



Training Resources

Warehouse Safety

NEW: Manual Handling: The Facts

The most common forms of work-related ill-health are back problems and other aches and pains. This DVD identifies different everyday Manual Handling techniques (lifting, pushing and pulling) and the problems that surround each type. With 20 different subtitled languages to choose from, this DVD is ideal for any company which workers who do not have English as their first language. (2005, 15 min., includes DVD and participant booklets) Code: V27
Member: \$30.00 rental Non-member: not available

NEW: Hazard Communication Training

Satisfy OSHA's hazcom training requirements with this all-in-one training. Focuses on the five major components of OSHA's most commonly violated standard. A fast-paced video walks employees through the "life" of a chemical and introduces them to MSDSs, labeling, and more. The program also includes a variety of materials that make hazcom training easier to conduct and more effective. (2000, 18 min., includes video, Instructors's Guide, Employee Handbook, MSDS Pocket Dictionary, and more) Code: V21
Member: \$30.00 rental Non-member: not available

NEW: Crisis Management Teleconference

Slides and audio from a WFLO Teleconference with Bob Mellinger and Steve Bassett. Large and small crises come to every warehouse. It's not "if" but "when." Are you prepared for the next incident? Are your employees? To bring the topic of Crisis Management home Brent Sugden, President and CEO of Versacold, shares his experience with a recent warehouse collapse. (Nov. 2003, 90 min., includes 1 CD) Code: DL03 (\$45 to participants)
Member: \$85.00 Non-member: \$155

NEW: Back Protection

This dynamic, sports-themed Trainer's Toolkit compares the physical rigors workers may face on the job to the physical challenges of many professional athletes, always stressing the right techniques for back safety. (1999, 19 min., includes 1 videos, 1 booklet, 1 leader's guide with overheads) Code: V27
Member: \$30.00 rental Non-member: not available

Engine Room Safety Video

From the Refrigerating Engineers and Technicians Assoc. (1992, 25 min., includes 1 video) Code: V12
Member: \$30.00 rental Non-member: not available

Effectively Handling an Ammonia Emergency

This six-part, 3-hour video, adapted from a 1995 workshop, is designed for in-house training programs over 3-6 sessions. Learn how to achieve huge savings in an ammonia emergency and how a potential release can be reduced to a slight disruption through proper implementation of the Ammonia Safety and Training Institute (ASTI) system. (1995, 180 min., includes 6 videos) Code: VS03
Member: \$85.00 Non-member: \$230.00

Ammonia—A Tool to Respect

This video addresses three areas of emergency preparedness: preparing the plant, personnel and public officials for an emergency, handling an emergency, and cleaning up afterwards. (1985, 14 min., includes 1 video) Code: VS04
Member: \$45.00 Non-member: \$125.00

Anhydrous Ammonia

Overview of basic facts about anhydrous ammonia, its effect on the body, personal protection equipment, first aid, avoiding personal exposure, preventing releases, response to emergencies. (19 min., includes 1 video) Code: V09
Member: \$30.00 rental Non-member: not available

Forklift Safety

Operations - Coupled with hands-on training, this video will help professional forklift operators work safely and effectively in many different situations. Fundamentals - A forklift operator avoids accidents by understanding forklift design, conducting pre-use inspections, and understanding forklift stability and the factors that affect it. (1997, 37 min., includes 2 videos, 2 booklets, quiz answers, 2 leader's guides, 1 compliance guide) Code: V18
Member: \$30.00 rental Non-member: not available

Lockout/Tagout: Controlling the Beast

This video is designed to educate employees on the importance and benefits of locking and tagging out properly, including the six steps required to control hazardous energy properly. (1994, 20 min., includes 1 video, 1 booklet, 1 leader's guide, overheads) Code: V19
Member: \$30.00 rental Non-member: not available

Disaster Preparedness

These three segments on emergency action plans, fire drills, and package bombs were put together following the events of September 11, 2001. This general information is a good starting point for discussion. (2001, 20 min., includes 1 video) Code: V23
Member: free rental Non-member: not available

Human Resources

NEW: Dealing with Difficult, Demanding, & Disgruntled Employees Teleconference

Slides and audio from a WFLO Teleconference. Dan Kiurski of Partners for Success presents practical information you can put to use immediately to improve employee relations, including the importance of proper communication, coaching for success, positive and negative feedback, one-on-one counseling, discovering the problem, listening for the cause, importance of trust, commitment to helping, when to be assertive, the need for management consistency, proper discipline and documentation, job fit, and when enough is enough. Mike Henningsen of Henningsen Cold Storage shares his personal experiences with difficult employees. (Jan. 2004, 90 min., includes 1 CD) Code: DL04 (\$45 to participants)
Member: \$85.00 Non-member: \$155

NEW: More Than a Gut Feeling

Give plant managers and supervisors the skills they need to make sound hiring decisions and reduce costly turnover. This special edition features realistic situations drawn from a manufacturing/industrial environment. Learn to plan an interview, evaluate skills objectively, uncover past personal and work behaviors, and use examples of past behavior to predict future behavior. (2000, 28 min., includes 1 video, 1 book, 1 leader's guide) Code: V28
Member: \$30.00 rental Non-member: not available

Gung Ho!

Featuring Ken Blanchard and Sheldon Bowles, Gung Ho! is the true story of how two managers save a failing plant. This inspiring video reveals practical management tools that will increase productivity by fostering excellent morale in your workplace. (29 min., includes 1 video, 1 booklet, 1 leader's guide) Code: V22
Member: \$30.00 rental Non-member: not available

A Passion for Customers

Tom Peters goes on location to find out the characteristics that give acclaimed customer-driven organizations their competitive edge. (25 min., includes 1 video, 1 booklet) Code: V24
Member: \$30.00 rental Non-member: not available

Footage of PRWs in Crisis

The reality of what can happen to a PRW: the Central Storage Warehouse fire, Trans Canada Freezers fire, and Frigo-Quebec ammonia leak. (28 min., includes 1 video) Code: V26
Member: \$30.00 rental Non-member: not available

Service with Soul

The exciting sequel to "A Passion for Customers" features interesting organizations in the vanguard of customer service. (1994, 33 min., includes 1 video, 1 booklet) Code: V25
Member: \$30.00 rental Non-member: not available

In Search of Excellence

Tom Peters and Bob Waterman go to IBM, Apple Computer, Disney World, McDonald's, etc. to learn what keeps them at the top. (90 min., includes 1 video) Code: V10
Member: \$30.00 rental Non-member: not available

What They Don't Teach You at Harvard Business School Is . . . Street Smarts

This video was designed to help you develop the skills necessary to become a winner. (1985, 59 min., includes 1 video, 1 binder) Code: V08
Member: \$30.00 rental Non-member: not available

Meetings, Bloody Meetings

John Cleese's meetings are genuine nightmares, so he's put on trial and learns how to make meetings shorter, more focused and much more productive. Essential viewing for anyone who chairs meetings. (34 min., includes 1 video, 2 booklets) Code: V01
Member: \$30.00 rental Non-member: not available

Telephone Behavior

From greeting customers to handling complaints, this program highlights the full range of people skills required for effective customer service. You'll find that proper phone behavior isn't an attitude—it's a learned skill for everyone in your organization. (33 min., includes 1 video, 2 booklets) Code: V02
Member: \$30.00 rental Non-member: not available

If Looks Could Kill

The video is a gripping "whodunit" that reveals how positive behavior is the secret to better service for your organization. (28 min., includes 1 video, 2 booklets) Code: V05
Member: \$30.00 rental Non-member: not available

Working Partners: Substance Abuse in the Workplace.

Developed by the US Dept. of Labor to assist workers to understand the hazards of alcohol and drug use in the workplace. (20 min., includes 1 video, 2 booklets, supplementary materials) Code: V20
Member: \$30.00 rental Non-member: not available

The Kingdom Was Lost

When a major architectural project goes wrong, the smallest of errors turns out to be the cause. This video reinforces the importance of every single detail, and the dire consequences if everyone on the team doesn't stay focused in a high-pressure environment. (20 min., includes 1 video) Code: V03
Member: \$30.00 rental Non-member: not available

Think or Sink: Decision Making

John Cleese plays a one-man team, much to the detriment of his co-workers. The program delivers a powerful lesson in how to get everyone actively and honestly involved in the decision making process, and shows the vital importance of good alternatives. (26 min., includes 1 video) Code: V04
Member: \$30.00 rental Non-member: not available

The Grapevine

The Grapevine exposes the damaging and potentially expensive consequences of workplace gossip, showing managers how open, honest communication can preempt such devastating effects. (1996, 32 min., includes 1 video, 1 booklet) Code: V14
Member: \$30.00 rental Non-member: not available

How to Motivate the Problem Employee

This video explains six key principles of fair and effective discipline and shows you how to implement them. (1987, 25 min., includes 1 video, 2 booklets) Code: V15 Member: \$30.00 rental Non-member: NA

Change for the Better / The Shape of Things to Come

Part 1: Three managers are visited by H.G. Wells in his time machine. He illustrates the dangers of sticking too rigidly to the "old system" or only changing to keep up with the immediate competition. Part 2: H.G. Wells' timely intervention enables the managers to grasp that once you've come to terms with change, you still have to implement it. (1988, 49 min., includes 2 videos) Code: V11
Member: \$50.00 rental Non-member: not available

Food Safety

NEW: Basic Food Handling Practices for Refrigerated Warehouses

Now there is a better way to introduce and review the basic principles of food handling in the warehouse—a multi-media course that warehouse employees can complete on their own schedule at their own pace with only a computer and an Internet connection or a CD from WFLO. Train new workers, give refresher information to experienced people, and help your office personnel understand what is going on in the warehouse. The course includes six modules: HACCP, receiving, palletizing, freezing, storage, and shipping. It covers the basic information all warehouse workers need to know to ensure proper handling and adhere to industry best practices. Each module ends with a quiz with hints on where to review information for missed questions. At the end of the course, participants take a final exam and scores are sent to their supervisors by e-mail. Participants who pass receive a certificate from WFLO. (2003, online) Code: DL01
Non-member: \$95.00
CD version of the online course. Code: DL02
Member: \$675.00 Non-member: \$1425.00

HACCP

Produced by the Canadian government, this video presents a step-by-step approach to understanding the principles of HACCP and how they can be developed and applied in food handling/processing facilities. (1996, 12 min., includes 1 video) Code: V13
Member: \$30.00 rental Non-member: not available

A Business of Details—Exporting High Value US Agricultural Products

New exporters learn the details of exporting high value agricultural products by following a sample shipment from a farm in California to a market in Taiwan. (30 min., includes 1 video) Code: V16
Member: \$30.00 rental Non-member: not available

Warehouse Sanitation

This is a perfect in-plant training tool for warehouse and food plant employees, highlighting adequacy of the food safety program, pest control, operational methods and personnel practices, maintenance for sanitation, and cleaning practices. (33 min., includes 1 video) Code: V06
Member: \$30.00 rental Non-member: not available

Quality from Dock to Dock

With excellent explanations and easy-to-understand graphics the Refrigerated Transport Foundation demonstrates proper loading, unloading, and maintenance of refrigerated transportation equipment, as well as the reasons these procedures are necessary. (1987, 25 min., includes 1 video) Code: V07
Member: \$15.00 rental Non-member: not available

Bloodborne Pathogens—Know the Risk

Employees learn how they can protect themselves against the risks posed by the hazards in OSHA's Bloodborne Pathogen Standard. Includes two videos, workbooks, and overheads. (1997, 34 min., includes 2 videos, 2 booklets, overheads) Code: V17
Member: \$30.00 rental Non-member: not available

Guidelines for Handling & Storing Temperature Sensitive Food Products

This video provides information for the proper receiving, palletizing, freezing, storage, and shipping of products for warehouse storage. Available with a soundtrack in English or Spanish. (1990, 37 min., includes 1 video, 1 booklet, quiz answers) Code: VS05
Member: \$45.00 Non-member: \$125.00

Special Offer—Industry Background Package

Four videos from IARW conventions:
Logistics Technology Takes Off (1999, 40 min.)
An Industry Repositioning Itself (1997, 60 min.)

From the Ice Age to the Information Age (1996, 80 min.)
The New Generation of Chilled Foods (1994, 40 min.)
Code: PKG Member: \$90.00 Non-member: \$250.00

WFLO Training Resources

Order Form

To order by credit card, fax this form to 703-373-4301. To pay by check, send this form along with your payment to: World Food Logistics Organization, 1500 King St., Suite 201, Alexandria, Virginia 22314 USA. Address any questions to WFLO headquarters at 703-373-4300 or email@wflo.org.

Videos for sale are offered in both NTSC (the standard in the US) and PAL (the standard in Europe). Rentals are for IARW-WFLO member companies only, for a 3-week period. Shipping is included in the listed fee. We recommend that you book the dates you plan to feature any of the videos as far in advance as possible to be sure they are available.

Rental			Sale		
Code	Date Needed	Fee	Code	NTSC or PAL	Price
TOTAL			TOTAL		

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