



The Advantage: Service Quality, The Human Resource Factor

General Description:

Twenty-seven minute video on quality management shares a behind-the-scenes look at the customer service success stories of Canadian organizations such as Greyhound Lines, Consumers Distributing, EDS Canada, HRDC and Laura Secord. Shows how service can be improved. Includes a guide with summaries, background and exercises.

Audience

General

Category: Student, Teacher Resource

Grade Level:

K/1	2/3	4	5	6	7	8	9	10	11	11A	12
											✓

Year Recommended in Grade Collection: 2001

Supplier: *B.C. Learning Connection Inc.*

#4 - 8755 Ash Street
Vancouver, BC V6P 6T3

Tel: (604) 324-7752

Fax: (604) 324-1844

Toll Free: 1-800-884-2366

Price: Video: \$26.00

Guide: \$39.00

ISBN/Order No: Video: BE0362

Guide: 0-9698400-1-2

Copyright: 1995



Competing in a Global Environment

General Description:

Thirty-minute American video describes the challenges that companies such as Coca Cola and Pier I face in the global marketplace. Explores how international marketing has been adapted to meet cultural needs, thereby giving companies an edge over their competitors. Topics include differences between domestic and international business, economic rationale for international trade, approaches used to operate in international markets and identification of special agencies and agreements that promote international trade.

Audience

General

Category: Student, Teacher Resource

Grade Level:

K/1	2/3	4	5	6	7	8	9	10	11	11A	12
											✓

Year Recommended in Grade Collection: 2001

Supplier: *B.C. Learning Connection Inc.*

#4 - 8755 Ash Street
Vancouver, BC V6P 6T3

Tel: (604) 324-7752

Fax: (604) 324-1844

Toll Free: 1-800-884-2366

Price: \$26.00

ISBN/Order No: BE0370

Copyright: 1997



Creating Transformational Change

General Description:

Thirty-seven-minute video in two parts develops the concept of a paradigm and explores how an effective paradigm combines with relevant abilities in a supportive environment to result in optimum performance. Also shows how to use transformational learning to shift a paradigm. Accompanying leader's guide has not been evaluated.

Audience

General

Category: Student, Teacher Resource

Grade Level:

K/1	2/3	4	5	6	7	8	9	10	11	11A	12
											✓

Year Recommended in Grade Collection: 2001

Supplier: *B.C. Learning Connection Inc.*

#4 - 8755 Ash Street
Vancouver, BC V6P 6T3

Tel: (604) 324-7752

Fax: (604) 324-1844

Toll Free: 1-800-884-2366

Price: \$26.00

ISBN/Order No: BE0383

Copyright: 1995



Establishing a Business Organization

General Description:

Thirty-minute American video describes the various ways a company may be organized: by function, geography, products or consumer groups. Topics include the process of building and refining an organization to meet business objectives; concepts of authority, responsibility and accountability; the chain of command; and the role and impact of informal organizations. Businesses such as IBM, Kodak and Xerox present different management techniques.

Audience

General

Category: Student, Teacher Resource

Grade Level:

K/1	2/3	4	5	6	7	8	9	10	11	11A	12
											✓

Year Recommended in Grade Collection: 2001

Supplier: *B.C. Learning Connection Inc.*

#4 - 8755 Ash Street
Vancouver, BC V6P 6T3

Tel: (604) 324-7752

Fax: (604) 324-1844

Toll Free: 1-800-884-2366

Price: \$26.00

ISBN/Order No: BE0371

Copyright: 1997



Fundamentals of Management: Essential Concepts and Applications, Canadian Second Edition

General Description:

Video cases include 10 segments from CBC programming that deal with aspects of business management from small to large business. Support in the form of notes and answers to case questions is available in the instructor's manual that accompanies the student text, *Fundamentals of Management: Essential Concepts and Applications, Canadian Second Edition*.

Audience

General

Category: Student, Teacher Resource

Grade Level:

K/1	2/3	4	5	6	7	8	9	10	11	11A	12
											✓

Year Recommended in Grade Collection: 2001

Supplier: *B.C. Learning Connection Inc.*

#4 - 8755 Ash Street
Vancouver, BC V6P 6T3

Tel: (604) 324-7752

Fax: (604) 324-1844

Toll Free: 1-800-884-2366

Price: \$26.00

ISBN/Order No: BE0382

Copyright: 1999



Fundamentals of Management: Essential Concepts and Applications, Third Canadian Edition

Author(s): Robbins et al.

General Description:

College-level resource dealing with key management issues includes a softcover student text and an instructor's resource manual. Optional ancillary components have not been evaluated. A companion web site is available. This edition still focusses on the four traditional functions of management: planning, organizing, leading and controlling and has added contemporary topics such as work process engineering, empowerment and diversity. Other new features include team building exercises and case applications. New video cases are available with this third edition but they that have not been evaluated. The set of ten video cases that accompanied the second edition, also from CBC programming, are recommended and available from BC Learning Connection. Cases deal with aspects of business management from small to large business and include Canadian microbreweries, Eaton's, gender problems at CIBC and so on. The instructor's resource manual for *Fundamentals of Management: Essential Concepts and Applications, Canadian Second Edition* provides details for using these video cases in class discussion.

Audience

General

Category: Student, Teacher Resource

Grade Level:

K/1	2/3	4	5	6	7	8	9	10	11	11A	12
											✓

Year Recommended in Grade Collection: 2002

Supplier: *Pearson Education Canada*

26 Prince Andrew Place
Don Mills, ON M3C 2T8

Tel: (416) 447-5101

Fax: 1-800-563-9196

Toll Free: 1-800-387-8028/7851

Web Address: www.pearsoned.ca

Price: Student Text: \$36.47

Instructor's Resource Manual: \$22.97

ISBN/Order No: Student Text: 0-13-033400-6

Instructor's Resource Manual: 0-13-033411-1

Copyright: 2002



Managing a Business

General Description:

Thirty-minute American video describes the four functions of management: planning, organizing, directing and controlling. Companies such as Southwest Airlines, Dallas Travel Company, and Home Depot model these four functions. Management levels are described and their roles and responsibilities are discussed. The concepts of communication, employee training and motivation are stressed throughout the video.

Audience

General

Category: Student, Teacher Resource

Grade Level:

K/1	2/3	4	5	6	7	8	9	10	11	11A	12
											✓

Year Recommended in Grade Collection: 2001

Supplier: *B.C. Learning Connection Inc.*

#4 - 8755 Ash Street
Vancouver, BC V6P 6T3

Tel: (604) 324-7752

Fax: (604) 324-1844

Toll Free: 1-800-884-2366

Price: \$26.00

ISBN/Order No: BE0372

Copyright: 1997



The Real Heroes of Business...and not a CEO among them

General Description:

Twenty-eight-minute video illustrates the selection, management, motivation and retention of service employees. Accompanying leader's guide provides strategies, activities, interview questions and information about the objectives and the facilitator's role. Package includes a student workbook.

Audience

General

Category: Student, Teacher Resource

Grade Level:

K/1	2/3	4	5	6	7	8	9	10	11	11A	12
											✓

Year Recommended in Grade Collection: 2001

Supplier: B.C. Learning Connection Inc.

#4 - 8755 Ash Street
Vancouver, BC V6P 6T3

Tel: (604) 324-7752

Fax: (604) 324-1844

Toll Free: 1-800-884-2366

Price: Video: \$26.00

Leader's Guide: \$2.75

ISBN/Order No: Video: BE0364

Leader's Guide: 0-87622-528-8

Copyright: 1995



Responding to Change

General Description:

Thirty-minute American video describes how business has evolved and must continue to evolve in response to change in the business environment. Topics include forces of change, communicating change to people and responsibility for change. Also discusses social issues such as community involvement and environmental responsibility.

Audience

General

Category: Student, Teacher Resource

Grade Level:

K/1	2/3	4	5	6	7	8	9	10	11	11A	12
											✓

Year Recommended in Grade Collection: 2001

Supplier: B.C. Learning Connection Inc.

#4 - 8755 Ash Street
Vancouver, BC V6P 6T3

Tel: (604) 324-7752

Fax: (604) 324-1844

Toll Free: 1-800-884-2366

Price: \$26.00

ISBN/Order No: BE0375

Copyright: 1997



Supervising for Quality

General Description:

Twenty-eight-minute video focusses on effective management for building skills, motivation and commitment in team members. It illustrates how to enhance communication in numerous areas. Accompanying study guide covers influence-style management, principles of influence and special situations.

Audience

General

Category: Student, Teacher Resource

Grade Level:

K/1	2/3	4	5	6	7	8	9	10	11	11A	12
											✓

Year Recommended in Grade Collection: 2001

Supplier: B.C. Learning Connection Inc.

#4 - 8755 Ash Street
Vancouver, BC V6P 6T3

Tel: (604) 324-7752

Fax: (604) 324-1844

Toll Free: 1-800-884-2366

Price: Video: \$26.00

Study Guide: \$16.95

ISBN/Order No: Video: BE0377

Study Guide: Not available

Copyright: 1994



**Understanding Canadian Business,
Fourth Edition**

Author(s): Nickels, et al.

General Description:

Student text with accompanying instructor's manual deals with aspects of management and the impact of technology on business. Chapter features include progress checks, critical thinking exercises, interactive summaries, developing workplace skills and exercises that use the Internet. This new edition includes more technology, including the impact of technology on business, as well as an e-commerce focus. The instructor's manual is also available on a CD-ROM with additional features such as a test bank, lecture outlines and PowerPoint presentations. Additional components that have not been evaluated include a study guide and CBC video cases.

Audience

General

Category: Student, Teacher Resource

Grade Level:

K/1	2/3	4	5	6	7	8	9	10	11	11A	12
											✓

Year Recommended in Grade Collection: 2003

Supplier: McGraw-Hill Ryerson Ltd. (Ontario)
300 Water Street
Whitby, ON L1N 9B6

Tel: (905) 430-5000 **Fax:** (905) 430-5194

Toll Free: 1-800-565-5758 (orders)

Web Address: www.mcgrawhill.ca

Price: Student Text: \$74.76
Instructor's Manual: \$50.00

ISBN/Order No: Student Text: 0-07-089434-5
Instructor's Manual: 0-07-089436-1

Copyright: 2003