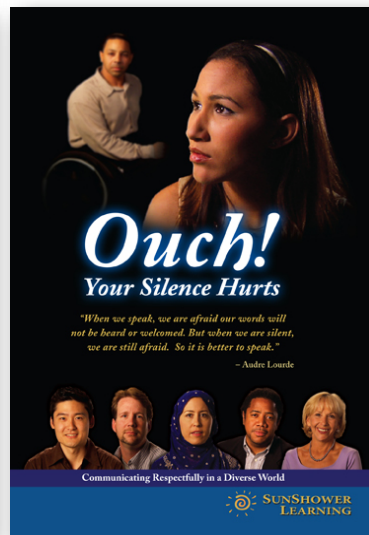
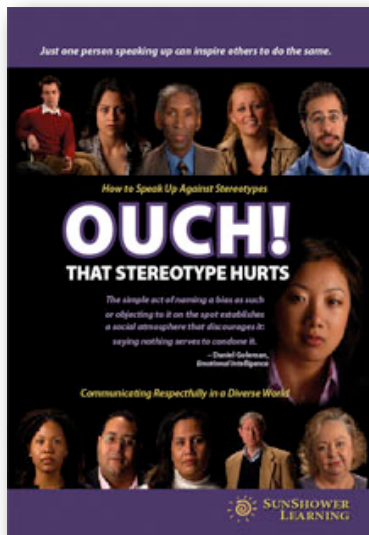


OUCH! That Stereotype Hurts & Ouch! Your Silence Hurts



The Bundle Includes

OUCH! That Stereotype Hurts

- 1 DVD video
- 1 CD-ROM with Leader's Guide, Participant Handouts, PowerPoint presentations
- 1 OUCH! Book
- 1 pack of OUCH! Reminder Cards (10)

Ouch! Your Silence Hurts

- 1 DVD video
- 1 CD-ROM with Leader's Guide, Participant Handouts, PowerPoint presentations, and mini-poster

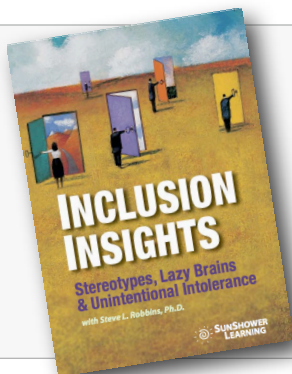
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Check out our new program coming in early 2011:



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Stereotypes, Lazy Brains & Unintentional Intolerance: Steve shows why exclusion and intolerance takes place, even with individuals and in organizations that are committed to diversity and inclusion.

Filled with stories from the workplace and life, and examples from science, topics include: the brain and stereotyping, cognitive dissonance, mindlessness, change takes practice, taking a different perspective, and much more. Previews available: Inclusion-Insights.com

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The SMILE customer service training video is an award-winning program based on Reggie Wilson's everyday experience driving a bus in Seattle. The program includes the 12-minute video, an extensive Leader's Guide, and 10 SMILE buttons. Watch the preview here: www.Smile-Video.com

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Certification:

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Contact us for more info about special licenses for broadcast or streaming via your LMS or intranet.

Streaming licenses are also available ~ through our easy-to-use eLearning Portal, or prepared for inclusion in your LMS, Blackboard or intranet call 888-723-8517