



TRAINING VIDEO CATALOGUE

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S/N	Title	Run Time	Code
BENCHMARKING			
1.	Benchmarking for Competitive Advantage	60	BBGB-317
2.	Benchmarking for Core Process	20	HARV-270
3.	Benchmarking for Continuous Improvement	25	HARV-261
4.	Benchmarking Outside the Box	20	HARV-250
BUSINESS BASICS			
5.	Business Ethics (Complete)	15	BBGB-303
6.	Business Etiquette-Pt1: Communication Intelligence	18	OBZS-014
7.	Customer Service, Growth, Care of Capital Equipment (Mod 4)	14	SKTR-052
8.	Productivity, Teamwork, Problem Solving (Mod 2)	16	SKTR-005
CHANGE			
9.	Finding the UP in upheaval	22	AMDI-104
10.	Flying Blind	20	HARV-08A
11.	Innovate Or Die-Tom Peters	52	EMDA-022
12.	Mission Critical(discuss)	20	VLGS-005
13.	Negotiating Corporate Change	20	HARV-008A
14.	Organizational: Vision, Value & Mission	21	CRPV-018
15.	Scared Cows make the Best Burgers (foundation for building a change ready organization)	27	TMFM-001
16.	Strategies For Change (CAHPWP)	13	SVDM-071
17.	The Tiger In Your Business-Lessons form the Wild Series	15	LRLN-003
18.	What It Really Takes To Be A World Class Company	23	LRSC-001
19.	Who Moved My Cheese	13	MGHP-175
20.	The Story of Shingalana	20	LRLN-027
21.	The Doughnut Organization	15	MELV-093
CREATIVE THINKING			
22.	The Hidden Mind	46	VART-025
23.	Everyday Creativity	20	STAR-008
24.	Why Didn't I Think Of That		
25.	Mind power		
COACHING			
26.	Coaching Skills-Complete	41	WYVR-021
27.	The Courage To Coach	19	AIML-001
28.	When The Coach Is You	18	MGHV-174

29.	Coaching for Performance		
30.	When Harry Coached Sally		
	COMMUNICATION		
31.	Effective Listening Skills 2 Videos	36	WYVR-021
32.	Emotional Intelligence (Dan Goleman)	73	WETA-100
33.	Emotional Intelligence (2 Videos)	39	MGHV-182
34.	It Ain't What You Do (Good relationships get good Result)	27	TISO-027
35.	Put It In Writing (The Complete Communicator 2)	20	BBGB-373
36.	Straight Talking Assertiveness	27	VART-100
37.	The Abilene Paradox	28	MGHV-182
38.	Verbal Communication: Power Of Words	30	MGHV-121
	CONFLICT RESOLUTION		
39.	Between You and Me-Solving Conflicts	23	AMDI-066
	CUSTOMER SERVICES		
40.	A passion for Excellence	25	EMDA-024
41.	An Invisible Man Meets the Mummy	28	MGHV-139
42.	Calming the Irate Customer	10	VIDC-123
43.	Customer Loyalty	20	HARV-190
44.	Dealing with Customer Aggression	18	VIDC-034
45.	Dealing with Disappointed Customers	21 N/A	MTME-066
46.	Demanding Customers	25	VART-142
47.	Expanding your Value-Building Customer Service	20 N/A	HARV-200
48.	If Looks Could Kill		
49.	Everybody is in Customer Service		
50.	Cliff's Customer Service Adventure		
51.	World Class Quality(The Customer Will Decide)		
52.	Managing For Customer Care		
53.	Front-line Customer Care	12	WYVR-035
54.	General Hospitable: Keeping your patients Satisfied		MGHV-177
55.	Give 'em The Pickle	18 N/A	MPRT-142
56.	How To Say No and Maintain Customer Service	20	VIDC-130
57.	In the Customer's Shoes	18	MELV-134
58.	Measuring Customer Satisfaction	20 N/A	[CRPV-012
59.	Complaints and the Customer (Mod 1)	24	VART-084
60.	Passion for Customers	29	EMDA-023
61.	Putting Customers First (CAHPWP series)	15	SVDM-075
62.	Remember Me?(3 rd Edition)-Main	16	MGHV-176

63.	Satisfied Customers	9	VIDC-125
64.	Sins of Customer Service	12	VIDC-124
65.	SMILE	12	
66.	Spend a Day in the life of Your Customer	20	HARV-240
67.	Who killed The Customer (2tapes)	23	RNKV-198
	DISCIPLINE/COUNSELLING		
68.	Can You Spare A Moment	25	VART-151
	DIVERSITY & ORGANISED COMMUNICATION		
69.	Equality Challenge	25	ANGP-007
70.	Peacock in the Land Of Penguins	25	MGHV-143
71.	The Ecosystem in Your Business	8 NEW	LRLN-029
	FINANCIAL MANAGEMENT		
72.	Balance Sheet Barrier	22	VART-008
73.	Budgeting	29	VART-009
74.	Cost, Profit & Breakeven	23	VART-025
75.	Financial & Accounting for Non-Financial Managers	65	WHRT-001
76.	The Control of Working Capital	26	VART-024
	HIV/AIDS		
77.	HIV/AIDS Module 1 (and the Law Module 1)	19	SKTR-047
78.	HIV/AIDS Module 2 (The Health & Safety Aspect)	14	SKTR-046
79.	HIV/AIDS Module 3 (Terrible Twins)	20	SKTR-044
80.	HIV/AIDS Module 4 (Terrible Twins TB)	18	SKTR-044
81.	HIV/AIDS Module 5 (Dealing With AIDS In (Dealing With AIDS In The Workplace)	19	SKTR043
82.	HIV/AIDS Module 6 (Sexually Transmitted Diseases & You)	18	SKTR-042
83.	HIV/AIDS Module 7 (You Are The Solution)	28	SKCO-012
84.	HIV/AIDS Module 8 (You Can Make The Difference)	32	SKCO-011
85.	HIV/AIDS Module 9 (Crossing The Bridge)	29	SKCO-010
86.	HIV/AIDS Module 10 (Taking Care)	32	SKCO-009
	INDUCTION		
87.	Great Beginnings	13	MNRS-008
88.	New Employee Orientation	23	TDIR-026
	LEADERSHIP		
89.	A Better Way: Stephen Covey	11	MGHV-194

90.	A Grander Goal: Lessons On Leadership(Stephen Covey)	7	MGHV-192
91.	Everything You Want To Know About Management	25	AMDI-069
92.	Journey To Discovery: Stephen Covey	14	MGHV-193
93.	Law of The Harvest: by Stephen Covey	15	MGHV-193
94.	Leadership: 5 Lessons for a Leader In the 21 st Century	29	STAR-007
95.	Leadership: An art of Possibility	17 N/A	GROH-001
96.	Leading with Persuasion	20	VIDV-005
97.	Servant: Leadership	25	AACO-001
98.	Successful Leadership	14	SVDM-074
99.	Tusk or Fangs (lesson form the wild)	30	LRLN-030
100.	Whale Done! The Power of Positive Relationships – 2 videos	41	AIML-004
101.	Would I follow Me?	18	VIDV-007
	LEARNING ORGANISATION		
102.	Delivering Effective Training	25	CRPV-004
103.	Learning After Doing	20	HARV-31C
104.	Learning Before Doing	20	HARV-31A
105.	Learning While Doing	20	HARV-31B
	MARKETING		
106.	Zig Ziglar on Marketing		ZIGG-002
	MENTORING		
107.	Mentoring	20	CRPV-003
	MEETINGS & MEETING STARTERS		
108.	How do you put a giraffe in a refrigerator	10	ADKV-003
109.	No Excuses	5	
110.	Priorities For Life: Leadership	5	VDEG-003
111.	Priorities for Life: Priorities	5	VDEG-004
112.	Priorities for Life: Change	5	VDEG-005
113.	Priorities for Life: Capacity & Energy	5	VDEG-006
114.	Priorities For Life: excelling in a changing world	6	VDEG-007
115.	The Odd Squad	5	LRLN-032
116.	Tusks	5	LRLN-031
117.	Going To A Meeting PT1 &2	40	VART- 160
118.	Meeting Bloody Meeting	30	VART- 064
	MOTIVATION/ ATTITUDE		
119.	Attitude: It's your choice	15	TDIR-023

120.	Attitude: Virus 2 nd Edition	29	MGHV-156
121.	Attitude: Radiating Possibilities	26	GROH-002
122.	Attitude: Your Most Priceless Possession	19	CRPV-013
123.	Baboon in Your Business	15	LRLN-013
124.	Bad Apples: How to Deal With Attitudes	23	AIML-003
125.	Celebrating What's Right with The World	22	STAR-011
126.	Even Eagles Need a Push	24	MTME-020
127.	From Prisoner to Pioneer	23	AIML-002
128.	Fish Sticks!	17	CHIL-020
129.	Fish! New Version	17	CHIL-025
130.	Fish! Tale 1	26	CHIL-021
131.	Fish! Tale 2	26	CHIL-021
132.	Gung Ho!	25	AMDI-103
133.	It's So Simple!	15	CHIL-023
134.	Miracle Man	29	AMDI-104
135.	Motivation At Work	15	CRPV-014
136.	Motivation-Dream it, Walk it, Believe it	25	AIML-002
137.	Nobody Moved Your Cheese!	16	ROSS-005
138.	The Goal "How To" Version	30	AMDI-103
139.	The Spirit Of The Dolphin	32	FTIR-024
140.	The Pygmalion Effect-2 Videos	35	MGHV-185
141.	The power of vision	31	CHIL -028
142.	Who Says We Can't Do It?	20	EMDA-O41
	PARADIGMS		
143.	The Business of Paradigms	38	CHIL-007
144.	The New Business of Paradigms	44	STAR-012
145.	The Power Of Vision	30	CHIL-006
	PERFORMANCE MANAGEMENT		
146.	Balance Score Card	30	HARV-08B
147.	Balance Score Card	13	SVDM-077
148.	Dreaded Appraisal	31	VART-027
149.	Determining The Key Result Area	12	SVDM-066
150.	How am I Doing?	26	VART-150
151.	Identifying Performance Standards	11	SVDM-067
152.	Perf Matters: Importance of Praise	20	VART-147
153.	Perf Matters: The Need For Constructive Criticism	20	VART-148
154.	Every Appraisee's Dream (Performance Review) Part 1	16	VART-167
155.	Every Manager's Nightmare (Performance Review) Part 2	30	VART-166S

156.	Rewarding Performance	13	SVDM-078
157.	Skillful Appraisal	26	WYVR-050
158.	The Performance Management Cycle	11	SVDM-064
159.	The Story of the One Minute Manager	33	AMDI-107
160.	Divine Intervention: The Unorganized Manager	20	VART-127
161.	The Whole Picture (360 Degrees Appraisal)	23	TISO-028
	PERSONAL DEVELOPMENT		
162.	Your Image At Work	23	BRRF-031
163.	As Others See You		
	PRESENTATION & EXHIBITION SKILLS		
164.	Audience Is Yours Now	24	GOWE-011
165.	I Wasn't Prepared for That	26	VART-145
166.	Presentation Without Fear-Teamwork 4	17	ASHQ-021
167.	Speaking Effectively to one Or One thousand	24	MGHV-122
168.	Stand And Deliver		MNRS-009
169.	The Complete Presenter Part 1-3, 4-5	53	MELV-048
170.	What A Performance		
	PROJECT MANAGEMENT		
171.	Project Management	25	CRPV-002
	PROBLEM SOLVING		
172.	If Looks Could Kill: The Power Of Behavior	29	VART-149
	QUALITY		
173.	ISO 9000:2000 In Focus	25	CPRV-002
174.	Competing Through Quality (2 Videos)	150	HARV-030
175.	Quality: You Don't Have to be Sick to Get Better	20	AMDI-059
176.	Race Without a Finish Line	10	MGHV-142
177.	Your Place in total Quality - 2 Videos	30	RNKV-199
	RECRUITMENT SELECTION		
178.	It's Your Choice	30	VART-058
179.	Hire For Attitude	19	VIDV-004
180.	How To Recruit Interview & Hire-FF1	20	MGHV-160
181.	More Than A Gut Feeling	29	MELV-050
182.	Skilful Selection	23	WYVR-055
183.	TALENT! How To Win... Tom Peters	25	EMDA-040

184.	You be The Judge	22	AMDI-115
SALES/ NEGOTIATION SKILLS			
185.	Breaking Competitive Accounts	23	AMDI-083
186.	Everybody's In Sales	17	VICD-004
187.	From 'No' To 'Yes'	25	VART-031
188.	Negotiating-Tying The Knot	29	VART-083
189.	Relationship Selling	26	FITP-004
190.	So You Want to Be A Success At Selling PT 2	25	VART-097
191.	SELL: 25 Essentials on Selling	14	EMDA-036
192.	The Competitive Edge	19	MGHV-186
193.	Who Killed The Sale?	23	RNKV-248
194.	How To Sell A New Idea	15	SVDM-105
195.	Sales Is Not A Dirty Word	18	STAR-015
STRATEGY			
196.	Competing for the Future	38	HARV-170
197.	Get the balance Right	24	TISO-029
198.	Leopard In Your Business(lessons from the wild)	15	LRLN-002
199.	Make your Customers Successful: Module 4	9	FITQ-021
200.	Porter on Competitive Strategy (2 Videos)	146	HARV-010
201.	Redesigning Product/Service Development	20	HARV-33B
202.	Redoubling Shop Floor Productivity	20	HARV-33C
203.	Reduce the Costs and Increase the Benefits	15	FITQ-022
204.	What Is Strategic Planning	16	VIDC-112
205.	Winning Together With Services	70	VMBB-033
206.	Relationship Strategy		
STRESS MANAGEMENT			
207.	Stress Matters: Individuals (Module 2-Stress Matters Series)	20	RNKV-251
208.	Stress Matters: Managers (Module 1-Stress Matters Series)	22	RNKV-250
TEAM BUILDING			
209.	Does The Team Work	25	VART-144
210.	First Among Equals (leading a team)	21	VART-152
211.	Innovative Project Teams	32	HARV-13A
212.	Lessons From the Geese	2	FITR-022
213.	Team Problem: Solving and Decision Making	23	CRPV-016
214.	Team Work In Crisis: The Miracle of Flight 232	28	MGHV-172
215.	The Wild Dog In Your Business (Lessons from the Wild Series)	15	LRLN-001

216.	Twelve Angry men: Teams that don't quit	25	ADVK-001
TELEPHONE SKILLS			
217.	Attitude Is Everything	13	OBZS-001
218.	Basic Telephone Skills	17	TDIR-029
219.	Call centre Challenges	22	TDIR-028
220.	It's Your Call	14	OBZS-005
221.	The Outbound Call	15	OBZS-008
222.	The Really Angry Customer	14	OBZS-006
223.	Techniques of Telephone Selling	40	VIDC-101
224.	Telephone Behaviour	22	VART-124
225.	Telephone Excellence	16	VIDC-102
226.	Understanding Customer Diversity	16	OBZS-009
227.	When You Can't Say Yes	18	OBZS-010
228.	On The Receiving End	30	VART-141
229.	Phone Rage	22	TISO -024
230.	10 Essential Reception Skills	14	SVDM-087
TIME MANAGEMENT			
231.	Making Time-2 videos	28	MELVI-135
232.	Managing Time -2 Videos		
233.	Time Trap	23	AMDI-041
234.	Unorganised Manager (part 1)		
SAFETY, HEALTH, EDUCATION, RISK AND QUALITY			
235.	Safety Orientation: A Winning Attitude	18	CTSA-001
236.	First Aids: Initial Response	26	CTFA-001
237.	Proactive Safety- Target Zero	16	TQM-03V
238.	Fire safety- There's No Second Chance	20	CTFI-005
239.	Office Safety- It's A Jungle In There	20	CTOF-010
240.	Emergency Evacuation	16	CTEM -009
241.	Chemical Handling: General Principal	16	CTCH-002