

# ASSERT YOURSELF



## AT A GLANCE:

**Course length:** 40-60 mins

**Video length:** 26 mins

**Languages:** English, Chinese, Italian, Spanish

### Communication Collection

Keeping channels of communication open.

### What's included?

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

## ABOUT THIS COURSE

This entertaining programme looks at the advantages and disadvantages of submissive, aggressive and assertive behaviour.

## KEY INSIGHTS

In a series of different situations Kris Marshall explains the techniques of assertive behaviour and how to communicate what you want with honesty and relevance: whilst respecting the rights of colleagues. "Assert yourself manages to be credible, useful and entertaining all at once." - Training and Coaching Today

“ Video Arts content is fun, engaging and delivers on our learning objectives, we'd be crazy not to use it!  
Evans Cycles ”

## WHO AND WHY

For all members of the workplace to help improve internal communications, coordinating with others, and presenting information.

# COMMUNICATING IN WRITING



## AT A GLANCE:

**Course length:** 15-20 mins

**Video length:** 2-3 mins

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

### Communication Collection

Keeping channels of communication open.

### What's included?

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

## ABOUT THIS COURSE

This course aims to teach the skills required to write and present an easy-to-read, informative and forward-thinking report. A good report takes minutes to read, holds its value for months and can be made available globally to countless people within any organisation. It can also demonstrate the writer's knowledge of the subject and quality of thinking.

## KEY INSIGHTS

- **E-mail Etiquette** - Turn off your mail alert and schedule specific times to check mail. Don't leave everything in your in-box. Use subject lines properly to say what the message is about.
- **Formatting a Report** - Use plain English. Make it look readable. Package it attractively.
- **Structuring a Report** - List the objectives. Organise key points. Structure the document.

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## WHO AND WHY

For all members of the workplace to help improve internal communications, coordinating with others, and presenting information.

# COMMUNICATING ON THE PHONE



## AT A GLANCE:

**Course length:** 15-20 mins

**Video length:** 2-3 mins

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

### Communication Collection

Keeping channels of communication open.

### What's included?

- Bite-size videos
- Interactive exercises
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## ABOUT THIS COURSE

This course aims to give anyone the skills to use the telephone effectively in a business context. The telephone is at the heart of business communication. But because people use the phone so much at home, they assume they have the skills to use it at work. This is not the case, and good business telephone skills have to be learned.

## KEY INSIGHTS

- **Closing a Phone Call** - Agree next actions and follow up on them. Volunteer useful information. Establish what happens next.
- **Phone Greetings** - Put a smile in your voice. Introduce yourself. Is it convenient for the person to take the call?
- **Phone Skills** - Control the call. Get caller's name and use it. Make them feel connected. Ask open questions. Use active listening. Record and repeat information.

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For all members of the workplace to help improve internal communications, coordinating with others, and presenting information.

## ABOUT THIS COURSE

# GOING TO A MEETING PART 1: MESSING UP A MEETING



## AT A GLANCE:

**Course length:** 40-60 mins

**Video length:** 17 mins

**Languages:** English, Chinese, Italian, Spanish

## Communication Collection

Keeping channels of communication open.

## What's included?

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

## ABOUT THIS COURSE

This video features John Cleese and is essential viewing for anyone who attends meetings.

## KEY INSIGHTS

Gain the skills to contribute more effectively and deal with even the most awkward colleagues like the Waffler, the Turf Warrior, the Assassin, the Dominator and the Interrupter.

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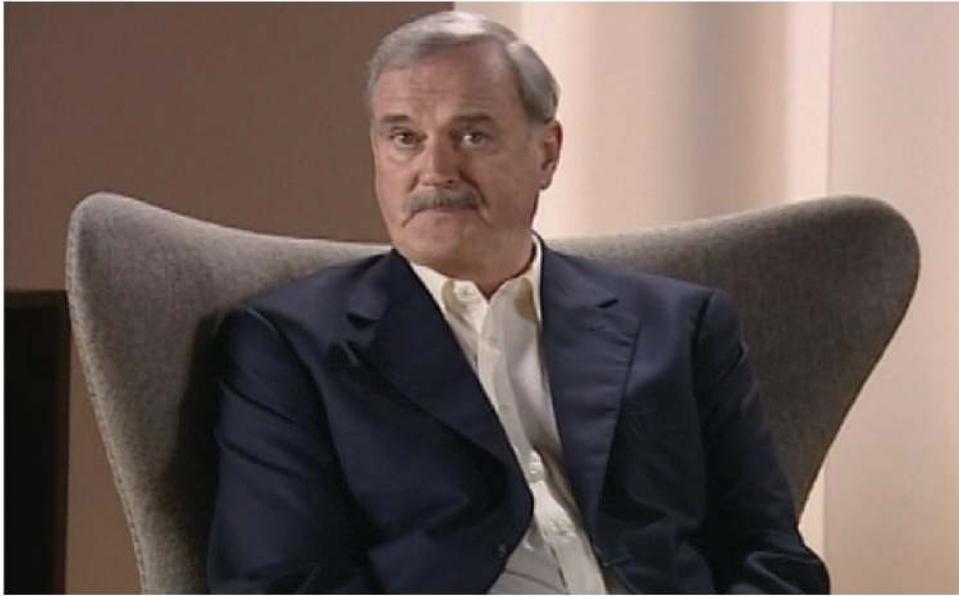
## WHO AND WHY

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ABOUT THIS COURSE

## GOING TO A MEETING PART 2: MEETING MENACES

 **video arts**<sup>TM</sup>  
Longer lasting learning



### AT A GLANCE:

**Course length:** 40-60 mins

**Video length:** 21 mins

**Languages:** English, Chinese,  
Italian, Spanish

### Communication Collection

Keeping channels of  
communication open.

### What's included?

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

## ABOUT THIS COURSE

This video features John Cleese and is essential viewing for anyone who attends meetings.

## KEY INSIGHTS

Gain the skills to contribute more effectively and deal with even the most awkward colleagues like the Waffler, the Turf Warrior, the Assassin, the Dominator and the Interrupter.

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## WHO AND WHY

For all members of the workplace to help improve internal communications, coordinating with others, and presenting information.



## AT A GLANCE:

**Course length:** 40-60 mins

**Video length:** 21 mins

**Languages:** English, Chinese, Italian, Spanish

### Communication Collection

Keeping channels of communication open.

### What's included?

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

## ABOUT THIS COURSE

This programme is for anyone who wants to break down 'silos' in their organisation and build productive working relationships with people from different departments.

## KEY INSIGHTS

Featuring some classic characters, including Greg 'the IT guy' (James Dreyfus) this programme demonstrates:

- What internal customer service is and why it is important.
- How to communicate with internal customers and meet their needs.
- How to work together with a sense of trust and shared purpose.

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## WHO AND WHY

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## AT A GLANCE:

**Course length:** 15-20 mins

**Video length:** 2-3 mins

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

### Communication Collection

Keeping channels of communication open.

### What's included?

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

## ABOUT THIS COURSE

This course aims to give managers the skills of persuasion, vital for running meetings. It's a technique that must be learned if the road to agreement is not to be strewn with acrimony or conflict. It's not about being domineering or dismissive, but following a structured approach that accounts for everybody's needs.

## KEY INSIGHTS

- **Meetings, Show You Understand** - Listen actively. Show empathy.
- **Meetings, Work to a Joint Solution** - Listen to everyone. Especially the quieter voices.
- **Planning Virtual Meetings** - Inform everyone of the agenda. Put important items at the top and give them the time they need.
- **Running Virtual Meetings** - Provide evidence before interpretation & decisions.

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For all members of the workplace to help improve internal communications, coordinating with others, and presenting information.

# MEETINGS, BLOODY MEETINGS



## AT A GLANCE:

**Course length:** 40-60 mins

**Video length:** 33 mins

**Languages:** English, Chinese, Italian, Spanish

### Communication Collection

Keeping channels of communication open.

### What's included?

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

## ABOUT THIS COURSE

This new version of Video Arts most popular programme will show you how to run more effective meetings. In a nightmarish court a cynical manager is found guilty of failure to prepare himself; failure to plan the agenda; failure to control the discussion and failure to record the decisions.

## KEY INSIGHTS

The judge (John Cleese) demonstrates how the rules for running a face-to-face or virtual meeting parallel those of a court, and shows the chaos that would ensue if he ran his court in the same way as our hapless manager (Will Smith of The Thick of It fame) runs his meetings.

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## WHO AND WHY

For all members of the workplace to help improve internal communications, coordinating with others, and presenting information.

# PRESENTATION IS EVERYTHING



## AT A GLANCE:

**Course length:** 40-60 mins

**Video length:** 18 mins

**Languages:** English, Chinese, Italian, Spanish

### Communication Collection

Keeping channels of communication open.

### What's included?

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

## ABOUT THIS COURSE

Structure and deliver effective presentations: and avoid death by PowerPoint.

## KEY INSIGHTS

Alan (Matthew Horne) is an old hand at presentations. He's given more than he cares to mention: and more than his audiences care to remember! Cue Christine (Sally Philips) to help him reflect on his less glorious efforts and help him think through his preparation, structure and style to ensure that everyone leaves his presentations understanding what he was trying to tell them.

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For all members of the workplace to help improve internal communications, coordinating with others, and presenting information.

# PRESENTATION SKILLS



## AT A GLANCE:

**Course length:** 15-20 mins

**Video length:** 2-3 mins

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

### Communication Collection

Keeping channels of communication open.

### What's included?

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

## ABOUT THIS COURSE

This course will help you improve your presentation skills.

## KEY INSIGHTS

- **Preparing to Present** - Know who you're talking to, and what you want to say.
- **Presentation Tips** - Tailor the presentation to the needs of your audience.
- **Structuring a Presentation** - Structure the presentation: Position, Options, Proposal.

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