

Learning Resources

Aids Work

In this timely and important video, two physicians and four nurses (one of whom is also the founder of a hospice program) reflect on several decades of combined experiences in caring for patients with HIV/AIDS.

They discuss: *facing fears* for their own safety, as they struggle to deliver compassionate care to patients with this almost always terminal disease; *facing frustration* as they realize that they cannot offer a cure or sometimes even symptomatic treatment to those who depend on them; *facing burnout* including depression and, in at least one case, the use of drugs and alcohol to dull the pain they experience; *facing grief at the loss of people they have cared for for years*.

Finally, *facing forward* to the turn of the century, knowing that the disease will still be with us, but that they, and other dedicated healthcare workers will continue to struggle against it.

Professional
22 minutes, order 9-7307-IN

Video resources helping healthcare managers and supervisors resolve conflicts, improve performance and manage staff, time, and resources.

Be A High Performance Manager

Examines challenges facing managers including the keys to being successful, creating a motivating environment, giving and earning respect, and sending clear messages to workers.

Post Secondary - Advanced, Adult, Professional
54 minutes, order 1-6052-IN

Body Mechanics: Principles And Applications

Explains normal body movement and body mechanics principles as they relate to the daily functional activities of nursing personnel. Emphasis is on preventing neck injuries and minimizing physical load work.

Post Secondary - Advanced, Adult, Professional
30 minutes, order 1-5193-IN

Budgeting Process: Obstacle Or Ally?

When budgets are properly used as a financial plan of business, they are a remarkable aid to better hospital management. Provides some necessary steps to achieve a useful hospital budget.

Post Secondary - Advanced, Professional
30 minutes, order 1-6665-IN

Communication: Motivating People

Helps managers develop the optimum atmosphere for employee motivation. Includes an overview of what health care professionals like and dislike about their jobs, what motivates them, and why they choose their particular career field.

Post Secondary - Advanced, Adult, Professional
30 minutes, order 1-5293-IN

Communication Skills For Hospital Secretaries

Tips for communicating openly and clearly, being understood and understanding. Developing skills for listening, problem solving, and win-win conflict resolution are included.

Post Secondary - Advanced, Adult, Professional
30 minutes, order 1-5642-IN

Conflict Management

Identifies some of the major factors involved in conflict and shows how to recognize and use various modes of conflict management.

Professional
30 minutes, order 1-5138-IN

Connecting With Your Patient: Non-verbal Communication

Teaches awareness of and control over nonverbal communication including listening, standing, eye and facial expressions, voice, tone, touch, and space.

Professional
21 minutes, order 1-6554-IN

Creating A Strategic Plan

Hospitals can develop a flexible strategic plan that best meets community needs, facilitates decision-making, and strengthens its immediate and long-term position.

Post Secondary - Advanced, Adult, Professional
30 minutes, order 1-5290-IN



Learning Resources

Crisis Intervention: Families Under Stress

Outlines important supportive actions for staff nurses in acute care. Urges nurses to develop empathy by identifying what their needs would be if a member of their family was hospitalized.

Stresses trusting in the staff, privacy, timely information, and hope as essential needs of the family under stress. Outlines the steps of crisis intervention and illustrates successful and unsuccessful outcomes.

Professional
30 minutes, order 1-5135-IN

Cultural Diversity In Healthcare

A practical orientation to multi-cultural awareness and cross-cultural communication. Demonstrates the importance of building positive relationships with patients and co-workers in today's increasingly diverse healthcare environment. Illustrates how cultural differences can affect everything from a patient's response to treatment to a colleague's need for "space." Uses real-life scenarios to show how inter-cultural sensitivity and communication skills contribute to healthy working relationships and the healing process.

Professional
22 minutes, order 1-2204-IN

Developing A Personal Management Strategy

Helps managers develop a management strategy that reflects their particular administrative job, their organization's structure, and their personal assets.

Post Secondary - Advanced, Adult,
Professional
30 minutes, order 1-5287-IN

Empowerment

A program for all hospital staff on the benefits of employee empowerment.

Visit two hospitals where empowerment is practised: one through a shared governance structure and the other through a clear philosophy and various committees.

Next, see how nurse empowerment results in better employee satisfaction, patient care, and cost effectiveness.

Includes the views of hospital staff at all levels and in various departments.

Professional
56 minutes, order 1-2203-IN

Exploring Leadership Styles

An overview of the ways managers can achieve efficient problem solving techniques and enhance their overall leadership skills.

Post Secondary - Advanced, Adult,
Professional
30 minutes, order 1-5294-IN

First Line Manager: Service Excellence In Health Care Field

Factors influencing the informed health care consumer; importance of front-line personnel.

Post Secondary - Advanced,
Professional
28 minutes, order 1-5654-IN

Guest Relations And Beyond: Managing The Moments Of Truth

The importance of each step of a patient's cycle of service from pre-admission to postoperative care, and the fundamental values of each.

Post Secondary - Advanced, Adult,
Professional
30 minutes, order 1-8103-IN

Guest Relations And Beyond: Departmental Service Excellence

Helps department managers promote quality service in their departments as a strategy for organizational excellence.

Post Secondary - Advanced, Adult,
Professional
30 minutes, order 1-8104-IN

Handling Hazardous Materials: Signs Of The Times

Explores situations and materials in health care that present hazards. Using protective gear, dealing with spills, maintaining records and recognizing vital signs and warning labels are included.

Professional
14 minutes, order 3-3011-IN

Handmaidens: About Nursing

Nurses are expected to be sweet, caring, and quietly efficient - even when working under stressful conditions or with disrespectful people.

Recent studies suggest that many people who enter nursing have been trained from childhood for roles as selfless caregivers. Growing up in alcoholic or other dysfunctional families, they learned to ignore their own needs, to take care of others, and, above all, not to make waves.

This powerful program encourages nurses to stand up for themselves, for each other, and for their rights as professionals. Producer Barbara Bird surveys the roots and present-day realities of nursing, and intertwines this with several poignant stories of nurses' experiences.

An excellent resource for a course in nursing history from a sociological viewpoint ... presents some startling statistics regarding the family background and health problems of nurses" - Judy Lindop, Coordinator, Nursing Resource Centre, George Brown College, Toronto.

Professional
35 minutes, order 9-7199-IN



Learning Resources

Hospital Safety ... Because You Care

Stresses the need to follow established safety procedures, workers compensation laws and the need for a team approach to hospital safety.

Adult, Professional
17 minutes, order 3-3004-IN

Hospital Security And You

Employees roles in ensuring patient safety and safeguarding institutional assets and what hospital staff can do to reduce security problems.

Adult, Professional
15 minutes, order 3-3008-IN

Improving Your Leadership Performance

Reviews the difference between directive and supportive leadership styles, and how they relate to employee performance.

Post Secondary - Advanced, Adult, Professional
30 minutes, order 1-5296-IN

Improving Quality: A Primer For Health Care

Explores quality assurance and quality improvement methods for people in all roles.

Ten step process for monitoring and evaluating, and principles of quality improvement are included.

Professional
20 minutes, order 1-3993-IN

The Management Skills Series

Used individually, or as a whole, this series will improve management and supervisory skills in five vital areas: personnel management, time management, budgeting, communication, and conflict management.

How to Develop a Departmental Budget

In clear, easy to understand terms, this video defines and explains how to plan and prepare a budget, from planning stage through implementation and feed back. The different methods used to plan and evaluate a budget are discussed. Related terms, such as "variance" and "capital expenditure," are explained.

Order 1-2007, 28 minutes

Time Management Skills

Effective time management is a must in the busy health care environment. This video explains how to budget and manage your time wisely. The causes and effects of poor time management are explained. Learn how to take control of your time by using the total management planning concept. Methods of setting priorities and learning the causes of poor time management and how to minimize them are discussed.

Order 1-2002, 28 minutes

Effective Supervisor Skills

Well trained, qualified employees are an asset to any institution. Conversely, the loss of a valued employee is a liability. In the high technology health care arena, it is an ongoing task to find and retain skilled workers. Using discussions and vignettes, this video identifies the five areas of a manager's responsibilities that will help you better deal with your employees and turn them into valuable assets: setting goals, delivering praise, reprimanding, delegating, and over supervising.

Order 1-2001, 30 minutes

Problem Solving and Conflict Resolution

Using realistic, health care based examples, this video shows how conflicts can be resolved and how, if managed correctly, conflicts can lead to new options. The different types of conflicts are discussed, namely "I win you lose," "lose/lose," and "win/win." Emphasis is placed on turning conflicts into the "win/win" type, if possible. The advantage of "win/win" resolutions, along with methods of achieving them, are shown.

Order 1-2008, 27 minutes

Communication Skills

Discussing the importance of communication in the hospital setting this video demonstrates employee/employee and patient/employee communication skills through role playing scenarios. The importance of listening is stressed, along with showing how to improve such skills.

Nonverbal communication, body language, and speech inflection are also covered. Several examples are given of ways to better deal with staff problems and to improve instruction giving.

Order 1-2000, 27 minutes

Adult
minutes, order 1-20070-IN

Managing With People: Conflict Resolution & Communications

Elements of ineffective communication and guidelines to help managers create effective communications systems for problem solving and conflict resolution.

Adult, Professional
30 minutes, order 1-5291-IN

Mega-managing

Styles in high-performance organizations, team and culture building, product line management, new venture development, computer literacy, developing and implementing strategic plans.

Post Secondary - Advanced, Adult, Professional
60 minutes, order 1-5607-IN



Learning Resources

Negative Feedback With Positive Results

Introduces the concept of progressive discipline, along with guidelines for handling disciplinary action.

Post Secondary - Advanced, Professional
30 minutes, order 1-6662-IN

Negotiating Styles

Five different negotiating styles, including two forms of passive and three forms of active negotiation.

Post Secondary - Advanced, Adult, Professional
30 minutes, order 1-5627-IN

An Overview Of Performance Appraisal

Reviews the components of a performance appraisal and demonstrates successful interview techniques.

Professional
30 minutes, order 1-5612-IN

Personal Planning And Time Management

Key areas that managers should be aware of, including personal planning, strategic planning, and organizational planning.

Post Secondary - Advanced, Adult, Professional
30 minutes, order 1-5288-IN

Planning And Preparing For Negotiation

Identifies five factors that affect negotiations and six personality profiles that categorize a negotiating partner, as well as effective negotiating goals and objectives.

Post Secondary - Advanced, Adult, Professional
30 minutes, order 1-5626-IN

Quality Assurance In The Office Setting

Outlines the legal, economic, professional, and personal components of QA, and offers practical information for starting a program in the office setting.

Post Secondary - Advanced, Professional
28 minutes, order 1-5571-IN

Quiet Hospital Zone: Patient Confidentiality

Reminds hospital personnel of the importance of maintaining patient confidentiality as entertaining scenarios of everyday situations show how easily breaks can occur.

Professional
30 minutes, order 3-3014-IN

A Review Of Management Skills For Hospital Personnel

The skills and characteristics crucial to effective hospital management.

Post Secondary - Advanced, Adult, Professional
30 minutes, order 1-5576-IN

The Secretary As Manager

They understand and interpret the organization's policies and procedures. Shows how management theory can be applied to work performed by secretaries in health care settings.

Post Secondary - Advanced, Professional
30 minutes, order 1-5641-IN

Setting Clear Expectations

The concept of psychological contracts and expectations, methods for monitoring and evaluating employee performance, and suggestions for setting up effective employee evaluation systems.

Post Secondary - Advanced, Professional
30 minutes, order 1-6661-IN

Sexual Harassment In Healthcare: Re-learning The Rules

This program dramatically illustrates the complex and sometimes confusing issues surrounding verbal and physical sexual harassment.

It also describes four important steps when faced with harassment: confronting the problem, reporting the incident, documenting the incident, and seeking support.

Highly recommended for sensitivity training of all healthcare employees.

Post Secondary - Advanced, Professional
35 minutes, order 1-2202-IN

Solved: The Mystery Of Quality Customer Relations

Explores quality customer service among all employees while following a "mystery guest" through a diagnostic visit to a hospital.

Professional
22 minutes, order 3-3019-IN

Stress Management In The Hospital Setting: Identification

Physicians and nurses rank among those professionals who are most susceptible to stress. Therapists from Rutgers University discuss a three point model to develop methods for diagnosing the syndrome. They explore the environmental, cognitive, and physiological factors that both create and react to stress, and they also explain how a quantitative measuring system can be used to measure stress.

Post Secondary - Advanced, Adult, Professional
54 minutes, order 1-3402-IN

Taking Charge

Managers can facilitate their own job functioning by examining important psychological and practical issues involved in "taking charge."

Post Secondary - Advanced, Professional
30 minutes, order 1-6660-IN



Learning Resources

Taking Charge: Planning For Success Part I I

Looks at the cost of effective planning, exploring its process, principles, and potential pitfalls, with emphasis on motivation and setting realistic goals.

Post Secondary - Advanced, Professional
30 minutes, order 1-5649-IN

Taking Control: Making Time Work For You

Assesses how time is currently being spent, specific time robbers and savers, the importance of goal setting, and creating an action plan.

Post Secondary - Advanced, Adult, Professional
30 minutes, order 1-5615-IN

Taking Good Care: Inside A Children's Hospital

Assists in recruitment and orientation of staff at all levels, from medical and nursing, to housekeeping and environmental services.

Adult, Professional
25 minutes, order 9-7089-IN

Telephone Techniques For Hospital Secretaries

Basic principles and proper application of telephone techniques for hospital secretaries.

Post Secondary - Advanced, Professional
30 minutes, order 1-5656-IN

Thicker Than Water

This dramatized video demonstrates techniques for working with families in a nursing home setting, focusing on distraught family members.

The video shows the nursing home director, or social worker, how to diffuse anger, acknowledge concerns and provide helpful perspective and information to the family.

Adult
10 minutes, order 9-7290-IN

Understanding Organizations

Reveals how the history, economic situation, demographics, and political climate determine a facility's power structure, communication network, decision-making process, and management style.

Post Secondary - Advanced, Adult, Professional
30 minutes, order 1-5286-IN

Understanding People At Work

Techniques to help supervisors improve interpersonal relationships and attain a more productive and cooperative work environment.

Post Secondary - Advanced, Professional
30 minutes, order 1-5609-IN

Volunteer Services: Effective Use In Health Care

How to use volunteers to improve health care delivery, creating assignments that make good use of varying skill levels, as well as recruiting, training, motivating, and retraining volunteers.

Post Secondary - Advanced, Adult, Professional
30 minutes, order 1-5602-IN

What Is Management

Rational, political, and human relations perspectives of management, and the skills needed to be successful managers and supervisors.

Post Secondary - Advanced, Adult, Professional
30 minutes, order 1-5608-IN

What Managers Do

Provides a personal strategy, guidelines, set goals, and objectives for developing effective management skills in the hospital environment.

Post Secondary - Advanced, Adult, Professional
30 minutes, order 1-5285-IN

Working It Out: Support Groups For Nursing Aides

Employee support groups can help break the cycle of stress among nursing assistants and reduce turnover and absenteeism.

Working it Out has been developed through field research as a training tool for long-term care facilities. This unique program consisting of the video and a leader's workbook is aimed at reducing turnover and stress.

Included are dramatic vignettes of typical support group meetings, dealing with issues of concern to nursing assistants.

Professional
30 minutes, order 9-7262-IN

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