COMMUNICATION
A listing of materials available at the Justice Institute Library

GENERAL BOOKS


Communication: Skills to Inspire Confidence by Barrie Hopson. Amsterdam, NL: Pfeiffer & Co. (BF 637 C45 H66 1993)


First Nations Communications Toolkit. Ottawa, ON: Indian and Northern Affairs Canada. (E 78 C2 F578 2007)


How Not to Take It Personally: 10 Action Strategies for Communications Success in Business and in Life by Vera N. Held. Whitby, Ont.: McGraw-Hill Ryerson Ltd. (BF 637 C45 H4 1996)


Interpersonal Communication: Relating to Others by Steven A. Beebe ... [et al.]. Don Mills, ON: Pearson Canada Inc. (BF 637 C45 I68 2017)


The Power to Communicate: Gender Differences as Barriers by Deborah Borisoff and Lisa Merrill. Prospect Heights, IL: Waveland Press. (HQ 1075.5 U6 B67 1998)


Understanding Intercultural Communication by Jane Suderman. Scarborough, ON: Nelson. (GN 345.6 S92 2006)


GENERAL DVDs

D1147 Communication Essentials. Speaking Essentials (DVD, 20 minutes)

This program shows students ways to overcome the fear of public speaking and transform it into positive energy. These include thorough preparation (from learning the wants and needs of the audience to scoping out the location at which the speech will take place) as well as starting with a strong opener, finding the right pace, using nonverbal communication, and more. (McIntyre Media Inc.) (BF 637 C45 C6648 2010)
COMMUNICATION

D1865  Dealing with People You Can't Stand: Bringing Out the Best in People at Their Worst  (DVD, 141 minutes)
Examines how to apply specific communication strategies to handle various problem behaviors in the workplace. (Rick Brinkman)  (HM 1106 B75 2004)

D199  Gender & Communication: Male-Female Differences in Language & Nonverbal Behavior  (DVD, 42 minutes)
Explores the impact that gender has on verbal messages including speech, language, and vocabulary, as well as on nonverbal channels of communication such as touch, movement, and gesture. (Image Media)  (HM 258 G46 2001)

D555  That's Not What I Meant! Language, Culture, & Meaning  (DVD, 56 minutes)
Presents a lecture to a university audience, in which Deborah Tannen lays out and illustrates her linguistic approach to understanding how we use language to create meaning and why communication sometimes goes awry. She also talks about her research, examines conversational styles, and explains that how you say things is often as important as what you say. (Pulse Media)  (P 95.45 T52 2004)

GENERAL AUDIO CDs

Featuring useful advice on how to maximize communication skills, this program for communicating in any situation presents sample dialogues and responses, outlines the dos and don'ts, and offers confidence-building advice on how to communicate effectively.

This program covers the following: active listening techniques and the impact they have on enhancing your personal and professional relationships; how to handle difficult communication situations with effectiveness; the hidden power of questions that can turn challenging situations into winning achievements; how to be more confident and persuasive in any endeavor that you pursue; and body language -- how to spot whether people are lying or telling the truth.

Broken promises, missed deadlines and poor behavior don't just make others' lives miserable: they can sap up to 50 percent of organizational performance and account for the vast majority of divorces. This program offers tools for improving relationships in the workplace and in life and for resolving all these problems.

"Mainly about resolving conflicts and influencing people, this useful guide covers every conceivable aspect of talking with others. People hear facts and stories and turn them into shared knowledge when they're not attacked or overpowered--in other words, when they feel safe. No mushy mental health lesson, the program does a stellar job of explaining many types of communication errors and describing the best ways to achieve mutual purpose. The authors have exceptional ideas about moving toward healthy solutions in a variety of business and personal realms. Anna Fields gives a perfect reading--emotionally bright but still allowing the lesson to retain its practical, straight-talking nature."--AudioFile


This audio-CD teaches how to handle even the toughest conversations more effectively and with less anxiety. The authors answer the question: When people confront the conversations they dread the most, what works? They show how to get ready, how to start the conversation in ways that reduce defensiveness, and how to keep the conversation on a constructive track regardless of how the other person responds.


You can get your point across in 30 seconds. Media research proves it. Television commercials capitalize on it. People are only able to give their full, undivided attention in 30 second “bites.” Whether you are writing a letter or memo, making a speech, asking for a raise or promotion, making a point, or closing a sale, this program is an invaluable training tool for both business people and professionals. You will be amazed at your enhanced effectiveness when you discover how to use the 30 second message to get exactly what you want.


Sociologists rank public speaking as our greatest fear. Samuel Joseph offers proven methods to overcome this fear and create a paradigm shift in the way you present yourself. You will learn the skills necessary to maximize the power of your voice, increase your confidence, and instill consciousness in your communication both in business and in life.

ASSERTIVE COMMUNICATION - BOOKS


Asserting Yourself In Conflict Situations. New Westminster, BC, Justice Institute of British Columbia, Centre for Conflict Resolution. (BF 575 A85 H32 2006) (Shelved in Course manuals section. For Library use only.)


Talking Back to Sexual Pressure: What to Say...To Resist Persuasion...To Avoid Disease...To Stop Harassment...To Avoid Acquaintance Rape by Elizabeth Powell. Minneapolis, MN: CompCare Publishers. (HQ 31 P79 1991)

Provides advice and specific skills for asserting and protecting your sexual rights, including what to say and do in uncomfortable or potentially dangerous situations, and where to get and give help.


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**ASSERTIVE COMMUNICATION - DVDs**

D995 Assert Yourself: Learning to be Assertive (DVD, 28 minutes)

Passive people avoid confrontation but fail miserably at getting what they want. And while aggressive people often appear to be successful, they rarely win the willing cooperation of their colleagues in the long-run. Assertiveness, however, is much more advantageous. It does not conflict with listening and accepting the views of colleagues or customers, and is more likely to lead to a satisfactory solution to any problem. It allows potentially valuable ideas to be aired. By behaving more assertively your staff can be more positive, more creative and better equipped to get their job done effectively. This entertaining programme looks at the advantages and disadvantages of passive, aggressive and assertive behaviour. In a series of different situations - from the office, within meetings, and even within a hospital - the techniques of assertive behaviour are explained, together with how to get your inner dialogue right, and how to communicate what you want with honesty and relevance whilst respecting the rights of those you are addressing. (RG Training Resources) (BF 575 A85 A879 2007)
**D1000**  
**Straight Talking** (DVD, 25 minutes)  
John Cleese demonstrates the results of both submissive and aggressive behaviour, and then demonstrates how to handle situations assertively to work toward a shared goal. Includes: focusing on what is relevant, establishing a bottom line of negotiation, using the “instant replay”, being helpful, avoiding personal comments, and negotiating as equals. (Video Arts) (BF 575 A85 S778 1991)

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**COMMUNICATION IN CORRECTIONS - BOOKS**

**Communicating Effectively with Staff.** Lanham, MD: American Correctional Association. (HV 8763 C664 2005)


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**COMMUNICATION IN CORRECTIONS - DVDs**

**D075**  
**Communication vs. Overfamiliarity** (DVD, 30 minutes)  
The purpose of this program is to show correctional personnel how to distinguish between proper communication with inmates and overfamiliarity, and how to recognize what signals can be put out with both verbal and non-verbal communication. (Lockup USA) (HV 8751 C646 1996)

**D076**  
**Importance of Documentation for the Line Officer** (DVD, 35 minutes)  
The purpose of this training program is to demonstrate the need to informally and formally document an officer’s and supervisor’s daily activities. It explores the situations when informal documentation is warranted and situations where formal report documentation is necessary. (Lockup USA) (HV 8763 I463 1995)

**D092**  
**Interpersonal Communication Skills** (DVD, 26 minutes)  
This program familiarizes correctional staff with the importance of developing good communication skills with inmates. This can help to insure a better relationship between inmates and staff leading to less stress on the job and fewer violent incidents in the facility. (Lockup USA) (HV 8763 I573 2001)
D014  **Interpersonal Communications in the Correctional Setting**  (DVD, 100 minutes)
This DVD and CD-ROM package features a training program based on a basic communication skills model developed by Robert R. Carhuff. This model has been used for more than 35 years to train correctional officers and counselors. The program begins with an introduction to the interpersonal communication (IPC) model. Five sessions cover the basics of sizing up the situation; these include positioning, posturing, observing, listening. Five sessions cover the “add-ons” of communicating with inmates; these include the following: responding to inmates, identifying content; responding to inmates, identifying feeling; responding to inmates, identifying meaning; and asking questions. Four sessions cover the applications of managing behavior; these include handling requests, making requests, and reinforcing behavior. Materials on the CD-ROM include an instructor guide, participant manual, and the competency test and answer key. Video segments on the DVD include narrative introductions to the skill being discussed and dramatized scenes that show the lack or use of the skill being covered.  (National Institute of Corrections)  (HV 8763 I583 2004)

D091  **Maintaining a Professional Demeanor in the Workplace**  (DVD, 26 minutes)
Looks at the factors involved in maintaining a professional demeanor in the workplace: appearance, conduct, job performance, attitude, communication skills and behavior while off-duty. The video stresses that being employed as a corrections professional carries with it a large responsibility towards the inmates, fellow staff members and the general public.  (Lockup USA)  (HV 8763 M236 1998)

D067  **The Role of the Supervisor**  (DVD, 30 minutes)
This program gives new and experienced supervisors valuable insight into their role of maintaining security and efficient operations in their correctional facility. Making the transition from line officer to supervisor can be a challenging task — good communication and people skills are necessary ingredients to be successful. This training tape explores these issues.  (Lockup USA)  (HV 8759 R647 1993)

D1055  **Staff Communications and Relations**  (DVD, 31 minutes)
This program's purpose is to explore the critical importance of good communications and relationships between line officers, supervisors, and administration in a well-run correctional facility. It demonstrates how any breakdown in communication can compromise the safety and security of a facility and put offices in jeopardy.  (Lockup USA)  (HV 8763 S723 1994)

D061  **Staff Inmate Communications**  (DVD, 30 minutes)
Shows basic communication, saying “no”, handling abusive inmates and staff/staff communications.  (Lockup USA)  (HV 8751 S725 1992)

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**COMMUNICATION IN EDUCATION - BOOKS**

(LB 1738 C65 1986)


COMMUNICATION IN EMERGENCY MANAGEMENT - BOOKS


Crisis Communications in Canada: A Practical Approach by John Cooper. Toronto, ON: Centennial College Press. (HD 30.3 C66 2015)


COMMUNICATION IN EMERGENCY MEDICINE - BOOKS


Communication: Core Interpersonal Skills for Health Professionals by Glyn O’Toole. Chatswood, NSW: Elsevier. (R 118 O86 2016)


Writing Speaking, & Communication Skills for Health Professionals by Stephanie Barnard ... [et al.]. New Haven, CT: Yale University Press. (R 118 W757 2001)
COMMUNICATION IN EMERGENCY MEDICINE - DVDs

D356  How to Connect in Healthcare in 90 Seconds or Less  (DVD, 17 minutes)
A licensed master practitioner of neuro-linguistic programming as well as an author and speaker, Nicholas Boothman presents guidelines and techniques for healthcare professionals on how to make a genuine connection with those who matter most -- patients, families, coworkers and the public -- on how to improve relationships, raise productivity, and have more fun at work. These include: choosing the right attitude (welcoming, empathetic, curious and resourceful); sending the right signals (e.g. synchronizing communication styles); and engaging others by getting them to talk and keep talking (e.g. listen actively)  (AEMAC)  (R 727.3 H68 2003)

D497  Therapeutic Communication  (DVD, 30 minutes)
Communication is critical to your ability to be an effective EMT. Although it is not as tangible a skill as bandaging a wound or measuring blood pressure, it is a critical part of every call. This course provides the basic level EMS provider with techniques for communicating with patients during a crisis. Special attention will be given to elderly, children, suicide, homeless, and high-risk patients and social/cultural issues that will impact therapeutic communication.  (Trinity Workplace Learning)  (R 727.3 T443 2007)

COMMUNICATION IN THE FAMILY - BOOKS


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**Time Out! Resolving Family Conflicts** by Fran Schmidt and Alice Friedman. Miami, FL: Grace Contrino Abrams Peace Education Foundation. (HQ 734 S355 2001)


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**COMMUNICATION IN THE FAMILY – AUDIO CDs**


Stephen Covey explains how to create a powerful framework of timeless, universal, and self-evident principles that enable family members to effectively communicate about their problems and resolve them.

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**COMMUNICATION IN FIRE SERVICES - DVDs**

D272 **Fire Officer I. 3, Communications** (DVD, 22 minutes)

The safety and success of your team depends on your ability to communicate effectively. This program presents basic communication techniques and shows you how and when to use them. (Annex Bookstore) (TH 9158 F576 2006 PT.3)

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**COMMUNICATION IN POLICE SERVICES - BOOKS**

**Cleartalk: Police Responding to Intellectual Disability** by Mark Brennan and Roslin Brennan. Wagga Wagga, AU: Charles Sturt University, School of Education, Literacy Studies Network. (HV 7936 C79 B745 1994)

**Communication in Investigative and Legal Contexts: Integrated Approaches from Forensic Psychology, Linguistics and Law Enforcement** edited by Gavin Oxburgh … [et al.]. Malden, MA: John Wiley & Sons, Ltd. (HV 8073.3 C66 2016)

**Communications and Report Writing for Law Enforcement Professionals** by Jeffrey Rosnick and Dianna McAleer. Toronto, ON: Emond Publishing. (HV 7936 C79 R68 2016) (Shelved in Course Reserves Section. For Library use only.)


**Effective Communication for a Career in Law Enforcement** by Susan Collins and Jan Olson. Toronto, ON: Emond Montgomery. (HV 7936 C79 C645 1999)

**The Five Minute Police Officer** by Terry Barker and Ed Hill. Gibsons, BC: T. Barker. (HV 7936 C79 B37 1995)

**How to Write a Narrative Investigation Report** by William Dienstein. Springfield, IL: Charles C. Thomas. (HV 7936 R4 D5)
Interpersonal and Group Dynamics in Law Enforcement by Bruce D. Bjorkquist. Toronto, ON: E. Montgomery. (HV 7936 P75 B56 2004)

Interpersonal and Group Skills for Law Enforcement by Terri M. Geerinck. Toronto, ON: Pearson Prentice Hall. (HV 7936 P75 G43 2007)


COMMUNICATION IN POLICE SERVICES - DVDs

D931 Tactical Communications (DVD, 180 minutes)
Several experts in the field of tactical communications offer scenarios and teaching points on verbal encounters and how to improve them. (Merchant Verbal Judo Institute) (HV 7936 C79 T233 2007)

LISTENING - BOOKS


LISTENING – AUDIO CDs


This is a proven program for turning effective listening into a powerful business tool. Managers and other employees spend more than 40 percent of their time listening to other people but often do it so poorly that the result is misunderstood instructions, misdirected projects, and erroneous actions—millions of dollars’ worth of mistakes just because most people don’t know how to listen. Madelyn Burley-Allen shows you how to acquire active, productive listening skills and put them to work for you — professionally, socially, and personally. With her time-tested techniques, you’ll learn how to: eliminate distractions and improve your concentration on what is being said; locate key words, phrases, and ideas while listening; cut through your own listening biases; interpret body language clues; ask constructive, nonthreatening questions that elicit real information; get others to listen to you; and master a whole range of listening skills that you can use on the job and in your personal life.

LISTENING - DVDs

D523 The Art of Listening (DVD, 25 minutes)

Uses family and workplace situations to teach good listening techniques. Illustrates the surprising value of silence, the need to find something of interest in the person speaking, and the importance of staying out of the speaker’s way. Emphasizes the role of body language in listening, and the need to “listen between the words” for feelings. Shows how to improve communication through a series of eye-opening cross-cultural situations and teaches business etiquette by showing how to make and acknowledge introductions, the hidden message of the handshake, cubicle courtesy, and electronic etiquette. (Kinetic Video) (BF 323 L5 A78 2007)

D1145 Communication Essentials. Listening Essentials (DVD, 20 minutes)

Highlights the idea that a major part of good communication is good listening. It identifies the best methods for giving coworkers the attention they deserve and provides eight simple tips that viewers can use to sharpen concentration. These include learning to focus, taking proper notes, putting emotions on hold, avoiding biases and stereotypes, finding a point of interest in a dull but important conversation, and more. (McIntyre Media Inc.) (BF 637 C45 C6645 2010)

D1416 Critical Listening (DVD, 20 minutes)

The purpose of using critical listening skills is to determine the speaker’s real intention. Dramatized examples explore what the listener should be aware of: difference between hearing (passive process) vs. listening (active process); the purpose of the speaker: to persuade, explain, or argue; choice of language to suit the audience; tone to convey attitudes; pitch to attract attention; volume to indicate anger, sadness; visual clues (body language); pauses to alter meaning. Become an effective listener by practicing the following: don’t interrupt, face the speaker, and give your full attention. (Distribution Access) (P 95.46 C75 2002)
The Power of Listening  (DVD, 26 minutes)

Listening is one of the most powerful ways for human service providers to build rapport with those in their care. The stronger the rapport with the person in their care, the more likely that the service provider will be able to be a positive influence on their behavioural choices. The participants will learn to: identify and overcome their own roadblocks to listening; distinguish various forms of two-way listening and assess the advantages and pitfalls of each approach; and, use empathetic listening as a tool that will enhance rapport.  (Crisis Prevention Institute)  (BF 323 L5 P685 2001)

NONVERBAL COMMUNICATION - BOOKS


How to Tell What People Are Thinking by Peter Collett.  Toronto, ON:  Collins.  (BF 637 N66 C64 2009)


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NONVERBAL COMMUNICATION - DVDs

D1340 Body Language I: Beyond Words (DVD, 24 minutes)
This program is an informative look into the fascinating world of nonverbal communication. It guides viewers through the land of space wars, tongue showing, mirrored postures, and the many layers that make up unspoken communication. (McIntyre Media) (BF 637 N66 B633 2008)

D1341 Body Language II: Reading People (DVD, 24 minutes)
This program shows how to become a “people reader” attuned to non-verbal clues. Paralanguage, eye behavior, cultural differences, touch, space, and time are explained. (McIntyre Media) (BF 637 N66 B639 2008)

D1283 Louder Than Words: How to Intervene with Nonverbal Individuals
(DVD, 25 minutes)
Explains how to prevent misunderstandings and explosive situations when attempting to communicate with nonverbal individuals. (Crisis Prevention Institute, Inc.) (BF 637 N66 L688 1998)

D804 Secrets of Body Language (DVD, 100 minutes)
Examines political icons from President Franklin D. Roosevelt to 2008 presidential hopefuls Barack Obama and John McCain. Shows how politicians and celebrities use subtle body language to persuade masses; establish power; and advance careers. (New Video) (BF 637 N66 S433 2008)

D1678 What Every Street Cop Needs to Know About Body Language (DVD, 7 minutes)
Demonstrates various signs subjects may show which might indicate violence to come. Knowledge of these signs may save police officers injury or worse. (In The Line of Duty) (HV 7936 P75 W427 2000)

ORGANIZATIONAL COMMUNICATION - BOOKS


Breaking through Bias: Communication Techniques for Women to Succeed at Work by Andrea S. Kramer and Alton B. Harris. Brookline, MA: Bibliomotion, Inc. (HD 30.3 K695 2016)


Crisis in Organizations II by Laurence Barton. Cincinnati, OH: South-Western College Publishing. (HD 49 B37 2000)


Giving Feedback to Subordinates by Raoul J. Buron and Dana McDonald-Mann. Greensboro, NC: Center for Creative Leadership. (HF 5549.12 B87 1999)


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Secrets of Face to Face Communications: How to Communicate with Power by Peter Urs Bender and Robert A. Tracz. Toronto, ON: Achievement Group. (HF 5718 B463 2003)


Stop the Meeting I Want to Get Off! How to Eliminate Endless Meetings While Improving Your Team's Communication, Productivity, and Effectiveness by Scott Snair. Toronto, ON: McGraw-Hill. (HF 5734.5 S627 2003)


ORGANIZATIONAL COMMUNICATION - AUDIO CDs


This program arms you with powerful tools for crafting an authentic communication style and provides techniques for acing any communication challenge, including speeches, presentations, media interviews, toasts, and more.

ORGANIZATIONAL COMMUNICATION - DVDs

D140 A.C.E. It! How to Solve Tough Workplace Problems (DVD, 19 minutes)
Experiences the A.C.E. model, an approach that utilizes coaching and communication techniques to help employees resolve problems that affect workplace productivity and morale. In this model “A” signifies Ask fact and feeling questions to uncover the issues; “C,” Clarify goals and identify concerns to enhance performance; “E,” Evaluate options and select workable solutions to improve decision making. (RG Training Resources) (HF 5548.8 A23 2003)

D1445 Being Assertive (DVD, 24 minutes)
Designed as a half-day training session on being assertive in the workplace. Five people are working towards a special opening night exhibition in a museum. When difficulties arise in their preparations, their tenuous communication skills are tested, resulting in the need to learn some lessons about communication. Eventually they resolve their behavioural problems by learning how to communicate assertively. (Owen-Stewart Performance Resources) (BF 575 A85 B43 2002)

D1375 Communicating Non-Defensively: Don't Take It Personally (DVD, 19 minutes)
Uses a series of vignettes to illustrate common examples of defensive behavior. Shows steps to ease this behavior with the viewpoint of enhancing relationships with both subordinates and superiors. (Owen-Stewart Performance Resources) (HF 5549.5 C6 C645 1994)

D1586 Communication Counts: Speaking and Listening for Results (DVD, 19 minutes)
"The cost associated with poor workplace communication is staggering. 70% of small- to mid-sized businesses claim that ineffective communication is their primary problem. Employee misunderstandings in large organizations are said to run $624 per employee per year (or $62.4 million per year for an organization with 100,000 employees). In light of these statistics, there is no doubt that training designed to improve basic workplace communication is worth doing! This program depicts six common communication errors while providing tips on how to avoid them"--CRM Learning website. (Performance Resources) (HF 5549.5 C6 C66 2012)
**Feedback Techniques: 7 Things to Know About Giving Feedback** (DVD, 20 minutes)
(RESTRICTED TO IN-HOUSE)
This video, trainer’s guide and masters file can be used to create a complete workshop on feedback techniques. Learning objectives: explain the function of feedback, list 7 ground rules for giving effective feedback, demonstrate skill in giving honest, non-judgemental feedback to colleagues, and demonstrate ability and willingness to seek and receive feedback from colleagues. (Owen-Stewart Performance Resources) (HD 30.3 F437 1994)

**The Four Styles** (DVD, 22 minutes)
Scientific research shows that people communicate, think, and behave differently. Generally they fall into four categories: suportives, emotives, reflectives, and directives. In this 3-part program you will learn about these four behavior styles and what's included in them, learn how to identify these styles in others, and how to change your behavior to better communicate with others. (Owen-Stewart Performance Resources) (HF 5718 F687 2008)

**Giving Feedback** (DVD, 33 minutes)
Giving feedback happens every day with our team and our peers. But do we give and use it effectively? This new program is a collaboration with the Hay Group and is based upon its Emotional Competence Inventory. It demonstrates a simple model for formal and informal feedback, and teaches an emotionally intelligent approach to communicating. Using this four-part model, a framework of emotional intelligence competencies and emotionally competent feedback skills are demonstrated. (Performance Resources) (BF 319.5 F 4 G584 2007)

**Master the Message: Communicating for Success** (DVD, 16 minutes)
Designed to help participants become better communicators so that they can build productive relationships in the workplace. Participants have an opportunity to learn and practice their communication skills in a variety of different ways. Role-plays are provided to help participants experience the communication process from various standpoints, including speaker, listener, and facilitator. Skills covered include: how to confirm expectations and tasks; communicate with humour; listen actively and passively; and communicate within groups. (Owen-Stewart Performance Resources) (HF 5549.5 C 6 M245 2005)

**Personality Clash** (DVD, 14 minutes)
Anne and Kim are very different culturally and in their work styles. Kim is annoyed by Anne's attitude, insensitive comments and fashion clothes. Anne, who is new, feels that Kim does not fit in well, and is frustrated by her messy desk and personal hygiene issues. Their relationship is spinning out of control. Anne takes the lead and sets up an open discussion where they give each other feedback, discuss their differences and come to a resolution for an effective working relationship. (RG Training Resources) (HD 42 P473 2009)

**Supervisor on the Scene. Communication** (DVD, 14 minutes)
Describes the four steps to effective communication for supervisors: plan the communication, select how and where it will happen, deliver the message, and respond to feedback. (RG Training) (HF 5549.5 C6 S86 2013)
**Tell Me a Story: A Powerful Way to Inspire Action** (DVD, 18 minutes)

Stories can capture peoples’ hearts and minds; using them makes communication both memorable and meaningful. In this program, John Jenson illustrates how leaders can use storytelling to impact such things as: creating a shared vision of the future, kick-starting new projects, highlighting lessons learned, and reinforcing the organization’s brand. (Performance Resources) (HD 30.3 T455 2013)

**Toxic Talk: What Would You Say?** (DVD, 12 minutes)

Gossip, gripes, and rumors have become a national past time in the workplace. Unfortunately, these forms of toxic talk can have serious repercussions for your employees, your managers and supervisors, and for the profitability and productivity of your entire organization. Relationships and camaraderie at work are essential for an engaged workforce. However, the examples depicted in this training toolkit have crossed the line and have become damaging to employee relationships, employee morale and productivity. Whether your organization already has a policy on toxic talk or you’re just beginning to look at the effects damaging communication has on your productivity, this program is designed to give your organization a chance to discuss some real issues affecting your workforce. Using three open-ended scenarios (two videos and one audio), the training design focuses on how to respond if you become engaged in toxic conversation and helps participants to redirect potentially hazardous communication. The activities also help participants understand the different perceptions of those involved in toxic talk and how others are affected by this behaviour. (RG Training Resources) (HF 5718 T698 2009)

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### VERBAL SELF-DEFENSE - BOOKS


VERBAL SELF-DEFENSE - AUDIO CDs


Disc 1. Birth of a communication samurai; How to handle verbal assault: develop a warrior's habit of mind -- Disc 2. Become a contact professional; The three survival truths of communication -- Disc 3. Verbal judo: the martial arts of the mind and mouth; How the communications warrior can change reality with words -- Disc 4. How to "read" your opponent; How to master your opponent: flex the basic language principle -- Disc 5. 5 necessary skills to generate voluntary compliance: getting people to do what you want -- Disc 6. Ten ways to get what you want. NOW!

VERBAL SELF-DEFENSE - DVDs

D933 Verbal Judo: Dramatizations (DVD, 42 minutes)

The sessions on this disc are divided into segments appropriate for use in Roll-Call sessions. Using dramatizations, Dr. George Thompson teaches law enforcement professionals how to use presence and words to deal effectively with, and generate voluntary compliance from "difficult people." The sessions produced with the Milwaukee Police Dept. include the following incidents: a tavern, a graveyard, child support, speeding, tourists, and a beer drinker. (Verbal Judo Institute, Inc.) (HM 132 V473 2007)

D1734 Verbal Judo: A Telecourse for Law Enforcement: Part One (DVD, 120 minutes)

This seminar is divided into segments appropriate for use in Roll-Call sessions. Dr. George Thompson teaches law enforcement professionals how to use presence and words to deal effectively with and generate voluntary compliance from "difficult people". This first tape covers: an overview; course goals; the peace profession; the goal of law enforcement; the force options; mu-shin, habit of mind; deflecting abuse; the contact professional and the art of representation. (Verbal Judo Institute, Inc.) (HM 132 V473 1992)

D1735 Verbal Judo: A Telecourse for Law Enforcement: Part Two (DVD, 120 minutes)

The topics covered in part two include: verbal judo the gentle way; redirecting behavior; the contact professional; mastery through adaptation; three great arts; words vs. meanings; the three selves; harmonizing role and voice; voice and other non-verbals; the five step hard style. (Verbal Judo Institute, Inc.) (HM 132 V473 1992)

D1736 Verbal Judo: A Telecourse for Law Enforcement: Part Three (video, 120 minutes)

The topics covered in part three include: the eight step stop; twins of great police work; the rhetorical perspective; how to read the scene; art of paraphrase; S.A.F.E.R. (When Words Fail) (Verbal Judo Institute, Inc.) (HM 132 V473 1992)
Verbal Judo: Two Hour Civilian Overview (DVD, 120 minutes)
George Thompson teaches powerful communication skills that allow you to respond professionally to others, no matter what tensions may be present, and covers how to represent yourself and your ideas with greater persuasiveness and eloquence. This program is adapted for a civilian audience. (Merchant Verbal Judo Institute) (HM 132 T46 1989)

Related Bibliographies:

- Conflict Resolution
- Culture and Diversity
- Public Speaking
- Writing for the Workplace

Last updated: July 13, 2018
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