Video Arts Catalogue

Delivery Methods:
- SCORM files
- ON-DEMAND Streaming
- QR/embed codes
- LXP

400+ Video Assets
400+ Micro Courses
1,000+ Learning Lessons

We combine entertainment and education
People learn nothing when they are asleep and very little when they are bored!

John Cleese  Video Arts Founder
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Management & Talent

Must-have skills for managing people. Deliver swift, concise and effective learning for new and would-be managers.

Learning Resources

**Behavioural Interviewing**
- The Interview
- Create a Behavioural Profile
- Focus on Critical Incidents
- Hide Your Hand
- Take Your Time
- Lend Me Your Ears
- Questions

**Being a Leader**
- Valuing their Job
- Valuing the Individual
- Valuing the Team
- Making Decisions

**Counselling**
- Setting the Scene for Counselling
- A Counselling Meeting
- Active Listening

**Developing Your Team**
- Preparing to Coach
- Coaching Goals
- Coaching Tips
- Setting SMART Targets

**Dealing With Absenteeism**
- Recognising Absenteeism
- Reasons for Absenteeism
- Solutions to Absenteeism

**Difficult Conversations**
- Preparing to Give Bad News
- A Bad News Meeting: Listening
- A Bad News Meeting: Limit the Damage

**Every Appraisee’s Dream**
- Using Past Performance
- Talking About the Present
- Looking to the Future
- Action Plan

**Every Manager’s Nightmare**
- Reviews - Silent Steve
- Reviews - Non-Stick Nigel
- Reviews - Bored Betty
- Reviews - Defensive Dennis
- Reviews - Weepy Wendy
- Reviews - Bolshie Becky

**Managing Discipline**
- Discipline - Check the Facts
- The Reasons Behind Discipline Issues
- Solutions to Discipline Issues
- Managing Problem Behaviour

**Meetings, Bloody Meetings**
- The Trouble With Meetings
- Plan the Meeting
- Inform About the Purpose of the Meeting
- Produce a Logical Agenda
- Structure and Control Your Meeting
- Summarise and Keep a Record of the Discussion

**One-to-One Training**
- Training with Context
- Training Bit by Bit
- Learning Through Practice

**Performance Reviews**
- Preparing for a Review
- Making a Performance Diagnosis
- Beyond the Review Meeting

**Performance Review: Code Red**
- Getting People to Open Up (The Wrong Way
- Getting People to Open Up (The Right Way)
- Facing Up to Problems (The Wrong Way)
- Facing Up to Problems (The Right Way)
- Agreeing a Plan for the Future (The Wrong Way)
- Agreeing a Plan for the Future (The Right Way)

**Praise and Criticism**
- Sharing Praise
- Giving Criticism

**Recruiting**
- Listening to the Candidate
- Probing in Interviews

**NEW! Talent Essentials**
- Talent Essentials - An Introduction
- Defining Talent
- Attracting Talent
- Onboarding Talent
- Talent Reviews and Mapping
- Reskilling and Upskilling
- Succession Planning
- Offboarding

“Management is your ability to hide your panic from others.”
– Lao Tzu
Leadership is an activity and not a position. Help your managers and aspiring leaders take the next step and learn the more strategic aspects of leading a team.

Learning Resources

Change
Champions
Gatekeepers
Own the Change
Perseverance
Resisters

Creativity and Innovation
Brainstorms
Fostering Innovation
Unleashing Your Creativity

Crisis Management
Act Swiftly
Communicate Fully

Ethics
How You Behave Matters
The Only Way is Ethics

Everyday Learning
Everyone’s a Teacher and Everyone’s a Learner
Learn From Every Success and Difficulty
Make Formal Learning Work

Leadership Sins
Avoiding Conflict
Being Loved
Control Freakery
Dithering
The Importance of Small Talk
Vanity

Practical Leadership
Deal With Problems
Have a Clear Vision
Show Them How It’s Done
Show You Believe

First Among Equals
What Are Team Leaders For?
Team Members’ Role
Team Members as Individuals
Team Members and the Team

Team Development
Forming and Storming
Norming and Performing

Team Decision Making
Avoid the Ego Barrier
Imagine the Best and Worst Case Outcomes
One Question, Several Possible Answers

“Leaders create a culture around their goal and involve others in that culture.”

–Seth Godin
Diversity & Inclusion

From identifying unconscious bias and addressing it, to understanding why we need to embrace and promote diversity, discover how your staff can practise inclusion at work.

Learning Resources

Inclusive Leadership
- Allocating Roles
- Listen Out For All Voices

Respect and Inclusion at Work
- Maintaining Harmony and Dignity
- One Person’s Banter is Another Person’s Bullying

Thinking of Others
- Inclusion Means Celebrating Diversity, Not Ignoring It
- Look For Your Customers’ Unique Needs
- Events and Logistics

Unconscious Bias
- An Introduction to Unconscious Bias
- Being Busy or Bothered Beefs Up the Bias
- Overcoming Unconscious Bias

Workplace Diversity
- Find Out About People - Don’t Even Try to Guess
- Neurodiversity
- Think Beyond the Binary
- Trans Awareness

"Diversity is being invited to the party...Inclusion is being asked to dance!"

-Femi Otitoju, Challenge Consultancy, Founder
Conversations, Coaching & Mentoring

Help teams take ownership of their own development by learning the skills needed to give effective feedback, discuss performance, and approach sensitive topics.

Learning Resources

Conflict Conversations
- Recognising the Early Warning Signs of Conflict
- Preparing Yourself For a “Conflict Conversation”
- How to Open a Conflict Conversation
- How to Respond to Unexpected Conflict
- How to Handle a Conflict Conversation

Development Conversations
- The Value of Micro-Goals when Developing Staff
- The Difference Between Performance Development and Career Development
- Questions to Help Staff Think About their Development
- Appreciating Development

Feedback Conversations
- Three Styles of Feedback
- Asking For Feedback About Oneself
- Third-Party Feedback
- How to Receive Feedback

How to Be a Great Mentee
- The First Meeting
- Expectations

Performance Conversations
- One-to-Ones: What, Why, Where and How
- What to Look For Between One-to-Ones
- How to Prepare For a One-to-One
- Running a One-to-One

Virtual Mentoring
- What is Mentoring?
- What Makes a Good Mentor?
- Mentoring Traps

“Coaching is unlocking a person’s potential to maximise their growth.”

~John Whitmore
Mental Health & Wellbeing

Tackle challenges like maintaining a work-life balance, and feeling motivated and connected from afar with these bite-size videos.

Learning Resources

Criticism and Failure
- Embracing Failure
- Fire your Inner Critic
- Be Kind to Yourself

Emotions versus Evidence
- Keep a Sense of Perspective
- Put Yourself in their Shoes
- The Worst-Case Scenario
- Mind-Reading

Getting Stuff Done
- Don’t Confuse Effort with Results
- You Don’t Have to ‘Feel Like It’
- The First Hour of the Day

Happiness Habits
- Gratitude
- The Power of Ritual
- What’s Your Legacy?
- Keep Learning

Inside Your Head
- Just Don’t Think About It!
- You Are Not Your Emotions
- Don’t Compare Your Insides to Other People’s Outsides
- Get Everything Out of Your Head

Mental Health for Employees
- What is Mental Health?
- What Influences Your Mental Health?
- Diet, Sleep and Exercise
- Spotting the Warnings Signs
- Stay Connected and Find Your Flow

Mental Health for Managers
- Creating a Supportive Environment
- Starting a Conversation About Mental Health
- How to Have a Good Conversation About Mental Health
- Helping an Employee Struggling with Mental Health
- Supporting a Return to Work

Planning
- Celebrate Small Accomplishments
- The Perils of Over-Planning
- The Bias Towards Action

Practical Wellbeing
- Multi-Tasking
- Targeted Acts of Kindness
- Taking Care of Basic Needs
- Get Physical

Personal Wellbeing for Managers
- Don’t Spread the Anxiety Virus
- Show Your Vulnerabilities
- Transparency
- You Can’t Force Fun

Team Wellbeing for Managers
- Reward People Like Grown-Ups
- Embrace Your Introverts and Pessimists
- Entrust People with Big Responsibilities

NEW! Workplace Wellness
- Creating a Period Positive Workplace
- Creating an Open and Positive Environment for Menopausal Staff

‘Managers need to remember that they don’t need to solve mental health challenges to make a difference.’

-Dr Hazel Harrison
Customer Service & Sales

High-impact lessons for front-line teams. Designed by leading experts, like Dr Peter Honey, our must-have resources inspire customer service teams every day.

Learning Resources

Achieving Goals and Commitments
Influencing: Use Ranges to Motivate People
Influencing: People Live Up to What They Write Down
Influencing: Focus on the Small Number

Advising the Customer
Finding Out What They Want
Getting Into Their Head
Offering Advice - Knowing Your Stuff
Showing Them the Benefits

After Sales
Company Loyalty
Team and Customer Loyalty

Consultative Sales
Being a Consultant
Being a Problem Solver
Being a Professional Partner

Customer Types
Mr Chatty
Mr Rude
Mrs Arrogant
Mrs Picky

Customers on the Phone
Customer Phone calls: Agreeing Actions
Controlling a Customer Call
Customer Service: First Impressions on the Phone

Difficult Customers
Dealing with ‘The Ducker’
Dealing with ‘The Ditherer’
Dealing with ‘The Dictator’

Being a ‘People Person’
Influencing: Positive Labelling
Influencing: Be More Human
Influencing: Look for Likeable Features

Closing Sales
Think Bigger
Ask for the Order
Keep Trying

Communicating Effectively
Questioning Techniques: Getting to Know Your Customers
Questioning Techniques: Guiding and Controlling Customer Interest
Customer Service: Using Your Voice Effectively

Complaints
Listen to the customer
Sympathise With the Customer
Ask the Right Questions
Agree a Course of Action
Check It’s Carried Out

Control and Close
Explain the Benefits
Meet Objectives
Close the Sale

“It takes months to find a customer...Seconds to lose one.”

-Dr David Harrison
Customer Service & Sales

Learning Resources

First Impressions
Customer Service: A Human Touch
Customer Service: Dropping Your Emotional Baggage
Customer Service: How Not to Approach People
Customer Service: Service STANCE

Helping Hands
Ask “Who Can I Help?”
Ask for Help

Inside Information
What is Internal Customer Service?
Meeting Internal Customer Needs
Internal Communication
Internal Customer Service: Personal Support and Conflict
Providing Good Internal Customer Service

If Looks Could Kill
Behaviour Breeds Behaviour (Original)
You Can Choose Your Behaviour
Behaviour can Hinder an Interaction
Behaviour can Help an Interaction

Less is More
Negotiating: The Rule of the Rare
Negotiating: Reduce Choice: Increase Influence
Negotiating: Use Loss Not Gain to

Making Your Case
Persuasion: Three Charms, But Four Alarms
Persuasion: Admit Your Weakness
Persuasion: Get Introduced
Persuasion: Always Ask “Compared to What?”

Negotiating: Tying the Knot
Negotiation: The Groundwork
Negotiation: See-Saws and Trade-Offs
Negotiation: When Things Go Wrong

Negotiating Tactics
Negotiation: The Home Team Advantage
Negotiation: Turning ‘No’ Into ‘Yes’
Negotiation: Make the First Move

Online Customers
Email and Web Chat
Social Media and the Customer
Social Media and You

Service for Sales
Dealing With Objections
Discovering Their Needs
Storytelling

The Power of Behaviour
Customer Service: Behaviour Breeds Behaviour
Customer Service: Behaviour Can Help or Hinder Customer Service: Choosing Your Behaviour

Using Similarity
Influencing: Highlight Similarities First
Influencing: Influence Through Others
Influencing: Use the Same Language

When Things Go Wrong
Customer Service: Asking the Right Questions
Customer Service: Getting to a Solution
Customer Service: Listening to the Customer

Needs and Objections
Sales: Ask Questions
Sales: Research
Sales: Set Objectives
Hybrid & Cross-Cultural Communication

From navigating multiple locations to remote conflict resolution, there's plenty to juggle. But with increased productivity and engagement, and a better work/life balance in the mix, hybrid working is a skill we all need to master.

Learning Resources

Hybrid Teams
- Hybrid Working - An Introduction
- Being a Hybrid Team Player
- Hybrid Teams: Building a Foundation of Trust
- Improving Hybrid Meetings
- Managing Hybrid Performance
- Managing Hybrid Tension
- Hybrid Teams: Miscommunication and Rumours
- Hybrid Teams: Out of Sight, Out of Mind
- Hybrid Teams: Embrace Asynchronous Working

Virtual Meeting Etiquette
- Virtual Meeting Etiquette

Cross-Cultural Communication: Cultural Types
- Multi-Active Types
- Reactive Types
- Linear Active Types

Cross-Cultural Communication: Building Trust

Cross-Cultural Communication: Listening and Building Trust
- Cross-Cultural Communication
- Cross-Cultural Communication: Building Trust

Managing Remote Teams
- Barriers to Communicating at a Distance
- Keeping Motivation Up
- Remote Communication

“Think about the different types of people in your teams when designing your hybrid policy... not everyone will have the same experience.”

- Dr Penny Pullan
Every day we literally get closer to the end of the world. Luckily, unlike the inevitable fiery destruction of our home planet, we can take action on health and safety. It’s all about taking care of the little things so they can’t come back to bite us later.

Learning Resources

**The Bribery Act**
- What is Bribery?
- Bribery: What Are the Rules?
- Bribery: What Can I Do?

**Cyber Security**
- What is Cyber Security?
- Hackers and Fraudsters
- Phishing Emails
- Social Media
- Hardware
- Out of Office
- Software

**Fire Safety**
- Introduction to Fire Safety
- Do’s and Don’ts
- Housekeeping Rules
- If There is a Fire

**GDPR (UK & EU versions)**
- Introduction to GDPR
- Processing
- Plan and Inform
- Transfers
- Storage and Security

**Display Screen Equipment**
- Screen Time
- Are You Sitting Comfortably?
- Light and Space
- Keyboard and Mouse
- Screen Setup

**Manual Handling**
- Handling Manual Handling
- Technique is Key

**Modern Slavery**
- Think Slavery Doesn’t Affect You?
- What Can You Do?

**Health and Safety Attitudes**
- Perils of the Mind
- Complacency
- Hurry
- Distraction
- Unfamiliarity

**Working at Height**
- What is Working at Height?
- What to Consider
- Assess the Risks

“Being alive is a dangerous business.”
- Robert Webb on Manual Handling
Workplace Skills

Behavioural skills to help all employees succeed in the workplace.

Learning Resources

30 Ways to Make More Time
Get Organised
Working Efficiently
E-mail
The Telephone
Dealing With People
Meetings

Assert Yourself
What is Assertiveness?
What’s the Difference?
Be Honest About What is Relevant
Stick to Your Bottom Line
Communicate as Equals

Body Language and Assertiveness
Assertiveness Tips
Assertive Versus Aggressive
Body Language

Communicating on the Phone
Closing a Phone Call
Phone Greetings
Phone Skills

Communicating in Writing
Email Etiquette
Formatting a Report
Structuring a Report

Creativity
Five Steps to Be More Creative
The Importance of Mistakes
Defining Creativity

Dealing With Stress
Stress and Delegation
Stress and Exercise
Stress and Prioritisation

Finance and Budgets
Constructing a Budget
Controlling a Budget
Co-ordinating a Budget

Growth Mindset
Growth Mindset
How to Develop a Growth Mindset
Growth Mindset in Your Organisation

Learning Culture
Learning Culture
What is a Learning Culture?
Why Build a Learning Culture?
Overcoming Barriers

Managing Projects and Processes
Controlling Quality
Defining a Project
Planning a Project
Implementing a Project

Managing Yourself
Prioritising your Time
Time Management and Interruptions
Time Management Tips

Meetings
Show You Understand
Work to a Joint Solution
Planning Virtual Meetings
Running Virtual Meetings

Presentation is Everything
Presentation is Everything
Presentation Skills: The Importance of Structure
Presentation Skills: The Effective Use of Word Slides
Presentation Skills: The Effective Use of Picture Slides
Delivery
Presentation Skills - Practical Preparation

Presentation Skills
Preparing to Present
Presentation Tips
Structuring a Presentation

The Balance Sheet Barrier
Accounts Are All About Money
Working Capital
What Profit Really Is
Cash Reserves
The Balance Sheet
Cash Flow Forecast

Understanding Behaviour
The Four Stages of Change
The Power of Behaviour
Use Behaviour to Help an Interaction
You Can Choose How to Behave

Workplace Generations
Don’t Believe the Myths
How to Be a Colleague
How to Support Your Apprentice

“We all loved the Workplace Essentials which were very entertaining and informative.”

- Travis Perkins