser CSP</i>	556	94m
No 4 Leadership Stumbling Blocks.....	<i>Phillip Van Hooser CSP</i>	557	23m
<u>THE LEADERSHIP JOURNEY SERIES</u>			
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No2. Do you Know your Followers.....	<i>Phillip Van Hooser CSP</i>	811-W	28m
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No4. Commandments for Leaders.....	<i>Phillip Van Hooser CSP</i>	813-W	21m
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No9. Leading the “New Breed”.....	<i>Phillip Van Hooser CSP</i>	818-W	30m
No10. Addressing the Challenges of Change.....	<i>Phillip Van Hooser CSP</i>	819-W	28m
No11. Evolving Leadership Styles Part 1.....	<i>Phillip Van Hooser CSP</i>	820-W	31m
No12. Evolving Leadership Styles Part 2.....	<i>Phillip Van Hooser CSP</i>	821-W	32m
No13. The Nature of Human Nature Part 1.....	<i>Phillip Van Hooser CSP</i>	822-W	32m
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No15. The Nature of Human Nature Part 3.....	<i>Phillip Van Hooser CSP</i>	824-W	27m
No16. Earning the Right to Be Heard.....	<i>Phillip Van Hooser CSP</i>	825-W	32m
No17. Who Wants to be Trusted?.....	<i>Phillip Van Hooser CSP</i>	826-W	31m
No18. Understanding Human Conflict & Confrontation.....	<i>Phillip Van Hooser CSP</i>	827-W	25m
No19. Practical Steps for Management Confrontation.....	<i>Phillip Van Hooser CSP</i>	828-W	32m
No20. 5 Steps to Effective Decision Making.....	<i>Phillip Van Hooser CSP</i>	829-W	32m
No21. Pitfalls of a Losing Attitude.....	<i>Phillip Van Hooser CSP</i>	830-W	32m
No22. Cornerstones of a Winning Attitude.....	<i>Phillip Van Hooser CSP</i>	831-W	31m
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No 4 - A Structure for Results.....	<i>Bob Johnson CSP</i>	661-W	40m
No 5 - Controlling Results And Coaching People.....	<i>Bob Johnson CSP</i>	662-W	40m
No 6 - Inspiring Delegation.....	<i>Bob Johnson CSP</i>	663-W	40m
No 7 - Turning Problems into Profits.....	<i>Bob Johnson CSP</i>	664-W	40m
No 9 - Building People.....	<i>Bob Johnson CSP</i>	665-W	40m
No 10 - Motivation.....	<i>Bob Johnson CSP</i>	666-W	40m
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The Ultimate Leadership Tool.....	<i>Ed Oakley CSP</i>	520	
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Using Reports and Charting to Measure Men Winning Management.....	<i>J Douglas Edwards</i>	47-WY	25m
* Weekend Leadership Part I.....	<i>Jim Rohn</i>	1034	
* Weekend Leadership Part II.....	<i>Jim Rohn</i>	1035	
* A Fair chance.....	<i>Wolf J. Rinke PhD CSP</i>	534	
* Know your Rights.....	<i>Summerhill Production</i>	956	
	<i>Summerhill Production</i>	957	
* 21st Century Leadership.....	<i>Don Hutson</i>	1023	
* Preventative Maintenance for your Leadership Style.....	<i>Karla Brandau</i>	1048	
* Jim Rohn Weekend on Leadership No 1.....	<i>Jim Rohn</i>	1034	
* Jim Rohn Weekend on Leadership No 2.....	<i>Jim Rohn</i>	1035	
* Charlie Tremendous Jones on Leadership.....	<i>Charlie Tremendous Jones</i>	1050	
The 8 th Habit.....	<i>Stephen Covey</i>	1082	48m
21 st Century Leadership.....	<i>Don Hutson</i>	1090	



Marketing

TITLE	AUTHOR	DVD	TIME
<u>DEVELOPING PASSIVE INCOME</u>			
Creating High Income Products.....	<i>Alan Weiss CSP</i>	528	60m
How to Create Low Cost High Profit Products that Sell Like Crazy.....	<i>Mal Emery</i>	19	50m
<u>HOW TO INCREASE MARKET SHARE AND PROFITABILITY HUMAN MARKETING</u>			
Vol 1.....	<i>Donald Cooper</i>	258	91m
Vol 2.....	<i>Donald Cooper</i>	259	83m
How to Unlock the Secret Wealth that Lies Hidden in Your Business.....	<i>Mal Emery</i>	24	50m
Marketing Professional Services – Finding the Buyer And Obtaining the Business.....	<i>Alan Weiss CSP</i>	529	83m
Publicity Worth Hundreds of Thousands of Dollars.....	<i>Paul Harturnian</i>	23	63m
Street Fighter Marketing.....	<i>Jeff Slutsky CSP</i>	600	51m
The 9 Indisputable Laws of Speed Wealth.....	<i>Mal Emery</i>	22	122m
Re-Image.....	<i>Tom Peters</i>	1077	48m



Meeting Openers

TITLE	AUTHOR	DVD	TIME
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Motivational/Inspirational

TITLE	AUTHOR	DVD	TIME
3 S's of Success.....	Warren Greshes CSP	209	61m
A New Attitude.....	Marion Thomas	785-W	55m
Are You Trying Too Hard.....	Bill Gove	208-Y	44m
Attitude is Everything.....	Keith Harrell	856	
Beyond Survival.....	Capt. Gerald Coffee CSP	493	61m
Daily Soup Servings.....	Mark Victor Hansen CSP	615	
Discovering the Advantage of Resiliency.....	Michael S. Karpovich CSP	791	57m
Everyday Greatness Everyday.....	Jana Stanfield	694	51m
Good Morning, Great Day.....	Kip Glasscock	50-W	28m
Home But Not Alone.....	Doc Blakely	398	61m
How to be More, Have More and Achieve More.....	Keith Abraham CSP	162-A	67m
Inspirational Session.....	Robert Urich	254	40m
It's not what happens to you, It's what you do about it.....	W Mitchell CSP	211	74m
It's Possible.....	Les Brown CSP	531	62m
Just for the Fun of it.....	Charles Jarvis, Dr	64-WY	29m
Legacy of Hope.....	Susie Vanderlip	780	60m
Less Stress, More Success.....	Rosalie Moscoe	1047	
Making your Dreams Come True.....	Jack Canfield CSP	500	92m
Making it Happen.....	Barbara Sanfilippo	765	32m
Motivate Your Youth.....	Willie Jolley CSP	845	62m
Motivation and Goal Setting.....	Jim Cairo	786-W	20m
No Risk, No Glory.....	Ty Boyd CPAE	10-WY	58m
One moment at a Time.....	Daniel M Clark CSP	701	62m
Passionate People Produce Profits.....	Charles Kovess CSP	809-A	62m
Putting Humour to Work.....	Michael Kerr	1044	
Raising the Bar – In a World of Change.....	David Julian-Price CSP	611-A	44m
Secrets of Success.....	Joe Gandolfo	207	30m
Something Will Rogers Said.....	Cavett Roberts	1031	
Sometimes Winners Lose.....	Michael Aun	604	15m
Spreading Contagious Enthusiasm.....	Barbara Glanz	1026	
Strictly Motivational.....	A.S.T.C	159	60m
Surprise! And How It Can Shape Your Career.....	Lou Heckler CPAE	297	61m
Take Control of Your Destiny.....	Art Berg CSP	790	16m
Take Your Best Shot.....	Roger Crawford CSP	512	41m
The Gateway to Success is as Big as a Barn.....	Al Walker	533	76m



Motivational/Inspirational

TITLE	AUTHOR	DVD	TIME
The Impossible Just Takes a Little Longer.....	Art Berg CSP	548	76m
There Are No Limits.....	Danny Cox CSP	789	58m
Ticket to Anywhere, A.....	Cavett Robert CSP	88	26m
Today: The First Day of the Rest of Your Life.....	Zig Ziglar CSP	144-WY	29m
To Be Yourself.....	Bill Gove	57	26m
Turn Monday Into Fun Day.....	Michael Kerr	1043	
Uncommon Leader, The.....	Heartsill Wilson	141-WY	28m
Vitamins for Victory – A Choice, The.....	David Jackson CSP	165-AW	30m
Why Positive Thinkers Get Positive Results.....	Norman Vincent Peale, Dr	1028-WY	35m
Willie Jolley Live.....	Willie Jolley	1027	89m
World Showcase Attitudinal Topics.....	Rene Godfrey	700	88m
You Can't Heat an Oven with Snowballs.....	Cavett Robert CSP	89-WY	29m
You Deserve.....	Les Brown CSP	206	44m
* Motivate your mind.....	Tom Hopkins	955	
* Power of Vision.....	Michael Wickett	1004	125m
* Science of Positive Focus.....	Brian Tracy	1008	125m
* Live Full, Die Empty.....	Les Brown	1009	80m
* The Les Brown Story.....	Les Brown	1011	
* Make my Life Easier.....	Warren Greshes	1014	110m
* Something Will Rogers Said.....	Cavett Robert	1025	
* Keeping Pace with Tomorrow.....	Ira Hayes	1026	
* Why Positive Thinkers get Positive Results.....	Norman Vincent Peale, Dr	1027	
*Excellence with Less Strides.....	Bill Gove	1028	
The Leading Edge.....	Charlie Tremendous Jones	1030	
Hope: The Foundation for Successful Change.....	Zig Ziglar	1063	
Developing and Maintaining the Right Attitude.....	Zig Ziglar	1070	
Building a Healthy Self Image.....	Zig Ziglar	1073	
Step into Your Greatness.....	Les Brown	1078	
Living an Exceptional Life.....	Jim Rohn	1079	48m
Life would be easy, if it weren't for the other people.....	Connie Podesta	1080	
Beyond Excellence.....	Robert Stevenson	1098	
The Will to Win.....	Willie Jolley	1099	



Networking

TITLE	AUTHOR	DVD	TIME
10 Commandments of Power Networking.....	<i>Donna Fisher</i>	502	61m
* How to Feel in Control When Working the Room.....	<i>Will Kintish</i>	1040	



Occupational Health & Safety

TITLE	AUTHOR	DVD	TIME
Accident Investigation.....	Channel 1	399-W	26m
Confined Spaces.....	Channel 1	401	5m
Confined Space Safety.....	Channel 1	402-W	5m
Drugs and Alcohol.....	Channel 1	403	5m
Ear Safety.....	Channel 1	404	5m
Electrical Safety.....	Channel 1	405	5m
Emergency Procedures.....	Channel 1	406	5m
Eye Safety.....	Channel 1	407	5m
Fire Control.....	Channel 1	408-W	23m
Fire Safety.....	Channel 1	409	5m
Forklift Safety.....	Channel 1	410	5m
Handheld Power Tools.....	Channel 1	411	5m
Hazard Management.....	Channel 1	412-W	22m
Hazardous Substances.....	Channel 1	413	5m
Induction Series - An Introduction.....	Channel 1	400	5m
Infection Control.....	Channel 1	414	5m
Machinery Safety.....	Channel 1	415	5m
Managing Trauma in the Workplace.....	Channel 1	416-W	16m
Manual Handling.....	Channel 1	417	5m
Moving Vehicles.....	Channel 1	418	5m
Office Safety.....	Channel 1	419-W	16m
Personal Protective Equipment.....	Channel 1	420	5m
Skin Cancer.....	Channel 1	421	5m
Slips, Trips and Falls.....	Channel 1	422	5m
Working at Heights.....	Channel 1	423	5m
* Know your Rights.....	Summer Hill Films	957	
Safe Manual Handling.....		1055	
OH&S Duty of Care in the Workplace.....		1057	
Forklift Safety.....		1058	11m
OH&S in the Workplace.....		1059	8m



Personal Development

TITLE	AUTHOR	DVD	TIME
8 Sure Fire Ways to Improve Effectiveness.....	<i>James F Hennig CSP</i>	599	31m
Achieving Peak Performance.....	<i>Nido Qubein</i>	779	92m
Blueprint for Winners.....	<i>Ty Boyd CPAE</i>	3-WY	22m
Books Are Tremendous.....	<i>Charlie Tremendous Jones</i>	1036	
Building Bridges to the Future – Lessons Learned along the Way.....	<i>Sue Hershkowitz CSP</i>	621	53
Coming to Work, Ready to Play.....	<i>Phil Sorentino</i>	538	78m
Commitment – Fueling the Desire to be the Best.....	<i>Warren Greshes CSP</i>	508	18m
Colouring Outside the Lines.....	<i>Jeff Tobe</i>	1039	60m
Creating a Winning Image.....	<i>Dr Gayle Carson CSP</i>	546	12m
Creative Programs.....	<i>Connie Gordon CSP</i>	513	16m
Crux of the Crisis, The.....	<i>Denis Waitley, Dr</i>	132-WY	24m
<u>EMPOWER YOURSELF TO SUCCEED SERIES</u>			
Part 1 - How to Program Your Mind.....	<i>Desi Williamson</i>	837-W	34m
Part 2 - How to Change Your Life for the Better Part I.....	<i>Desi Williamson</i>	838-W	23m
Part 3 - How to Change Your Life for the Better Part II.....	<i>Desi Williamson</i>	839-W	27m
Part 3 - How to Change Your Life for the Better Part II.....	<i>Desi Williamson</i>	840-W	39m
Part 5 - How to Create a Compelling Future.....	<i>Desi Williamson</i>	841-W	23m
Part 6 - Adjusting Your Attitude.....	<i>Desi Williamson</i>	842-W	37m
Encouraging the Encourager.....	<i>Dr Bertice Berry</i>	692	58m
Establishing & Maintaining a Successful Private Practice During Uncertain Times.....	<i>Kevin O'Connor M.A</i>	792	154m
Excellence with Less Stress.....	<i>Bill Gove</i>	1029	
Fee-Pac.....	<i>Terry O'Halloran</i>	1025	
Flexible Thinking – Switching on Your Brain Free to be Me.....	<i>Janelle Brittain CSP</i>	681	35m
Free to be me.....	<i>Denis Waitley, Dr</i>	133- W	24m
From Success to Significance.....	<i>Glenna Salisbury</i>	1022	
Helping People Grow To Develop Top Performers.....	<i>Jim Cathcart CSP</i>	550	51m
H.I.T. (Hang In Tough).....	<i>Bill Gove</i>	54-W	29m
How to Be In Control of Your Life.....	<i>Floyd Wickman CSP</i>	797	63m



Personal Development

TITLE	AUTHOR	DVD	TIME
<u>HOW TO BE THE PERSON SUCCESSFUL COMPANIES FIGHT TO KEEP</u>			
Part 1.....	<i>Connie Podesta</i>	849	
Part 2.....	<i>Connie Podesta</i>	850	
How to Build your Nett Worth.....	<i>Ty Boyd CPAE</i>	8-WY	14m
How to Have a Good Day Every Day – The Power of Influence and Attitude.....	<i>Ed Foreman CPAE</i>	48-WY	78m
How to Position Yourself for Success.....	<i>Nido Qubein</i>	778	109m
How to Live the American Dream.....	<i>Mark Sanborn CPAE</i>	741	
How to Turn Stress into Power.....	<i>Denis Waitley, Dr</i>	134-WY	26m
If You've Done it all Wrong, How Can it Feel so Right?.....	<i>Mike McKinley CSP, CPAE</i>	690	
Keep your Cool.....	<i>Ty Boyd CPAE</i>	9-WY	23m
Keeping Pace with Tomorrow.....	<i>Ira Hayes</i>	1032	
Land of Opportunity, The.....	<i>Hal Krause</i>	68-WY	24m
Leading Edge, The.....	<i>Charlie Jones</i>	1030-WY	31m
Learning: A Tremendous Experience.....	<i>Charlie Jones</i>	67-WY	31m
Life Is A Celebration.....	<i>John Crudele CSP</i>	511	30m
Losers Let it Happen, Winners Make it Happen.....	<i>Denis Waitley, Dr</i>	135-WY	25m
Make it a Winning Life.....	<i>Wolf J. Rinke PhD, CSP</i>	535	46m
<u>MAKING CHOICES THAT COUNT - THE SECRET OF SELF ESTEEM</u>			
Part 1.....	<i>Connie Podesta</i>	847	60m
Part 2.....	<i>Connie Podesta</i>	848	60m
Managing Conflict, Change & Difficult People.....	<i>Dr Marilyn Manning</i>	735	12m
Mastering Personal & Professional Excellence.....	<i>Nido Qubein CSP</i>	624	42m
Moment of Truth, The.....	<i>Denis Waitley, Dr</i>	136-WY	18m
Odds Are, The.....	<i>Bob Albin</i>	1-WY	24m
Persistence – The Will to Win Again and Again.....	<i>Warren Greshes CSP</i>	509	
<u>PERSONAL DEVELOPMENT</u>			
Vol 1.....	<i>James E Rohn</i>	104	38m
Vol 2 – 5 Steps to Success.....	<i>James E Rohn</i>	105	38m
Personal High Performance – How to Get It.....	<i>Danny Cox CSP</i>	596	
Play the Hand you are Dealt.....	<i>Ty Boyd CPAE</i>	11-WY	30m
Professional Attitude, The.....	<i>J Douglas Edwards</i>	40-WY	25m



Personal Development

TITLE	AUTHOR	DVD	TIME
<u>THE PROFESSIONALISM SERIES</u>			
No 1 Career Builders/ Career Busters.....	<i>Joe Charbonneau CPAE</i>	719	22m
No 2 Communication Skills.....	<i>Joe Charbonneau CPAE</i>	723	22m
No 3 Developing a Professional's Attitude.....	<i>Joe Charbonneau CPAE</i>	718	22m
No 4 Exceptional Customer Service.....	<i>Joe Charbonneau CPAE</i>	726	22m
No 5 Exceptional Employee.....	<i>Joe Charbonneau CPAE</i>	710	22m
No 6 Future Success.....	<i>Joe Charbonneau CPAE</i>	733	22m
No 7 Human Relations in the Workplace.....	<i>Joe Charbonneau CPAE</i>	724	22m
No 8 Leadership.....	<i>Joe Charbonneau CPAE</i>	734	22m
No 9 Pride.....	<i>Joe Charbonneau CPAE</i>	708	22m
Profile of a Winner.....	<i>Ty Boyd CPAE</i>	13-WY	28m
Programmed Prosperity.....	<i>John Krause</i>	70-WY	21m
<u>PROSPERITY- A MATTER OF CHOICE SERIES</u>			
No 1 The Choice is Yours.....	<i>Bob Johnson CSP</i>	651-W	40m
No 2 How to Direct Your Thoughts.....	<i>Bob Johnson CSP</i>	652-W	40m
No 3 How to Control Your Direction in Life.....	<i>Bob Johnson CSP</i>	653-W	40m
No 4 How to Make Your Dreams a Reality.....	<i>Bob Johnson CSP</i>	654-W	40m
No 5 How to Move Beyond Your Potential.....	<i>Bob Johnson CSP</i>	655-W	40m
No 6 How to Set Your Destiny for Prosperity.....	<i>Bob Johnson CSP</i>	656-W	40m
No 7 You Are Prosperity.....	<i>Bob Johnson CSP</i>	657-W	40m
Pyromania – How to Set a Fire Under Yourself.....	<i>Mikki Williams CSP</i>	285	
Re-Inventing Your Life Through Personal Leadership.....	<i>Mark Sanborn CPAE</i>	740	
Rethinking Yourself.....	<i>Jim Cathcart CSP</i>	551	
Seeing Ear to Ear.....	<i>Ken Medema</i>	693	
Self-Fulfilling Prophecy, The.....	<i>Denis Waitley, Dr</i>	148-WY	26m
Shut Up! Stop Whining and Get A Life.....	<i>Larry Winget CSP</i>	594	
Staying in the Helicopter.....	<i>Roger Harrop</i>		
Success To Significance.....	<i>Nido Qubein CSP</i>	625	
Swim with the Sharks.....	<i>Harvey Mackay</i>	671	45m
The ABC's of a Successful Career.....	<i>Tom Hopkins CPAE</i>	760	29m
The Leading Edge.....	<i>Charlie Tremendous Jones</i>		
There's Genius in The Average Man/Woman.....	<i>Bob Richards</i>	149	29m



Personal Development

TITLE	AUTHOR	DVD	TIME
PROSPERITY- A MATTER OF CHOICE SERIES CONT'D			
The Spirit of Nursing Leadership	<i>Eileen McDargh CSP</i>	499	
Time Out	<i>Bob Albin</i>	2-WY	23m
Tools for the Professional	<i>Dr Gayle Carson CSP</i>	545	
Unbind Your Mind	<i>Janelle Barlow PhD</i>	536	
Walking the Plank of Change without Jumping Ship	<i>Patti Hathaway CSP</i>	503	
Winning Secrets	<i>Ty Boyd CPAE</i>	16-WY	27m
You make the Difference!	<i>Ty Boyd CPAE</i>	17-WY	25m
* The Science of getting Rich	<i>Bob Proctor</i>	1007	105m
* The Power to Persuade	<i>Mike Lipkin</i>	1012	110m
* What is a Professional?	<i>J Douglas Edwards</i>	1029	
* Books are Tremendous	<i>Charlie Tremendous Jones</i>	1034	
* Personal Interview with Charlie Tremendous Jones	<i>Charlie Tremendous Jones</i>	1035	
Secrets of a self-made millionaire	<i>Brian Tracy</i>	1083	
Memory Power	<i>Blaine Athorn</i>	1091	
The Masterstream Method	<i>T.Falcon Napier</i>	1092	
The Trust Factor	<i>Dr. Kerry Johnson</i>	1093	
Outselling Your Competition	<i>Brian Tracy</i>	1094	
The Unbreakable Laws of Self Confidence	<i>Brian Tracy</i>	1095	
Strategic Achievement	<i>Brian Tracy</i>	1097	
Peak Performance Principles	<i>Jack Canfield</i>	1100	



Public Speaking & Professional Speaking

TITLE	AUTHOR	DVD	TIME
5 Easy Steps to a Fantastic Voice.....	<i>Peter Miller</i>	806-A	32m
A Theatrical Keynote.....	<i>Danielle Kennedy</i>	295	83m
Advanced Speaker Marketing.....	<i>Tom Antion</i>	614	52m
Awards Banquet.....	<i>Sheila Bethal-Murray</i>	695	140m
Beyond Words...Improving Aerodynamics of Your Presentation.....	<i>Terry Brock-/Amanda G</i>	691-A	81m
Bits, Bomb Proofing, Attention Gaining Devices.....	<i>Tom Antion</i>	610	61m
CPAE/Cavett Awards.....	<i>National Speakers</i>	568	90m
Crafting Magical Moments.....	<i>Jeanne Robertson CPAE</i>	152	90m
Extra Ordinary Visions – Soaring From Imagination to Imagine Action.....	<i>Dewitt Jones</i>	688	66m
How to Use Creative Learning Tools.....	<i>Chris Clarke-Epstein</i>	25	35m
Humour with a Message “It’s Clear on Top”.....	<i>Ralph Hood CSP</i>	606	51m
Introductions, Openings.....	<i>Tom Antion</i>	609	150m
Model for a Successful Speaking Career.....	<i>Joe Charbonneau CPAE</i>	544	150m
Present like A Pro.....	<i>Marjorie Brody CSP</i>	672	92m
Presentation Tips for Speakers and Trainers with Chris Clarke-Epstein CSP.....	<i>Chris Clarke-Epstein CSP</i>	804	37m
Privilege Tools, Spirit, Bridges and a Legacy.....	<i>Chris Clarke-Epstein CSP</i>	576	62m
Speaking 4 Money.....	<i>Tom Antion</i>	613	92m
Sources & Organisation of Material, Storytelling Techniques.....	<i>Tom Antion</i>	612	68m
The magic of moments past.....	<i>Zig Ziglar & Hal Krause</i>	702	55m
You’re on the Air.....	<i>Brian Jud</i>	543	82m
<u>TECHNOLOGY SKILLS</u>			
A Day in the Digital Life of a Professional Speaker.....	<i>Scott McKain CPAE</i>	570	123m
Casting Your Net Widely & Wisely.....	<i>Philippa Gamse</i>	572	108m
Closing – How to Thrive in the Digital Worlds.....	<i>Richard Thieme</i>	577	61m
Drivers Education for the Information Superhighway.....	<i>Bill Ringle</i>	569	84m
Old Wine in Virtual Glasses.....	<i>Toni Boyle</i>	574	92m
Panel Discussion on Future Technology Trends.....	<i>David Arnold PHD</i>	575	55m
Stalking the Wild Facts.....	<i>Wally Bock</i>	571	76m
Using Technology on Your Presentations.....	<i>Jeanette Cates</i>	573	94m



Public Speaking & Professional Speaking

TITLE	AUTHOR	DVD	TIME
HUMOUR cont.			
Everybody's Got One – Idiot Episodes.....	<i>June Cline</i>	580	78m
How to be Funny Intentionally!.....	<i>Jeffrey Fleming</i>	583	82m
How to Humour.....	<i>Bubba Bechtol CSP</i>	581	92m
Humour: A Safe B.E.T.....	<i>Karyn Buxman</i>	585	77m
Make 'em Laugh.....	<i>Tom Antion</i>	582	92m
Secrets of Comedy.....	<i>Mark Mayfield CSP</i>	578	122m
That Wonderful Magical Journey.....	<i>Scott Francis</i>	579	88m
Tips from the "Comedy Coach".....	<i>Stephen Kissell</i>	584	88m
MARKETING SKILLS			
Create a Magic Demo Video/DVD for the New Millennium.....	<i>Michael Landes</i>	590	108m
How to Hit a Home Run with Bureaus.....	<i>Mark French</i>	588	104m
How to Market effectively without Killing Each Other.....	<i>Ray Pelletier CSP</i>	667	108m
Marketing 101 for Speakers.....	<i>Randy Gage</i>	587	92m
Marketing to Make Millions Long Term.....	<i>Jim Cathcart CPAE</i>	589	123m
Opening - You are the Magic.....	<i>Thomas J Winninger CPAE</i>	586	81m
Tuesday Super Workshop.....	<i>Faith Popcorn</i>	151	56m
Using Books & Products to Increase your Bookings.....	<i>Roger Herman CSP</i>	591	108m



Sales

TITLE	AUTHOR	DVD	TIME
24 Techniques for Closing the Sale.....	<i>Brian Tracy</i>	771	65m
Advanced Closing Techniques.....	<i>J Douglas Edwards</i>	27-WY	27m
Art of Asking Good Questions and Presenting for Profit, The.....	<i>David Jackson CSP</i>	169-A	30m
Appointment with Dr, Charles Jarvis, An.....	<i>Charles Jarvis, Dr</i>	63-WY	25m
Art of Asking Questions, The.....	<i>Fred Herman</i>	59-WY	27m
Boss, The.....	<i>Earl Nightingale</i>	86-WY	13m
Closing is more Than a Signature.....	<i>Ty Boyd CPAE</i>	4-WY	15m
Closing with Combinations.....	<i>J Douglas Edwards</i>	146-WY	25m
Closing with Conviction.....	<i>Ty Boyd CPAE</i>	5-WY	21m
<u>CLUB MANAGERS PROGRAM SERIES X 9 MODULES</u>			
No 1 Career Builders/Career Busters.....	<i>Joe Charbonneau CPAE</i>	730	22m
No 2 Customer Care.....	<i>Joe Charbonneau CPAE</i>	713	22m
No 3 Developing a Professional Attitude.....	<i>Joe Charbonneau CPAE</i>	725	22m
No 4 Exceptional Employee.....	<i>Joe Charbonneau CPAE</i>	709	22m
No 5 Future Success.....	<i>Joe Charbonneau CPAE</i>	714	22m
No 6 Goal Setting.....	<i>Joe Charbonneau CPAE</i>	715	22m
No 7 Human Relations in the Workplace.....	<i>Joe Charbonneau CPAE</i>	717	22m
No 8 Leadership.....	<i>Joe Charbonneau CPAE</i>	711	22m
No 9 Working on a Winning Team.....	<i>Joe Charbonneau CPAE</i>	707	22m
Collaborative Selling.....	<i>Tony Alessandra</i>	836	
Controlling the Sale.....	<i>J Douglas Edwards</i>	31-WY	27m
Creative Persuasion.....	<i>Fred Herman</i>	60-WY	25m
Crisis After Crisis After Crisis.....	<i>J Douglas Edwards</i>	32-WY	33m
Designing Your Life rather than Making a Living.....	<i>James E Rohn</i>	94	68m
Effective Suggestive Selling.....	<i>Rick Segel</i>	737	56m
Evolution of a Salesperson.....	<i>Joe Byrnes</i>	20	54m



Sales

TITLE	AUTHOR	DVD	TIME
<u>FAIR DINKUM SELLING SERIES X 10 MODULES</u>			
No 1 - How to Program Yourself for Winning.....	<i>Bob Johnson CSP</i>	640-W	40m
No 2 - How to Become a Professional Assistant Buyer to Your Prospects.....	<i>Bob Johnson CSP</i>	641-W	40m
No 3 - Sell Yourself into Long Term Relationships.....	<i>Bob Johnson CSP</i>	642-W	40m
No 4 - Sounds Good ... Tell Me More.....	<i>Bob Johnson CSP</i>	643-W	40m
No 5 - Creating Powerfully Persuasive Presentations.....	<i>Bob Johnson CSP</i>	644-W	40m
No 6 - When Your Prospects Win – You Win.....	<i>Bob Johnson CSP</i>	645-W	40m
No 7 - It Isn't Over Till its Over.....	<i>Bob Johnson CSP</i>	646-W	40m
No 8 - How to Take the Guesswork Out of Selling.....	<i>Bob Johnson CSP</i>	647-W	40m
No 9 - Yes's That Sound Like No's.....	<i>Bob Johnson CSP</i>	648-W	40m
No 10 - The Mastery of Professional Salesmanship.....	<i>Bob Johnson CSP</i>	649-W	40m
From the Peddler to Professional.....	<i>Michael Aun</i>	668	61m
Game Plan for Selling Success, The.....	<i>David Jackson CSP</i>	154-A	90m
The Greatest Salesman in the World.....	<i>Og Mandino</i>	73-Y	67m
Guerilla Selling.....	<i>Orvel Ray Wilson CSP</i>	496	53m
How to Create a New Customer Every 8 Minutes.....	<i>Joe Byrnes</i>	150	150m
How to Make a New Call.....	<i>Bob Johnson CSP</i>	650	30m
How to Make Every Sales Presentation.....	<i>Charlie Nicholls</i>	161-A	38m
High Performance Selling.....	<i>Don Hutson</i>		32m
If You Rest on It, You'll Rust on It.....	<i>Michael Aun CSP</i>	637	38m
Keys to Closing, The.....	<i>Zig Ziglar CSP</i>	142-WY	27m
Keys to High Income Selling, The.....	<i>David Jackson CSP</i>	153-A	38m
Larry Wilson talks about Selling.....	<i>Larry Wilson</i>	139-Y	38m
Million Dollar Words.....	<i>Patricia Fripp</i>	763	40m
More Effective Prospecting.....	<i>J Douglas Edwards</i>	37-WY	33m
Negotiating with Power and Perseverance.....	<i>David Jackson CSP</i>	170-A	30m
Object of Objections, The.....	<i>J Douglas Edwards</i>	38-WY	23m
Objections Overruled.....	<i>Hal Krause</i>	69-WY	29m



Sales

TITLE	AUTHOR	DVD	TIME
Overcoming your own Price Resistance.....	Heinz Goldman	52-WY	23m
P.D.R. for Top Performance.....	Tom Hopkins CPAE	770	
Power Closes.....	Zig Ziglar CSP	143-Y	29m
Presentations that Win.....	Ty Boyd CPAE	12-WY	23m
<u>PROFESSIONAL SELLING FROM A - Z SERIES X 13 MODULES</u>			
Part 1 How to be a Sales Professional.....	Tom Hopkins CPAE	212-W	29m
Part 2 Emotions & The Original Contact.....	Tom Hopkins CPAE	213-W	30m
Part 3 The Art of Leading & Controlling with Questions.....	Tom Hopkins CPAE	214-W	26m
Part 4 Qualification.....	Tom Hopkins CPAE	215-W	25m
Part 5 Prospecting.....	Tom Hopkins CPAE	216-W	40m
Part 6 Time Planning.....	Tom Hopkins CPAE	217-W	21m
Part 7 Telephone & Pre-planning the Sale.....	Tom Hopkins CPAE	218-W	29m
Part 8 Presentation/Demonstration Tactics.....	Tom Hopkins CPAE	219-W	30m
Part 9 Handling Objections.....	Tom Hopkins CPAE	220-W	31m
Part 10 Closing the Sale.....	Tom Hopkins CPAE	221-W	28m
Part 11 Power Closes.....	Tom Hopkins CPAE	222-W	55m
Part 12 How to Handle Failure & Rejection.....	Tom Hopkins CPAE	223-W	30m
Part 13 G.O.Y.A. & Goal Setting.....	Tom Hopkins CPAE	224-W	32m
* The Highlights of the Perfect Sales Process.....	Tom Hopkins CPAE	767	
The Nuts & Bolts of Selling at Trade Shows.....	Susan Friedmann	257	
The Secret to Success in Selling is a Set of Skills.....	Michael Aun	605	
The Wizard of Sales.....	Jeff Slutsky	559	
Trust: A Professional Obligation.....	Bill Gove	58-WY	
Upsize Selling.....	Stephen Gower CSP	524	



Sales

TITLE	AUTHOR	DVD	TIME
Professionalism in Closing Sales.....	<i>J Douglas Edwards</i>	41-WY	30m
Prospecting Without A Pick.....	<i>Hal Krause</i>	71-WY	27m
Psychology of Closing on Objections.....	<i>Zig Ziglar CSP</i>	145-WY	27m
Psychology of Power Presentations, The.....	<i>J Douglas Edwards</i>	43-WY	24m
Psychology of the Salesperson, The.....	<i>J Douglas Edwards</i>	44-WY	34m
Qualification Sequence, The.....	<i>J Douglas Edwards</i>	45-WY	25m
Responsibility To V's Responsibility For.....	<i>Bill Gove</i>	55-WY	24m
Responsible Selling.....	<i>Bill Gove</i>	56-WY	21m
Salesmanship: The Professional Way.....	<i>Alan Cimberg</i>	26-WY	28m
<u>SALES TRAINING SERIES X 7 MODULES</u>			
No 1 Achieving Excellence.....	<i>Joe Charbonneau CPAE</i>	721	22m
No 2 Attitude of a Winner.....	<i>Joe Charbonneau CPAE</i>	732	22m
No 3 Career Builders/ Career Busters.....	<i>Joe Charbonneau CPAE</i>	720	22m
No 4 Customers For Life.....	<i>Joe Charbonneau CPAE</i>	731	22m
No 5 Earning Customer Loyalty.....	<i>Joe Charbonneau CPAE</i>	722	22m
No 6 The Charismatic Salesperson.....	<i>Joe Charbonneau CPAE</i>	712	22m
No 7 Time Management.....	<i>Joe Charbonneau CPAE</i>	716	22m
Relationships Selling in a New Era.....	<i>Jim Cathcart</i>	1023	
Selling Against Adversity.....	<i>Heinz Goldman</i>	53-WY	25m
Selling Assurance in Insurance.....	<i>Michael Aun CSP</i>	301	90m
Selling is Simple.....	<i>Fred Herman</i>	61-WY	41m
Selling to V.I.T.O.....	<i>Tony Parinello</i>	155	84m
* Crazee Selling.....	<i>Bill Blades</i>	164	
* Guide to Everyday Negotiating-Part 1.....	<i>Rodger Dawson</i>	1000	
* Guide to Everyday Negotiating-Part 2.....	<i>Rodger Dawson</i>	1001	
* Advanced Tactics for Power Negotiating.....	<i>Rodger Dawson</i>	1002	
<u>SUCCESS SECRETS FOR WOMEN – 30 CLOSING TECHNIQUES</u>			
Vol 1.....	<i>Kathy Loveless CSP</i>	675	61m
Vol 2.....	<i>Kathy Loveless CSP</i>	676	63m



Sales

TITLE	AUTHOR	DVD	TIME
<u>SIX FIGURE SELLING SERIES X 24 MODULES</u>			
No 1 Overview - How Six Figure Selling Works.....	<i>Tony Alessandra</i>	171-W	30m
No 2 Prospecting.....	<i>Phil Wexler</i>	172-W	30m
No 3 Promotional Strategies.....	<i>Tony Alessandra</i>	173-W	30m
No 4 Image of Excellence.....	<i>Phil Wexler</i>	174-W	30m
No 5 Goal Setting.....	<i>Rick Barrera</i>	175-W	30m
No 6 Relationship Strategies.....	<i>Tony Alessandra</i>	176-W	30m
No 7 Presenting by Styles.....	<i>Tony Alessandra</i>	177-W	30m
No 8 Tension Management.....	<i>Phil Wexler</i>	178-W	30m
No 9 Time Management.....	<i>Rick Barrera</i>	179-W	30m
No 10 Contacting/Direct Mail/Teleselling.....	<i>Rick Barrera</i>	180-W	30m
No 11 Preparing for the Sales Call.....	<i>Tony Alessandra</i>	181-W	30m
No 12 Questioning: Fact-Finding Vs Information Gathering.....	<i>Phil Wexler</i>	182-W	30m
No 13 Questioning-Topics to Study & Questioning Strategies.....	<i>Tony Alessandra</i>	183-W	30m
No 14 Listening: Strategies & Feedback.....	<i>Tony Alessandra</i>	184-W	30m
No 15 Creative Presentations-3 Languages of Selling.....	<i>Phil Wexler</i>	185-W	30m
No 16 Value Added and Total System Selling.....	<i>Phil Wexler</i>	186-W	30m
No 17 Presentation Skills.....	<i>Phil Wexler</i>	187-W	30m
No 18 Confirming the Sale.....	<i>Tony Alessandra</i>	188-W	30m
No 19 Handling Customer Concerns.....	<i>Tony Alessandra</i>	189-W	30m
No 20 Negotiating.....	<i>Tony Alessandra</i>	190-W	30m
No 21 Assuring Customer Satisfaction.....	<i>Tony Alessandra</i>	191-W	30m
No 22 Marketing is a Philosophy - not a Department.....	<i>Phil Wexler</i>	192-W	30m
No 23 The Peak Performers Attitude.....	<i>Rick Barrera</i>	193-W	30m
No 24 Sales Training: Revolution or Evolution.....	<i>Tony Alessandra</i>	194-W	30m
Stop Losing Retail Sales – 52 Ways.....	<i>Rick Segel CSP</i>	617	
How not to suck at sales.....	<i>Jeffrey Gitomer</i>	1074	48m
New Sales Speak.....	<i>Terri Sjodin</i>	1075	48m
Outsell, out manage, out negotiate, out motivation your competition.....	<i>Harvey Mackay</i>	1081	



Sales

TITLE	AUTHOR	DVD	TIME
<u>SUCCESS SECRETS FOR WOMEN – 55 SUCCESSFUL SELLING STRATEGIES</u>			
Vol 1.....	<i>Kathy Loveless CSP</i>	677	60m
Vol 2.....	<i>Kathy Loveless CSP</i>	678	60m
Tactics of Negotiation.....	<i>Ty Boyd CPAE</i>	14-WY	20m
The 10 Characteristics of a Sales Guerrilla.....	<i>Orvel Ray Wilson CSP</i>	495	61m
The Accidental Salesperson.....	<i>Chris Lytle CSP</i>	497	16m
The Agent of the 21 st Century.....	<i>Warren Greshes CSP</i>	504	60m
<u>THE ART OF RETAIL SELLING X 5 MODULES</u>			
Part 1: The Meet & Greet.....	<i>Channel 1</i>	447-W	
Part 2: Qualification.....	<i>Channel 1</i>	448-W	
Part 3: The Demonstration.....	<i>Channel 1</i>	449-W	
Part 4: Objections.....	<i>Channel 1</i>	450-W	
Part 5: Closing The Sale.....	<i>Channel 1</i>	451-W	
<u>VALUE ADDED SELLING SERIES X 12 MODULES</u>			
No 1. Feature/Benefit Analysis.....	<i>Chuck Reaves CPAE</i>	754	60m
No 2. Helping.....	<i>Chuck Reaves CPAE</i>	752	30m
No 3. Listening.....	<i>Chuck Reaves CPAE</i>	749	11m
No 4. Overview.....	<i>Chuck Reaves CPAE</i>	747	28m
No 5. Perseverance.....	<i>Chuck Reaves CPAE</i>	758	27m
No 6. Personality Selling.....	<i>Chuck Reaves CPAE</i>	755	24m
No 7. Positioning, You and Your Client.....	<i>Chuck Reaves CPAE</i>	748	45m
No 8. Presentations.....	<i>Chuck Reaves CPAE</i>	757	23m
No 9. Productivity.....	<i>Chuck Reaves CPAE</i>	756	22m
No 10. Solutions.....	<i>Chuck Reaves CPAE</i>	751	30m
No 11. Want/Need Analysis.....	<i>Chuck Reaves CPAE</i>	753	17m
No 12. Your USP, Unique Selling Proposition.....	<i>Chuck Reaves CPAE</i>	750	21m



Sales

TITLE	AUTHOR	DVD	TIME
What Do They See When They See You Coming?.....	Stephen Gower CSP	525	62m
What is a professional?.....	J Douglas Edwards	1033	
Your Ultimate Blueprint for Sales Achievement.....	Peter Johnson, Dr	65	75m
* Selling to Vito. . .The Letter.....	Tony Parinello	942	
* Selling to Vito. . .The Opening Statements.....	Tony Parinello	943	
* Selling to Vito. . .The Meeting Vito.....	Tony Parinello	944	
* Selling to Vito. . .The Gatekeepers.....	Tony Parinello	945	
* Selling to Vito. . .The Network of Influence.....	Tony Parinello	946	
* Selling to Vito. . .The Portraits and Insights.....	Tony Parinello	947	
* Selling to Vito. . .The Highlights.....	Tony Parinello	948	
* Closing the Sale.....	Tom Hopkins	951	
* Attitude is Everything.....	Tom Hopkins	952	
* Motivate your Mind.....	Tom Hopkins	953	
* The secrets of power negotiation – Module 1			
“Playing the Game” – Part 1.....	Roger Dawson	974	
* The secrets of power negotiation – Module 2			
“Playing the Game” – Part 2.....	Roger Dawson	975	
* The secrets of power negotiation – Module 3			
“Playing the Game” – Part 3.....	Roger Dawson	976	
* The secrets of power negotiation – Module 4			
“Playing the Game” – Part 4.....	Roger Dawson	977	
* The secrets of power negotiation – Module 5			
“Controlling the Players ” – Part 1.....	Roger Dawson	978	
* The secrets of power negotiation – Module 6			
“Controlling the Player” – Part 2.....	Roger Dawson	979	
* The secrets of power negotiation – Module 7			
“Understanding the motivation of the other side”.....	Roger Dawson	980	
* The secrets of power negotiation – Module 9			
“Controlling the Territory.....	Roger Dawson	981	
* The secrets of power negotiation – Module 10			
“Pressure without confrontation.....	Roger Dawson	982	
* The secrets of power negotiation – Module 11			
“Pressure without confrontation”.....	Roger Dawson	983	
* The secrets of power negotiation – Module 12			
“Resolving Conflict”.....	Roger Dawson	984	



Speaker Profiles

TITLE	AUTHOR	DVD	TIME
Best of Hope Mihalap.....	<i>Hope Mihalap</i>	42	16m
Bubba Bechtol live.....	<i>Bubba Bechtol CSP</i>	288	
Create a Picture with Conni Gordon.....	<i>Conni Gordon CSP</i>	558	60m
Catherine De Vrye Live.....	<i>Catherine De Vrye</i>	777-A	10m
Danielle Kennedy – A Preview Video/DVD.....	<i>Danielle Kennedy CSP</i>	289	
Dennis McCuistion Live.....	<i>Dennis McCuistion CSP</i>	542	
Dr Catherine Maloof Live.....	<i>Dr Catherine Maloof CSP</i>	764	12m
Eileen McDargh Live.....	<i>Eileen McDargh CSP</i>	526	
Emory Austin Preview.....	<i>Emory Austin</i>	1045	
Interview with Charlie Tremendous Jones.....	<i>Charlie Tremendous Jones</i>	1038	
Introducing Carol O'Halloran.....	<i>Carol O'Halloran</i>	736-A	
Introducing Nido Qubein.....	<i>Nido Qubein CSP</i>	623	
Introducing Rebecca L Morgan.....	<i>Rebecca L Morgan</i>	674	
James F Hennig Live.....	<i>James F Hennig CSP</i>	597	
Joan Pastor Live.....	<i>Joan Pastor</i>	530	
Keynote Topics.....	<i>Michael Aun CSP</i>	638	12m
Laughter Works Seminar.....	<i>Jim Pelley CSP</i>	743	
Les Brown Live.....	<i>Les Brown CSP</i>	532	
Mary Feeley is the "Provocateur".....	<i>Mary Feeley CSP</i>	851	48m
Meet Dr Marilyn Manning.....	<i>Dr Marilyn Manning</i>	699	
Meet David Mainz.....	<i>David Mainz</i>	696	
Meet Florence Littauer.....	<i>Florence Littauer</i>	697	
Meet Lorna Riley.....	<i>Lorna Riley CSP</i>	682	
Meet Mark Sanborn.....	<i>Mark Sanborn CPAE</i>	738	
Meet Roger Masquelier.....	<i>Roger Masquelier CSP</i>	698	
Mikki Williams Preview Video/DVD.....	<i>Mikki Williams CSP</i>	287	
Niki McCuistion Live.....	<i>Niki McCuistion CSP</i>	541	
Peter Legge Demo Video/DVD.....	<i>Peter Legge</i>	608	
Peter Urs Bender Live.....	<i>Peter Urs Bender</i>	673	
Presenting Gordon Jackson.....	<i>Gordon Jackson CSP</i>	683	
Presenting Lou Heckler.....	<i>Lou Heckler</i>	1042	
Rob Salisbury Live.....	<i>Rob Salisbury APS</i>	560-A	
Susie Vanderlip Live.....	<i>Susie Vanderlip</i>	776	
The Speech Coach.....	<i>Francine Berger CSP</i>	636	
This Is Jesse Owens.....	<i>Jesse Owens</i>	87-WY	31m



Staff Development

TITLE	AUTHOR	DVD	TIME
<u>CHANGE IN THE WORKPLACE</u>			
Part 1 - Coping with Change.....	<i>Channel 1</i>	425-W	15m
Part 2 - Implementing Change.....	<i>Channel 1</i>	431-W	15m
Dealing with Difficult Behaviour.....	<i>Channel 1</i>	428-W	15m
Dealing with Aggressive Behaviour.....	<i>Channel 1</i>	429-W	15m
<u>INTERVIEWING SKILLS</u>			
Part 1 - The Interviewer.....	<i>Channel 1</i>	432-W	21m
Part 2 - The Interviewee.....	<i>Channel 1</i>	433-W	13m
Listen Up.....	<i>Dick Wilson</i>	787-W	70m
Making Teams Work.....	<i>Channel 1</i>	435-W	
Supervisory Skills.....	<i>Channel 1</i>	439-W	32m
The Art of Effective Communication.....	<i>Nido Qubein CSP</i>	622	80m



Telephone Skills • Teleskills

TITLE	AUTHOR	DVD	TIME
Converting your Telephone into a Profit Centre.....	<i>Dave Stone</i>	110	28m
<u>EFFECTIVE TELEPHONE COMMUNICATION</u>			
Call Answering Techniques.....	<i>Channel 1</i>	444	32m
Taking Messages and Transferring Calls.....	<i>Channel 1</i>	445	32m
Handling Complaints and Making Calls.....	<i>Channel 1</i>	446	32m
Effective Telephone Prospecting.....	<i>Warren Greshes CSP</i>	505	41m
Handling the Incoming Call.....	<i>D.J Harrington</i>	158	60m
Phone Doctor, The.....	<i>David Jackson CSP</i>	156-AW	70m
Phone Skills for Your Team.....	<i>D.J Harrington</i>	303	91m
<u>TELEMAX TELEPHONE TECHNIQUES SELLING SERIES</u>			
Introduction Module - Synergy & Success.....	<i>George Walther CSP</i>	639-W	
No 1 Creating Positive Impressions.....	<i>George Walther CSP</i>	195-W	30m
No 2 Probing for Needs & Closing the Sale.....	<i>George Walther CSP</i>	196-W	30m
No 3 Maintaining Momentum and Handling Objections.....	<i>George Walther CSP</i>	197-W	30m
No 4 Partnering Principles that Preserve Profit.....	<i>George Walther CSP</i>	198-W	30m
No 5 Building Profits through Up Selling, Gross Selling and Referral Gathering.....	<i>George Walther CSP</i>	199-W	30m
No 6 Preventing Problems & Regaining Lapsed Loyalty.....	<i>George Walther CSP</i>	200-W	30m
Telephone Techniques for Today.....	<i>Ty Boyd CPAE</i>	15-WY	20m
Telephone Skills – One on One.....	<i>D.J Harrington</i>	157	54m
* Power Talking.....	<i>George Walther</i>	1005	125m
* Phone Power.....	<i>George Walther</i>	1006	80m



Time Management • Goal Setting

TITLE	AUTHOR	DVD	TIME
7 Keys to Creating More Time.....	<i>Brad Tonini</i>	634-A	51m
Effective Time Management.....	<i>J Douglas Edwards</i>	33-WY	25m
Goal Setting and Priority Planning.....	<i>Dr Gayle Carson CSP</i>	547	17m
Goal Setting That Gets Results.....	<i>Warren Greshes CSP</i>	510	60m
How to Double Your Income Without Double the Effort.....	<i>Keith Abraham CSP</i>	163-A	122m
How to Have Less Mess, Less Stress & More Success.....	<i>Lorraine Pirihi</i>	160-A	62m
Learning to Set Goals.....	<i>James E Rohn</i>	100	54m
Making Time Work for You.....	<i>Harold Taylor CSP</i>	592	16m
<u>MANAGEMENT OF TIME</u>			
Vol 1.....	<i>James E Rohn</i>	101	38m
Vol 2.....	<i>James E Rohn</i>	102	29m
Managing your Time and Career.....	<i>Dave Stone</i>	117	32m
Planning your Success.....	<i>Warren Greshes CSP</i>	506	30m
Time Management in 23 Minutes.....	<i>Tony Ruesing CSP</i>	807	23m
Time Management Working Smarter, Not Harder.....	<i>M J Weeks</i>	452	88m
* Doubling Your Productivity.....	<i>Brian Tracy</i>	1003	120m
The Goals Program "Setting and Achieving".....	<i>Zig Ziglar</i>	1056	
The Goals Program "Getting Started".....	<i>Zig Ziglar</i>	1061	
Goal Setting Techniques That Work.....	<i>Warren Greshes</i>	1096	



Automotive Management

TITLE	AUTHOR	DVD	TIME
Attracting & Retaining Key People to Your Dealership.....	<i>Kyle de Vries</i>	801	92m
Best of Dealer 20 Group Ideas.....	<i>Randy Brenckman & Tom Hotham</i>	910	
Branding Your Dealership.....	<i>Ron Wheeler</i>	453	72m
Converting Frozen Capital into Cold Hard Cash.....	<i>Fred Samuelson</i>	455	95m
Developing a World Class Training Process For Your Salespeople.....	<i>Bob Kamm</i>	245	90m
Effective Financial Management.....	<i>Mark Schmitz</i>	388	72m
Hiring the Right Employee – A Legal Primer.....	<i>Kathleen Anamosa</i>	247	90m
How to Increase Employee Motivation.....	<i>Bob Kamm</i>	454	95m
Keeping Pace With Daily Stock Orders – Inventory Management.....	<i>Mike Nicholes</i>	393	89m
Keys to Successful Office Management, The.....	<i>Carl Woodward</i>	251	90m
Managing Change.....	<i>Howard Putnam</i>	233	90m
Pay for Performance.....	<i>Sheila Woolsey</i>	456	69m
Payment Fraud in Automotive Dealerships.....	<i>Dave Jarrett</i>	396	68m
Seven Ways to Double Your Business.....	<i>Grant Cardone</i>	802	73m
The Digital Dealer – Harnessing the Power Of Information Technology.....	<i>Jay Houghton</i>	457	95m
The Team Manager Has To Be The Team Leader.....	<i>Jay Cremins</i>	459	
Understanding Your Financial Statement.....	<i>Wayne Fortier</i>	911	
The Best of the Best:.....	<i>David Peacock & Jim Rich</i>	883	
Cash is Cash: Profit is an Opinion:.....	<i>Wayne Fortier</i>	884	
Successful Successorship in Family AutoBusiness.....	<i>Chris Martnes</i>	885	
<u>TODAY'S AUTOMOTIVE MANAGEMENT PRO SERIES</u>			
What is the Role of the General Manager.....	<i>George Parker</i>	240	90m
What is the Role of Today's Sales Manager.....	<i>Jay Cremins</i>	241	90m
Word of Mouth Advertising.....	<i>Donna Fisher</i>	458	94m
You are the Jury: Sexual Harassment.....	<i>Robert Bekken</i>	253	90m
Increase Profits Now.....	<i>James Ziegler</i>	1072	



Automotive Management

TITLE	AUTHOR	DVD	TIME
<u>TODAY'S AUTOMOTIVE MANAGEMENT PRO SERIES X 13 MODULES</u>			
No 1 The Making of a Manager.....	<i>Bob Cohen</i>	348	29m
No 2 Responsibilities of a Manager.....	<i>Bob Cohen</i>	349	28m
No 3 The Secrets of Success.....	<i>Bob Cohen</i>	350	30m
No 4 Recruiting with an Advantage.....	<i>Bob Cohen</i>	351	29m
No 5 The Recruiting Edge.....	<i>Bob Cohen</i>	352	29m
No 6 Starting New Recruits off Right.....	<i>Bob Cohen</i>	353	23m
No 7 Training Your People.....	<i>Bob Cohen</i>	354	30m
No 8 Teaching the Basics.....	<i>Bob Cohen</i>	355	29m
No 9 Business by Phone.....	<i>Bob Cohen</i>	356	28m
No 10 Supervision – Just Checking.....	<i>Bob Cohen</i>	357	29m
No 11 Working the Desk – The Coach.....	<i>Bob Cohen</i>	358	29m
No 12 Desking the Deal.....	<i>Bob Cohen</i>	359	29m
No 13 Prospecting – Listening – Motivating.....	<i>Bob Cohen</i>	360	30m
The E Factor in F&I Profitability: Expertise + Efficiency = Effectiveness.....	<i>Janet Kelly</i>	914	
The Politically Incorrect Leader.....	<i>Dave Anderson</i>	921	
Protecting Your Bottom Line: Effective Discipline And Discharge Procedures...	<i>D Gerald Coker</i>	922	
How to Hire, Train, and Develop 20 Cars a Month Sales People.....	<i>Bob Camack</i>	915	
The Best of The Best:.....	<i>David Peacock & Jim Rich</i>	883	
Cash is Cash: Profit is an Opinion:.....	<i>Wayne Fortier</i>	884	
Successful Successorship in Family AutoBusiness.....	<i>Chris Martnes</i>	885	
High Profitability with Zero Liability:.....	<i>James Ziegler</i>	889	
Raise The Bar on Your F&I Production:.....	<i>Jimmy Atkinson</i>	891	
Guerilla Tactics, Building a Team of Eagles in Your Dealership.....	<i>David Anderson</i>	895	
Motivating Yourself & Others to Achieve Greatness.....	<i>Art Niemann</i>	896	
Seven Solutions to Ensure Results in Every Dept.....	<i>Paul Cummings</i>	897	
Creating a Technology Plan for Your Dealership:.....	<i>Jason Patrick</i>	898	



Automotive Marketing

TITLE	AUTHOR	DVD	TIME
An Integrated Approach to Interactive Media.....	<i>Tom Young</i>	243	90m
Controlling Technology Expenses : Vendor Management and much more.....	<i>Jason Patrick</i>	923	
Dealer Marketing on the Internet.....	<i>Dean Anderson</i>	387	
How to Cut Your Advertising Costs & Raise Gross.....	<i>Joe Verde</i>	389	
Technology Based Sales and Marketing: Are you Ready to Run with The Big Dogs.....	<i>James Ziegler</i>	924	
Windows Based Dealer Management System:			
The Holy Grail or The Next Profit Sharing.....	<i>Jane Copeland</i>	925	
Why Dealer Advertising Doesn't Work: Through the Customers Eyes.....	<i>Jack Barry</i>	252	28m
How to Develop a Winning Advertising Strategy:.....	<i>Dorothy Miller Shore</i>	886	
The Details of E-tail: Selling Used Cars Online:.....	<i>Simon Rothman</i>	899	
Making the Tax System work to Your Advantage.....	<i>Robert Zwiers</i>	926	



Automotive Parts & Services

TITLE	AUTHOR	DVD	TIME
Advanced Service & Parts Merchandising Strategies.....	Lloyd Schiller	384	
Your Service, Parts & Body Shop.....	Lloyd Schiller	242	90m
Assuring Customer Satisfaction.....	Ed Kovalchick	377	
Body Shop.....	Ed Kovalchick	382	32m
Communication Skills for Service Advisors.....	Mary Jackson	298	67m
Consulting Skills for Service Advisors.....	Robert Rick	386	78m
Your Service Department.....	Jimmy Atkinson	800	85m
How to Market Your Service & Parts Department.....	Chris Mazur	248	90m
Increasing Service Sales by Retaining Used Car		917	
Increase Sales by Understanding Your Customer.....	Robert Rick		
Non – Traditional Solutions to Traditional		918	
Opportunities in Fixed Operations.....	Lee Harkins		
Service Advisors: The Most Important 5 Minutes.....	Jeff Cowan	919	
Customers in the Service Department.....	Audrey Ellen Brodie	250	90m
<u>MAXIMUM SERVICE SERIES</u>			
No 1 - A Look Back and Forward.....	Ed Kovalchick	361-W	63m
No 2 - The Service Lane.....	Ed Kovalchick	362-W	64m
No 3 - The Service Writer.....	Ed Kovalchick	363-W	64m
No 4 - Service Lane Control – Appointment / Greeter.....	Ed Kovalchick	364-W	62m
No 5 - Work mix and Productivity.....	Ed Kovalchick	365-W	31m
No 6 - Using the Repair Order.....	Ed Kovalchick	366-W	65m
No 7 - Technician Loading Chart – Dispatching.....	Ed Kovalchick	367-W	58m
No 8 - Competitive Pricing – Use of a Menu.....	Ed Kovalchick	368-W	64m
No 9 - The Steps to Customer Satisfaction.....	Ed Kovalchick	369-W	64m
No 10 - Merchandising Tools.....	Ed Kovalchick	370-W	30m
No 11 - The Daily Operating Control.....	Ed Kovalchick	371-W	30m
No 12 - The Quality Control Systems.....	Ed Kovalchick	372-W	
No 13 - The Parts Counter.....	Ed Kovalchick	373-W	
No 14 - The Evolution of Service.....	Ed Kovalchick	374-W	63m



Automotive Parts & Services

TITLE	AUTHOR	DVD	TIME
Parts Asset Management – Inventory Control.....	<i>Kevin Ellington</i>	486	86m
Parts & Service Centre.....	<i>Ed Kovalchick</i>	381	31m
Retail Parts Area.....	<i>Ed Kovalchick</i>	379	32m
Service Lane Control.....	<i>Ed Kovalchick</i>	375	27m
Shop Parts Operation.....	<i>Ed Kovalchick</i>	380	31m
Successful Service Selling.....	<i>Lloyd Schiller</i>	239	90m
Warranty Audit Prevention.....	<i>Robert Campbell</i>	487	93m
Parts Avail: Service Efficiency-Customer Retention.....	<i>Mike Nicholes</i>	892	
Quick Service Teams:.....	<i>Lloyd Schiller</i>	893	
Top 20 Ideas for Your Body Shop:.....	<i>Robert Rick</i>	894	
Are You Serving up the Right Menu.....	<i>Ted Ings</i>	1065	
Improving Your Parts/Service Operations.....	<i>Steve Emerg</i>	1066	



Automotive Sales

TITLE	AUTHOR	DVD	TIME
ABC's of Selling Cars, The.....	<i>Jon Quade</i>	383	91m
A Dozen Ways to Double Your Sales In Six Months or Less.....	<i>Joe Verde</i>	484	95m
* A Fish Rots at The Head:			
Dealership Profits and Problems Start at The Top.....	<i>Dave Anderson</i>	869	72m
Advanced Leasing.....	<i>Buzz Doering</i>	286	95m
Appraisal, The – A Sales Tool.....	<i>Clint McGhee</i>	74-Y	21m
Best of Dealer 20 Group Ideas.....	<i>Dave Peacock</i>	244	90m
Best Price.....	<i>Bob Cohen</i>	280	
*Beyond Slogans and Smiles - Leadership Strategies for Superior Service.....	<i>Joanne Smikle</i>	866	65m
Building a Winning Dealership Team.....	<i>Art Neimann</i>	227	90m
Building Buyer Benefits.....	<i>Clint McGhee</i>	75-Y	20m
Closing is Winning for Everyone.....	<i>Clint McGhee</i>	76-Y	24m
Closing the Deal.....	<i>Bob Cohen</i>	283	31m
Compilation Video/DVD.....	<i>Bob Cohen</i>	284	28m
Control: Use It or Lose It.....	<i>Clint McGhee</i>	77-Y	21m
*Customer Retention – Key To Higher Gross and Lower Cost.....	<i>Jeff Sacks</i>	865	69m
Delivery, The – Say Hello Not Goodbye.....	<i>Clint McGhee</i>	78-Y	20m
Maximum Serive Series No.5 – Work Mix and Productivity.....	<i>Ed Kovalchick</i>	365	31m
Developing Powerful Brand Image.....	<i>Ron Chatwin</i>	290	65m
Don't Tempt Fate – Demonstrate.....	<i>Clint McGhee</i>	79-Y	20m
Effective Prospecting Techniques.....	<i>Jay Cremins</i>	229	90m
Getting More Mileage from Your F & I Department.....	<i>Paul Sheldon</i>	246	90m
How to Create Winning Relationships.....	<i>Dr John Mlinarcik</i>	390	90m
*How to Greatly Increase The Return on Your Internet Investments.....	<i>Paul Rogers</i>	867	65m
How to Push, Pull or Drag Your F & I Department into the 21 st Century.....	<i>Ron Reahard</i>	296	69m
How to Get Your Piece of the \$200 million After-Market Pie.....	<i>Rob Atwood</i>	299	75m
How to Get Up To Speed on the Superhighway.....	<i>Joanna Pineda</i>	391	90m
How to Make a Profit in the New Car Department.....	<i>Mike Whitty</i>	230	90m
How to Negotiate with the Informed Customer.....	<i>N.A.D.A</i>	231	90m
How to Profitably Sell to Internet Shoppers.....	<i>Jean Beres</i>	485	90m
How to Retain Customers.....	<i>Ron Chatwin</i>	232	90m
How to Develop Multiple Sources of Prospects which equal multiple sources of income.....	<i>George Dans</i>	912	90m



Automotive Sales

TITLE	AUTHOR	DVD	TIME
<u>HOW TO SELL MORE CARS IN TODAY'S MARKET SERIES X 12 MODULES</u>			
Module 1 - Introduction to Selling.....	Joe Verde	260-W	26m
Module 2 - You, The Salesperson.....	Joe Verde	261-W	28m
Module 3 - Goals / Self Discipline.....	Joe Verde	262-W	26m
Module 4 - The Customer.....	Joe Verde	263-W	27m
Module 5 - Meet & Greet.....	Joe Verde	264-W	28m
Module 6 - Moving Closer to the Sale.....	Joe Verde	265-W	28m
Module 7 - Questions.....	Joe Verde	266-W	27m
Module 8 - Closing.....	Joe Verde	267-W	28m
Module 9 - Overcoming Objections (1).....	Joe Verde	268-W	28m
Module 10 - Overcoming Objections (2).....	Joe Verde	269-W	26m
Module 11 - Prospecting.....	Joe Verde	270-W	26m
Module 12 - Follow-Up.....	Joe Verde	271-W	27m
I Can See My Profits - Where is the Cash?.....	Dave Duryee	392	84m
I Want To Think About It.....	Bob Cohen	273	26m
*Learn How to Work Your Salespeople at the Desk.....	Sean Gardner	863	70m
Loss Prevention.....	Edward Miller	394	90m
More Pay - Team Play.....	Clint McGhee	80-Y	20m
Not Enough for my Trade-In.....	Bob Cohen	275	32m
Overcoming Objections and Excuses.....	Clint McGhee	81-Y	25m
Planning the Presentation.....	Clint McGhee	82-Y	23m
Preparing Your Employees and Your Business for the Future.....	Dr. John Mlinarcik	291	80m
Price Is Too High!.....	Bob Cohen	274	30m
Price Shoppers.....	Bob Cohen	277	30m
Profile of the Very Best Salesperson in the Very Best Dealership.....	Steve Wexler	395	50m
Professional Selling - The Little Things that Create Big Successes.....	Paul Cummings	798	110
Professional Selling - The Little Things that Create Prospecting for Profit.....	Clint McGhee	83-Y	25m
Protecting your Investment.....	Clint McGhee	84-Y	23m
Qualifying.....	Bob Cohen	281	30m
Selecting the Right Vehicle.....	Bob Cohen	278	40m



Automotive Sales

TITLE	AUTHOR	DVD	TIME
<u>STANDARD OF PERFORMANCE SERIES X 8 MODULES</u>			
No 1 - Psychology of Selling.....	Larry Smith	306-W	50m
No 2 - Locate, Meet & Greet, Qualify, Investigate.....	Larry Smith	307-W	50m
No 3 - Selection, Presentation, Demonstration.....	Larry Smith	308-W	55m
No 4 - Sell the Whole Package.....	Larry Smith	309-W	60m
No 5 - Closing & Negotiating.....	Larry Smith	310-W	60m
No 6 - Business Manager/Delivery/Referrals/Follow-Up.....	Larry Smith	311-W	55m
No 7 - The Telephone / Leasing.....	Larry Smith	312-W	40m
No 8 - Leadership and Sales Management.....	Larry Smith	313-W	60
Successful Selling Skills for Today's Market.....	Dee Dee Metter	238	90m
The Evolution of the Used Vehicle Profit Centre.....	Industry Panel	294	68m
To Identify – Qualify.....	Clint McGhee	147-Y	22m
<u>TODAY'S AUTOMOTIVE "PRO" SERIES X 17 MODULES</u>			
No 1 The Powerful Beginning.....	Bob Cohen	334	29m
No 2 Building a Better You.....	Bob Cohen	335	30m
No 3 Tools For Success.....	Bob Cohen	336	29m
No 4 Insight Into Selling.....	Bob Cohen	337	30m
No 5 Getting Around the Mountains.....	Bob Cohen	338	27m
No 6 Skills and Knowledge.....	Bob Cohen	339	28m
No 7 Incoming Phone Calls.....	Bob Cohen	340	28m
No 8 What the Customer Knows.....	Bob Cohen	341	30m
No 9 Knowing The Buyer.....	Bob Cohen	342	30m
No 10 Keeping Control.....	Bob Cohen	343	30m
No 11 Overcoming Objections.....	Bob Cohen	344	30m
No 12 Closing with Class.....	Bob Cohen	345	29m
No 13 Prospecting - The Key.....	Bob Cohen	346	30m
No 14 Business by Mail.....	Bob Cohen	347	29m
No 15 Today's Market.....	Bob Cohen	272	30m
No 16 Today's Price Shopper.....	Bob Cohen	276	32m
No 17 Trail Closing.....	Bob Cohen	279	30m



Automotive Sales

TITLE	AUTHOR	DVD	TIME
Attitude, Activities and Results: How to Motive Your Sales Team.....	<i>Jimmy Atkinson</i>	920	
Where Do You Go After “Hello”?.....	<i>Clint McGhee</i>	85-Y	20m
Who’s Minding the Store? What a Dealer can do to Improve Financial Controls. 20% Discount.....	<i>Harry Salerno</i>	293	78m
40 Valuable things to do with your Computer System.....	<i>Bob Cohen</i>	282	30m
	<i>Sandi Jerome</i>	292	75m
 <u>CONTRARIAN AUTO CONCEPTS X 12 MODULES</u>			
Module 1 – The Contrarian Philosophy.....	<i>Mark Tewart</i>	460-W	62m
Module 2 – The Contrarian Game Plan.....	<i>Mark Tewart</i>	461-W	64m
Module 3 – Meet / Greet Job Missions.....	<i>Mark Tewart</i>	462-W	64m
Module 4 – Contrarian Profiling and Job Missions.....	<i>Mark Tewart</i>	463-W	63m
Module 5 – Contrarian Profiling Part 2.....	<i>Mark Tewart</i>	464-W	54m
Module 6 – How to Read Your Customer.....	<i>Mark Tewart</i>	465-W	59m
Module 7 – Handling Price Objections.....	<i>Mark Tewart</i>	466-W	64m
Module 8 – How to Select the Right Vehicle.....	<i>Mark Tewart</i>	467-W	31m
Module 9 – Contrarian Demonstrations.....	<i>Mark Tewart</i>	468-W	64m
Module 10 – Professionally Handling the Write Up.....	<i>Mark Tewart</i>	469-W	63m
Module 11 – Value Added Negotiations.....	<i>Mark Tewart</i>	470-W	54m
Module 12 – Breaking Barriers Through Goal Setting.....	<i>Mark Tewart</i>	471-W	64m
 Profile of the Very Best Salesperson in the Very Prospecting: - Developing Your Power Base.....			
	<i>Patrik Graham</i>	887-A	
Teaching Your Sales People, Handle Incoming Calls.....	<i>Jon Quade</i>	888	
Improve Your New & Used Car Closing Rate by 50%.....	<i>Mark Walsh</i>	890	
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Automotive Sales

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Module 2 – The Level 10 Experience.....	<i>Paul Cummings</i>	473-W	50m
Module 3 – 5 Keys to Ultimate Success.....	<i>Paul Cummings</i>	474-W	50m
<u>ACTION IDEAS THAT WORK X 3 MODULES</u>			
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Module 2 – Magic One Liners.....	<i>Paul Cummings</i>	476-W	50m
Module 3 – There is Gold at the End of Effort.....	<i>Paul Cummings</i>	477-W	50m
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Module 1 – 5 Keys to the Successful Greeting.....	<i>Paul Cummings</i>	478-W	50m
Module 2 – 5 Dynamite Responses We All Need.....	<i>Paul Cummings</i>	479-W	50m
Module 3 – Processing Objections.....		480-W	50m
<u>SURGEONS TOOLS THAT ENSURE SUCCESS X 3 MODULES</u>			
Module 1 – Turning Incoming Calls into Profit.....	<i>Paul Cummings</i>	481-W	50m
Module 2 – Keys to Building Customer First Dealership.....	<i>Paul Cummings</i>	482-W	50m
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*Top Ten Secrets to Find, Service and Keep Your Customers.....	<i>Jan Kowski</i>	868	72m
1-800 Raise Your Gross : Hit The Jackpot with Your Phones.....	<i>Tim Kinz</i>	913	
* Volume 1 – Setting Goals.....	<i>Joe Girard</i>	1015	19m
* Volume 2 – Sins of a Salesperson	<i>Joe Girard</i>	1016	18m
* Volume 3 – Using Mail Effectively	<i>Joe Girard</i>	1017	17m
* Volume 4 – Referral Systems	<i>Joe Girard</i>	1018	18m
* Volume 5 – Demonstration Rides.....	<i>Joe Girard</i>	1019	19m
* Volume 6 – How to Use Your Order Form.....	<i>Joe Girard</i>	1020	15m
* Volume 7 – Closing the Price Shopper.....	<i>Joe Girard</i>	1021	17m



Automotive Used Vehicles

TITLE	AUTHOR	DVD	TIME
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Sales Training Ideas for Used Car Managers.....	Hank Lawson	236	90m
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<u>USED CAR STRATEGIES FOR MANAGERS SERIES X 20 MODULES</u>			
No 1 - Where Are You At Now?.....	John Beagan	314-W	31m
No 2 - What Is Your Job As Used Car Manager?.....	John Beagan	315-W	32m
No 3 - What 3 Things Must We Manage?.....	John Beagan	316-W	32m
No 4 - Wholesalers / How To Build Your Business.....	John Beagan	317-W	32m
No 5 - How To Create a Stable Sales Force.....	John Beagan	318-W	31m
No 6 - Cheat the Customer / Cheat Yourself – Pricing.....	John Beagan	319-W	19m
No 7 - How To Put Your People Back to Work.....	John Beagan	320-W	32m
No 8 - Auctions, The.....	John Beagan	321-W	30m
No 9 - Turnover / Profits / Yard Displays.....	John Beagan	322-W	32m
No 10 - Pricing / Strategy For Increasing Used Car Sales.....	John Beagan	323-W	31m
No 11 - Increasing Profits / Appraisals.....	John Beagan	324-W	30m
No 12 - Maximising Incoming Calls.....	John Beagan	325-W	90m
No 13 - Planning Equal Profits.....	John Beagan	326-W	30m
No 14 - Achieving Your Used Vehicle Targets.....	John Beagan	327-W	32m
No 15 - Secrets of the “Best”.....	John Beagan	328-W	30m
No 16 - How to Cure “Lack Of Information”.....	John Beagan	329-W	28m
No 17 - Wholesaling / Creating Good Habits.....	John Beagan	330-W	30m
No 18 - Inventory / Advertising.....	John Beagan	331-W	30m
No 19 - Reconditioning / How to Buy Trade-Ins.....	John Beagan	332-W	30m
No 20 - Warranties / Training.....	John Beagan	333-W	30m
How to Replicate What the Best Internet Dealers Do:.....	Paul Rodgers	900	
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Real Estate

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Close and Negotiate from Strength.....	<i>Dave Stone</i>	109	26m
Creative Ways to Prospect for Listings.....	<i>Dave Stone</i>	111	28m
Crossroads of Negotiation, The.....	<i>Dave Stone</i>	112	26m
Directions for Inspecting Selected Properties.....	<i>Dave Stone</i>	113	27m
Getting Absolutely Organised.....	<i>Doug Malouf CSP</i>	124-A	
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How to Sell Builder's Homes and Condominiums.....	<i>Dave Stone</i>	115	28m
Know your Listing Checkpoints.....	<i>Dave Stone</i>	116	25m
Managing your Services to "For Sales By Owner".....	<i>Dave Stone</i>	118	28m
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Perfecting your Negotiation Skills.....	<i>Dave Stone</i>	121	28m
Pricing Your Home to Sell.....	<i>David Knox CSP</i>	794	24m
Prospect for Qualified Buyers.....	<i>Dave Stone</i>	122	25m
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Real Estate

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* List, Sell and ACT Fast - Module 2 "The 10 question Mental workout" Part B	<i>Danielle Kennedy</i>	959	
* List, Sell and ACT Fast - Module 3 Effective Phone strategies/Phone Attacks	<i>Danielle Kennedy</i>	960	
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* List, Sell and ACT Fast - Module 5 Successful open houses	<i>Danielle Kennedy</i>	962	
* List, Sell and ACT Fast - Module 6 How Listings are won and priced to sell	<i>Danielle Kennedy</i>	963	
* List, Sell and ACT Fast - Module 7 Capturing and Qualifying Buyers for Keeps	<i>Danielle Kennedy</i>	964	
* List, Sell and ACT Fast - Module 8 Negotiating and closing a sale that sticks	<i>Danielle Kennedy</i>	965	
* List, Sell and ACT Fast - Module 9 Simply Service: Fast problem solving for buyers and sellers	<i>Danielle Kennedy</i>	966	
* List, Sell and ACT Fast - Module 10 The fast track: How to quickly capture, qualify and close the new home and open house prospect.	<i>Danielle Kennedy</i>	967	
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* List, Sell and ACT Fast - Module 14 Health: Your most important asset	<i>Danielle Kennedy</i>	971	
* List, Sell and ACT Fast - Module 15 A special message to Realtor's family	<i>Danielle Kennedy</i>	972	
* List, Sell and ACT Fast - Module 16 Leading a double life: Are family and career really two different worlds?	<i>Danielle Kennedy</i>	973	



Alphabetical List of Speakers by Surname

Voices of experience only a phone call away!...

▶ Abraham, Keith CSP
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Alessandra, Tony
Anamosa, Kathleen
Anderson, Dave
Anderson, Dean
Antion, Tom
Arnold, David
Atkinson, Jimmy
Atwood, Rob
Aun, Michael CSP
Austin, Emory
Avilez, Tony
Ball, Patricia CPAE
Barlow, Janelle CSP
Barrera, Rick
Barry, Jack
Beagan, John
Bechtol, Bubba CSP
Bekken, Robert
Bender Peter Urs CSP
Beres, Jean
Berg, Art CSP
Berger, Francine CSP
Berry, Dr Bertice
Bethel-Murray, Sheila
Billings-Harris, Lenora CSP
Blakely, Doc

Bock, Wally
Booher, Dianna CSP
Borowski, Al CSP
Boyd, Ty CPAE
Boyle, Toni
Brandau, Karla
▶ Braysich, Joe
Brock, Terry
Brodie, Audrey Ellen
Brody, Marjorie CSP
Brown, Bobbi CSP
Brown, Les CSP
Brubaker, Michael
Buxman, Karyn
▶ Byrnes, Joe
Cain, Herman
Cairo, Jim
Calvert, Bob
Campbell, Robert
Canfield, Jack CSP
Carmack, Bob
Cardone, Grant
Carson, Dr Gayle CSP
Cates, Jeanette Phd
Cathcart, Dr Jim CPAE
Charbonneau, Joe CPAE
Chatwin, Ron
Cimberg, Alan
Clarke-Epstein, Chris CSP
Cline, June
Coffee, Capt. Gerald CSP

Cohen, Bob
Comeau, Michele
Copeland, Jane
Cooper, Donald
Cotterill, Bruce
Cowen, Jeff
Covey, Stephen
Cox, Danny CSP
Crawford, Roger CSP
Cremins, Jay
Crudele, John CSP
Culbertson, Ronald CSP
Cummings, Paul
Dans, George
▶ De Vrye, Catherine
Doering, Buzz
Duryee, Dave
Dyer, Jay
Edwards, J Douglas
Ellington, Kevin
▶ Emery, Mal
Feeley, Mary CSP
Fisher, Donna
Fleming, Jeffrey
Foreman, Ed CPAE
Fortier, Wayne
Francis, Scott
French, Mark
Fripp, Patricia CPAE
Gage, Randy
Gamse, Phillipa
Gandolfo, Joe
Gardner, Sean
Gee, Bobbi CSP

Gianz, Barbara CSP
Girard, Joe
Gitomer, Jeffrey
Glasscock, Kip
Greshes, Warren
Godfrey, Rene
Goldman, Heinz
Gordon, Connie CSP
▶ Gore, Amanda CSP
Gove, Bill
Gower, Stephen CSP
Graham, Billy
Graham, Patrick
Gray, John
Greshes, Warren CSP
Hensen, Mark Victor CSP
Harrell, Smith
Harrington, D.J
Harkins, Lee
Hartunian, Paul
Hathaway, Patti CSP
Hayes, Ira
Heckler, Lou CPAE
Hennig, James F CSP
Herman, Fred
Herman, Roger CSP
Hershkowitz, Sue CSP
Hood, Ralph CSP
Hopkins, Tom CPAE
Houghton, Jay
Hotham, Tom
Hutson, Don
Hyken, Shep CSP

▶ Jackson, David CSP
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Jackson, Mary
Jacobs, Jim
Jankoski, J
Jarrett, Dave
Jarvis, Dr Charles
Johnson, Dr Peter
Johnson, Bob CSP
Johnson, Dr Peter
Jolley, Willie CSP
Jones, Charlie CPAE
Jones, Dewitt
Jousan, M
Jud, Brian
▶ Julian-Price, David CSP
Kamm, Bob
Karpovich, Michael S. CSP
Kennedy, Danielle CSP
Kelly, Janet
Kissel, Stephen
Kintz, Tim
Knox, David CSP
Kovalchick, Ed
▶ Kovess, Charles CSP
Krause, Hal
Krause, John
Lend, A. Peter
Lawson, Hank
Legge, Peter
Lescota, Joseph
Les Brown
Lipkin, Mike



Alphabetical List of Speakers by Surname

Littauer, Florence
 Loveless, Kathy CSP
 Lytle, Chris CSP
 Mackay, Harvey
 Maloof, Dr Catherine
 ► Malouf, Doug
 Mandino, Og
 Manning, Dr Marilyn
 Marsh, B Sr
 Masqueller, Roger CSP
 Mayfield, Mark
 Mazur, Chris
 McCuistion, Dennis CSP
 McCuistion, Niki
 McDargh, Eileen CSP
 McGrath, John-AUST
 McGhee, Clint
 ► McGrath, John
 McKain, Scott CSP
 McKinley, Mike
 Medema, Ken
 Meinz, David
 Mercer, Joe
 Metter, Dee Dee
 Miller, Dorothy
 Miller, Carl
 Miller, Edward
 ► Miller, Peter

Mitchell, W CSP
 Mlinarcik, Dr John
 Morgan, Rebecca L. CSP
 Morrisay, George L. CSP
 Murray Bethel, Sheila CSP
 Nightingale, Earl
 Oakley, Ed CSP
 O'Connor, Kevin M.A
 ► O'Halloran, Carol
 O'Halloran, Terry
 Owens, Jesse
 Parinello, Tony
 Patrick, Jason
 Parker, George
 Pastor, Joan
 Peacock, Dave
 Peale, Dr Norman Vincer
 ► Pease, Allan
 Pelletier, Ray CSP
 Peters, Tom
 Petty, Dr Charles
 Pineda, Joanna
 Pirihi, Lorraine
 Podesta, Connie
 Popcorn, Faith
 Proctor, Bob
 Price, M
 Putnam, Howard
 Qubein, Nido CPAE
 Quode, Jon
 Reaherd, Ron

Reaves, Chuck CPAE
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