

* "Pass it on"

Explains how poor communication at work is be costly economically and in terms of stress. Common problems: assuming we understand and are understood; not listening well enough/preoccupation; etc. Communication should be a transfer of understanding. Film gives tips on how to ensure this happens, both for communicator and receiver of communication.

20 mins. Colour. 1981 Cathy Curtis.

* "How to Deal with Angry Customers"

Steps in dealing with another's anger, whether it is expressed openly or not. How to deal with their feelings and their problems face-to-face or with someone on the phone. Relevant to anyone who has to relate to others (not necessarily "customers") who may be angry or upset.

16 mins. Colour. 1982. Salenger.

* "Letter Writing at Work"

Clear steps on how to prepare any kind of written communication, not just letters. A businessman writing a letter is given advice on how to improve his own style and avoid common bad habits. Recommended for secretaries and officers.

20 mins. Colour. Rank UK.

SEMINARS:

Through Algonquin Management Centre, 200 Elgin St., Ottawa.

- * The Manager/Secretary Team
- * Advanced Professional Secretarial Workshop
- * Administrative Assistants Workshop

Also various Management, Supervisory and special topic seminars as well as seminars in French, including ones for Secretaries.

PROFESSIONAL ASSOCIATIONS:-

Professional Secretaries International, P.O. Box 705, Station B, Ottawa K1P 5A0.

Association of Administrative Assistants, P.O. Box 976, Station A, Ottawa K1P 5P8

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