

# Video Arts **Catalogue**

Delivery Methods:

SCORM files

ON>DEMAND Streaming

QR/embed codes

LMS



**443+**  
Video Assets



**443+**  
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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 72 videos  72 e-learning courses

# 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

Reviews: Using Past Performance  
Reviews: Talking About the Present  
Reviews: Looking to the Future  
Reviews: 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

### Motivating Your Team

Motivating Through Information  
Motivating Through Feedback  
Motivating Through Praise

### 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  
Meetings - Produce a Logical Agenda  
Structure and Control Your Meeting  
Meetings - Summarise and Keep a Record of the Discussion

### One-to-One Training

Training with Context  
Training Bit by Bit  
Learning Through Practise

### 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

### Talent Essentials

Talent Essentials - An Introduction  
Defining Talent  
Attracting Talent  
Selecting 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



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

–Seth Godin

 51 videos  51 e-learning courses

# Leadership

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 for Change
- Change and Gatekeepers
- Own the Change
- Change and Perseverance
- Resisters to Change

### Creativity and Innovation

- Brainstorms
- Fostering Innovation
- Unleashing Your Creativity

### Crisis Management

- Act Swiftly in a Crisis
- Communicate Fully in a Crisis

### Emotional Intelligence

- Empathy
- Self-Awareness
- Self-Regulation

### Human Centric Leadership

#### **NEW!**

- Belonging
- Embrace Mistakes
- Build a Challenger Network
- Rethink & Unthink
- Compassion & Respect
- Autonomy
- Equity
- Clear Communication
- Leadership vs Management

## 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
- Micromanagement Dithering
- The Importance of Small Talk
- Vanity

## **NEW!** Psychological Safety

- What is Psychological Safety?
- Team Comfort Zone
- Team Apathy Zone
- Team Anxiety Zone
- Team Performance Zone

## 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

 29 videos  29 e-learning courses

# Diversity, Equality & 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

Inclusivity - Allocating Roles  
Inclusivity - 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  
Thinking of Others - 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  
Think Beyond the Binary  
Trans Awareness

### Building a Neurodiverse Workplace

**NEW!**

Understanding Neurodiversity  
Recruiting Neurodiverse People  
Making Adjustments and Raising Awareness  
Supporting & Retaining Neurodiverse People  
Attention Defecit Hyperactivity Disorder (ADHD)  
Dyslexia  
Autism Spectrum Disorder (ASD)

### Respecting Diversity in the Workplace

**NEW!**

Protected Characteristics  
Age  
Pregnancy and Disability  
Disability  
Race  
Sexual Orientation



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

-Femi Otitoju, Challenge Consultancy, Founder



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

–John Whitmore

 29 videos  29 e-learning courses

# 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

- Being a Mentee - The First Meeting
- Being a Mentee - 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

### Pass it On

- Coaching Skills - Set Goals and Targets
- Coaching Skills - Promote Discovery
- Coaching Skills - Encourage Through Praise and Constructive Criticism
- Coaching Skills - Treat Them As Equals
- Coaching Skills - Listen Actively
- Follow Up Coaching Sessions

 45 videos  45 e-learning courses

# 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 Warning 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

### Workplace Wellness

Creating a Period Positive Workplace  
Creating an Open and Positive Environment for Menopausal Staff  
**NEW!** Supporting Men's Mental Health  
Supporting Men's Mental Health



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

**-Dr Hazel Harrison**



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

-Dr David Harrison

 88 videos    88 e-learning courses

# 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

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

### After Sales

Company Loyalty  
Team and Customer Loyalty

### 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  
Synpathise With the Customer  
Ask the Right Questions  
Agree a Course of Action  
Check It's Carried Out

### Control and Close

Explain the Benefits  
Meet Objections  
Close the Sale

### Consultant 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'



 88 videos  88 e-learning courses

# 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: 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

Persuade Others

### 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

### Needs and Objections

Sales: Ask Questions

Sales: Research

Sales: Set Objectives

### 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



 20 videos  20 e-learning courses

# 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

### Being a Remote Worker

Communicating as a Remote Worker  
Time Management for Remote Workers

### Cross-Cultural Communication: Cultural Types

Multi-Active Types  
Reactive Types  
Linear Active Types

### 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: 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



 45 videos  45 e-learning courses

# Health, Safety & Compliance

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.



"Being alive is a dangerous business."

-Robert Webb on Manual Handling

## 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

### Display Screen Equipment

Screen Time  
Are You Sitting Comfortably?  
Light and Space  
Keyboard and Mouse  
Screen Setup

### 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

### Environmental Sustainability

**NEW!**  
Why is Sustainability Important to Me?  
What Should my Organisation do to be More Sustainable?  
What are the Benefits of a Greener Approach?  
How can we Promote Sustainability to Others?

### Manual 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

 70 videos  70 e-learning courses

# 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  
Presentation Skills: 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  
Gen Z: How to Be a Colleague  
How to Support Your Gen Z Colleagues

### **NEW!** Artificial Intelligence

AI Anxiety



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

-Travis Perkins