

ABSENCE MINDED



AT A GLANCE:

Course length: 40-60 mins

Video length: 22 mins

Languages: English, Chinese, Italian, Spanish

Management Collection

Must-have skills for managing people.

What's included?

- Bite-size videos
- Interactive exercises
- Knowledge checks
- Course leader guide
- Series infographic

ABOUT THIS COURSE

This engaging and humorous video is designed to help managers tackle absenteeism within their teams.

It shows one manager's journey from recognising he has an absenteeism problem, to taking such a structured and positive approach that he actually reduces the levels of absenteeism quite dramatically.

KEY INSIGHTS

Covering all aspects of managing absenteeism, including the return to work interview, the programme teaches managers how to deal with this sensitive subject area in three simple stages:

- Acknowledging the problem
- Identifying the reasons
- Agreeing on a solution.

“Video Arts courses are easy and convenient to use, extremely well produced and their humour makes the learning engaging, memorable and fun.”
Macmillan Cancer Support

WHO AND WHY

For any new or developing managers looking to improve their skills in management, develop their teams, and motivate their employees.



AT A GLANCE:

Course length: 40-60 mins

Video length: 25 mins

Languages: English, Chinese, Italian, Spanish

Management Collection

Must-have skills for managing people.

What's included?

- Bite-size videos
- Interactive exercises
- Knowledge checks
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ABOUT THIS COURSE

In recruitment interviews past behaviour is the key to predicting future performance. A candidate's qualifications, experiences, and previous posts they've held are all important details that you need to know.

But the unanswered question is:
how will they actually perform in the job?

KEY INSIGHTS

Rather than using intuition, behavioural interviewing techniques will help you to retrieve relevant information based on a candidate's past experiences.

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WHO AND WHY

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BEING A LEADER



AT A GLANCE:

Course length: 15-20 mins

Video length: 2-3 mins

Languages: English, Chinese, French, German, Hungarian, Italian, Spanish

Management Collection

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What's included?

- Bite-size videos
- Interactive exercises
- Knowledge checks
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ABOUT THIS COURSE

In this course you'll learn that managers don't necessarily need a powerful magnetic personality to effectively lead their people. What's more important is an awareness of how leadership depends on an ability to motivate people. You will also learn that as the majority of your decisions affect people or a future of a project, a case, a work schedule or a maintenance plan, all your decisions are vital; vital to the work in hand and the people doing the work.

KEY INSIGHTS

- **Making Decisions** - Collect the facts. Consult everyone involved. Make the decision.
- **Valuing The Individual** - Give people confidence in their value as individuals.
- **Valuing The Team** - Give people confidence in their value as part of the team.
- **Valuing Their Job** - Give people confidence in the value of their job.

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AT A GLANCE:

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ABOUT THIS COURSE

Almost all managers will face the issue of dealing with staff whose personal problems are affecting their work and they need the know-how and sensitivity to address such situations. This course introduces counselling techniques and active listening for managers.

KEY INSIGHTS

- **Active Listening** - Agree targets and let people measure their performance.
- **A Counselling Meeting** - Help them to think it through. Admit your own difficulties. Don't express your views. Establish the facts. Let them find the solution. Accept their solutions. Agree an action plan and review date.
- **Setting the Scene for Counselling** - Notice the need. Create an opportunity. Make it unhurried & private. Encourage people to talk. Reassure

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DEALING WITH ABSENTEEISM



AT A GLANCE:

Course length: 15-20 mins

Video length: 2-3 mins

Languages: English, Chinese, French, German, Italian, Spanish

Management Collection

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ABOUT THIS COURSE

This course aims to help managers tackle absenteeism within their teams. Absenteeism costs organisations billions in revenue every year. But when someone calls in sick, it doesn't necessarily mean that they're unwell. Covering all aspects of managing absenteeism, including the return to work interview, the course teaches managers how to deal with this sensitive subject area in three simple stages.

KEY INSIGHTS

- **Reasons for Absenteeism** - Identify the reasons. Do it face-to-face. Prepare your emotions and the facts. Ask what is wrong and probe.
- **Recognising Absenteeism** - Acknowledge the problem. Look out for warning signs and patterns. Keep records so you have the facts. Tackle absence as soon as possible.
- **Solutions to Absenteeism** - Agree a solution. Get them to take responsibility. Be flexible. Monitor the situation

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WHO AND WHY

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DEVELOPING YOUR TEAM



AT A GLANCE:

Course length: 15-20 mins

Video length: 2-3 mins

Languages: English, Chinese, French, Hungarian, Italian, Spanish

Management Collection

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ABOUT THIS COURSE

This course aims to ensure managers understand the need for coaching and then learn how to coach. Understanding the importance of coaching, and then learning how to coach, is an essential part of their jobs. This course shows how, with the right teaching, managers can improve people's performance and motivation, and that coaching is an invaluable tool for helping individuals and the business develop together. The course also aims to enable managers to improve the performance of their teams by setting achievable targets and goals.

Managers will also learn how to recognise the motivation that team members get from reaching them.

KEY INSIGHTS

- **Coaching Goals** - Promote discovery. Set the parameters.
- **Coaching Tips** - Authorise and empower. Recap.
- **Preparing to Coach** - Agree the topic. Identify the goals.
- **Setting SMART targets** - Specific. Measurable. Agreed. Realistic. Timed.

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WHO AND WHY

For any new or developing managers looking to improve their skills in management, develop their teams, and motivate their employees.

DIFFICULT CONVERSATIONS



AT A GLANCE:

Course length: 15-20 mins

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ABOUT THIS COURSE

Informing employees that their work is not good enough, that they can't have the pay rise they asked for, or that they have been denied promotion are all situations that managers dread. Dealing with difficult conversations with rejected and dejected employees is a leadership skill. And one that can be learnt.

KEY INSIGHTS

- **Bad News Meeting - Limit The Damage** - Put it in perspective, discuss how it will be announced, talk about future opportunities.
- **A Bad News Meeting, Listening** - Listen to the response. If they get emotional, ride the storm. If they clam up, probe. If they argue, stand your ground.
- **Preparing To Give Bad News** - Prepare the facts. Prepare your emotions. Try writing down the first part of what you need to say.

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ABOUT THIS COURSE

MANAGING DISCIPLINE

 **video arts**TM
Longer lasting learning



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ABOUT THIS COURSE

This course will help you deal with discipline and manage problem behaviour.

KEY INSIGHTS

- **Discipline - Check The Facts** - Establish the gap between standards and performance.
- **Managing Problem Behaviour** - RED – Behaviour that can damage the clients, company, or colleagues. e.g. Aggression, malicious rumours.
- **Solutions To Discipline Issues** - Eliminate the performance gap by agreeing an action plan.
- **The Reason Behind Discipline Issues** - Explore the reasons for the gap between standards and performance.

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MOTIVATING YOUR TEAM



AT A GLANCE:

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ABOUT THIS COURSE

This course will show to motivate your team through communication and information sharing. This means listening, keeping people informed, knowing how to measure performance and offering praise and encouragement.

KEY INSIGHTS

- **Active Listening** - Maintain attention – take notes and ask questions. Use positive body language – sit forward, use open hand gestures, smile. Reflective listening techniques: ask open questions, empathise, Summarise, clarify what has been discussed and the next steps.
- **Motivation Through Information** - Inform: tell people why they matter.
- **Motivating Through Praise** - Recognise and praise achievements.

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ONE-TO-ONE TRAINING



AT A GLANCE:

Course length: 15-20 mins

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ABOUT THIS COURSE

This course aims to introduce the techniques of one-to-one training. It explains how important it is for managers and team leaders to have the skills to teach people in their care.

KEY INSIGHTS

- **Learning through Practice** - Practise in a low-risk setting.
- **Training Bit By Bit** - Introduce people to new things a little bit at a time.
- **Training With Context** - People need to know what context they're working in to get the job done right.

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RECRUITING



AT A GLANCE:

Course length: 15-20 mins

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Languages: English, Chinese, French, Hungarian, Italian, Spanish

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ABOUT THIS COURSE

This course will give you the skills you need to conduct an effective recruitment interview. A selection interview is a bit like detective work. Suspects must be eliminated until the right person is found. Making the right selection choice means knowing the budget was spent well, a valuable asset has been acquired and that colleagues will be motivated by the new team member. However, some get the costly decision wrong by making common mistakes.

KEY INSIGHTS

- **Listening To The Candidate** - Put applicants at their ease. Encourage them to talk. Don't give your opinions, listen to theirs.
- **Probing In Interviews** - Control the interview. Don't avoid asking awkward questions – put your doubts squarely to the applicant.

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