

Book Review Courtesy of Halton Hills Library

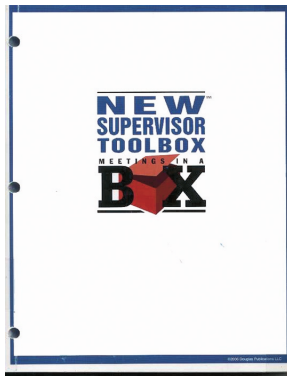
# Meeting-in-a-Box: New Supervisor Toolbox Briefings Publishing Group

ISBN: 0872283704

**M**eeting-in-a-Box: New Supervisor Toolbox gives small business owners an easy way to enhance their hiring and team skills.

Briefings Publishing Group includes eight DVD's in the toolbox, including:

- How to SHINE in Difficult Management Situations
- Conquer the Chaos: The Best Ideas in Time Management
- Interviewing Techniques That Help You Hire the Best
- How to Communicate Clearly and Effectively with Employees
- Training to Win: Helping Employees Meet or Surpass Their Goals
- Resolving Conflicts: Strategies for a Winning Team
- Mastering Memos
- Becoming a Coach: Bringing Out the Best in Employees



made. The DVD acknowledges that even though you have the tools to deal with a Reluctant Roger, Coldwater Carl or a Dominating Dan, it takes time for people to change and occasionally they won't.

A manual and a CDROM are included that offer tips, quizzes and questions to help you get the most from the material. The additional material is only marginally useful unless you plan to

offer your own training course for your employees/ team. Most people will likely just focus on the videos.

The videos benefit visual learners and make learning effortless. Each disc is between 15 and 30 minutes, so if you watch just one, you will still take away some ideas you can use immediately. For instance, if you watch the Interviewing Techniques DVD prior to an interview, you'll take away a few ideas to help you

prepare. You'll learn to identify essential job functions, create a variety of probing questions, and objectively rank candidates using a job candidate evaluation form.

The Meetings-in-a-Box, New Supervisory Toolbox is packed with practical, easy-to-learn information for small business owners or new supervisors willing to invest a half-hour to watch a DVD or two.

The DVD's are well developed, albeit staged. They are informative and educational, but admittedly far from entertaining.

For example, in Resolving Conflicts, the host clearly makes his desired points by discussing the situation, identifying the problem behaviours, and offering simple techniques to improve the situation. The acted scenes reinforce the points

## Benefit Facts

### DO YOU HAVE MEDICAL EMERGENCY COVERAGE FOR DEPENDENTS AT SCHOOL?

**M**any group benefit plans provide emergency health insurance for travelers. But what if the traveler is your dependent child, whose destination is a post-secondary school outside your home province? With Chambers Plan, dependent students are covered.

To qualify, your firm must include one of the Chamber Plan's health benefits in its group benefit plan. And the employee has to be insured for family, rather than individual, benefits. This extends coverage to a spouse and dependent children.

Under the Chambers Plan, family benefits include all dependent children up to age 21. Over that age, dependents whom are full time students are covered up to age 25 (age 26 in Quebec).

When an eligible dependent is at school outside the employee's normal province of residence, the Chambers Plan can provide emergency medical benefits. An emergency would include an accident or an acute illness, but not routine medical services. Regular check-ups and predictable appointments must still be scheduled at home!

The plan will cover many expenses arising from an emergency, if the student contacts the out-of-country coordinator at the outset. The experts at the emergency centre will help the

student find appropriate treatment and will work with the student's medical practitioners to consider repatriating the student as quickly as possible.

Benefits also include help with travel arrangements, a bedside visit by a parent, and return of vehicle services.

However an emergency unfolds, the Chambers Plan's emergency medical benefits provide a safety net for students enrolled outside their home territory. If you have a family member planning on studying abroad, be sure you send them off to school with details of this coverage. Include your firm number, your employee certificate number, and the toll-free contact information for the emergency help line.

Once you've done your homework, your child can concentrate on school confident that they know what to do, even in a medical emergency far from home.

*Benefit Facts presents information to help you manage your employee benefits.*

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