

The Video Arts CATALOGUE

Enhancing your organisation's learning and development strategy through entertaining, memorable, and effective digital learning.



Explore our full library of eLearning courses and collections inside...



400+ Micro Courses



Intergrated AI Coach




Interactive Video




www.videoarts.com

Contents

 New' Resilience & Stress Essentials 2


 Meet Our AI ChatBot 3

 Video Arts Play: LMS 4-5

 Management & Talent 6-8


 Leadership 9-10


 Diversity, Equality & Inclusion 11-12


 Conversations, Coaching & Mentoring 13-14

 Mental Health & Wellbeing 15-16

 Customer Service & Sales 17- 20

 Hybrid & Cross-Cultural Communication 21-22

 Health, Safety & Compliance 23-24

 Workplace Skills 25-26

NEW

RESILIENCE ESSENTIALS

Still keeping a stiff upper lip?

Pressure and change are part of everyday working life. But when stress is ignored or pushed aside, resilience suffers and burnout can follow.

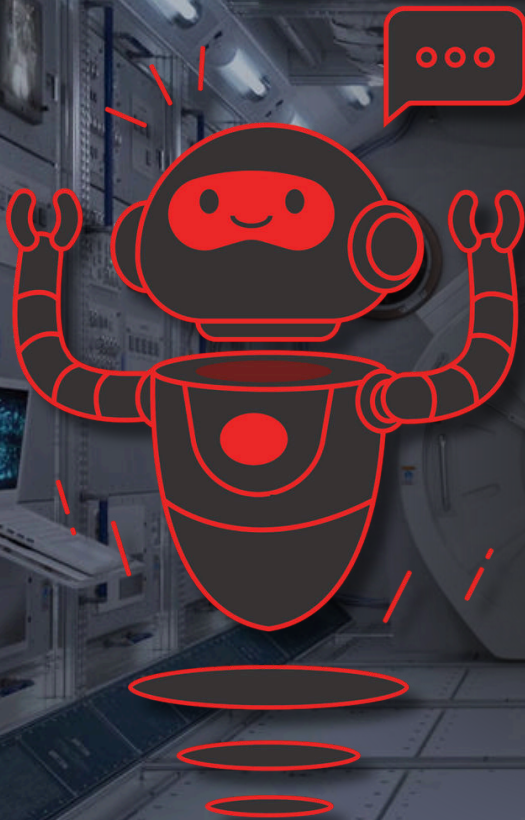
This **scenario-led collection** uses relatable situations, light humour and active learning to explore how resilience, stress and burnout show up at work. Across **16 short courses**, learners gain realistic techniques to support themselves, their colleagues and their teams.

What's in it for you?

- Understand what resilience, stress and burnout really are
- Recognise the early signs in yourself and others
- Build practical day-to-day resilience skills
- Support colleagues experiencing stress or burnout
- Strengthen team resilience and adaptability

See Page 15 for
Full Course
Titles





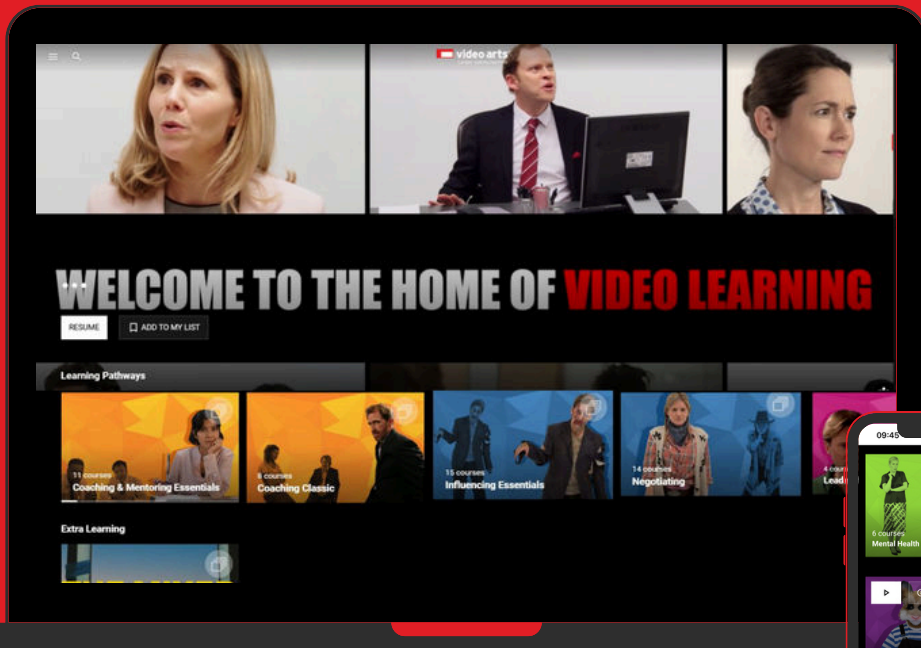
Tough Conversations? Our AI Chatbot Has You Covered.

- ◆▶ Get ready to supercharge your soft skills.
- ◆▶ We've got **50 brand-new AI chatbot scenarios** in our learning pathways—exclusively on our revamped LMS-**Video Arts Play**.
- ◆▶ Whether it's handling difficult customers, navigating mental health chats, or resolving conflict, learners can now **practise tricky conversations** in a safe, realistic, and **risk-free environment**.

**No judgement. No pressure. Just
smart, sticky learning that works.**

Video Arts Play A Learning Experience Your Employees Will Love

Tired of clunky, outdated learning platforms? Video Arts Play is a next-generation LMS designed to make training engaging, seamless, and stress free—for both learners and L&D teams.



Training shouldn't feel like a chore. With Video Arts Play, learners get an intuitive, binge-worthy experience that keeps them coming back for more.



Boost engagement,
knowledge retention,
and learning
completion rates



No admin nightmares—
onboarding and
management made easy



Scalable, and powered
by AWS

Video Arts Play

Packed with Everything You Need for Next-Level Learning

Smart Admin Features That Make Life Easier

Path Editor

Design your own structured learning pathways with stages and progression rules.

Seamless Authoring Tool Integration

Create custom digital content and add it directly to the LMS.

Flexible Enrolment Options

Assign training manually or automate the process based on your needs.

Powerful Reporting & Analytics

KPI tracking and detailed reporting for data-driven decisions.

Custom Notifications

Keep learners informed about new courses, deadlines, and achievements.

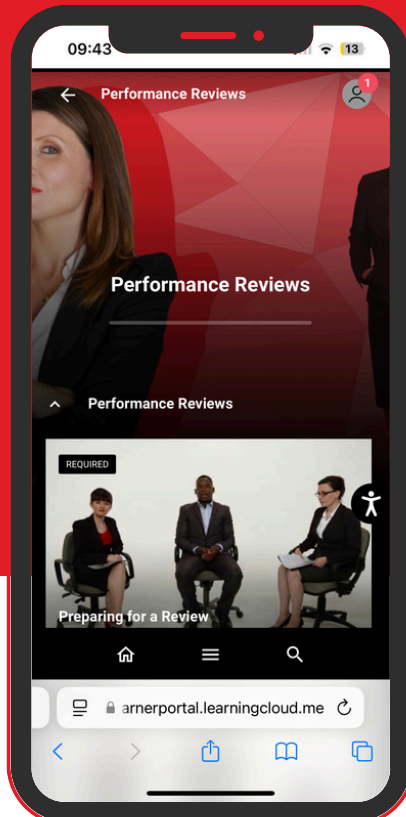
Learning Pathways

Mobile-First Design

Smart Learning Progression

Content Marketing Tools

Motivate
& Reward
Learners



- Track & Celebrate Progress with Badges & Certificates
- Create friendly competition with Gamification





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

Performance Review:

Every Appraisee's Dream

Reviews - Using Past Performance

Reviews - Talking About the Present

Reviews - Looking to the Future

Reviews - Action Plan

Performance Review:

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

Reviews - Getting People to Open Up (The Wrong Way)

Reviews - Getting People to Open Up (The Right Way)

Reviews - Facing Up to Problems (The Wrong Way)

Reviews - Facing Up to Problems (The Right Way)

Reviews - Agreeing a Plan for the Future

(The Wrong Way)

Reviews - 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

On-boarding 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

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

Human-Centric Leadership

Belonging
Embrace mistakes
Build a challenger network
Rethink & unthink
Compassion & respect
Autonomy
Equity
Clear communication
Leadership vs management

Leadership Sins

Avoiding Conflict
Being Loved
Micromanagement
Dithering
The Importance of Small Talk
Vanity

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 & 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

Building a Neurodiverse Workplace

Understanding neurodiversity
Recruiting neurodiverse people
Making adjustments and raising awareness
Supporting and retaining neurodiverse people
Attention Deficit Hyperactivity Disorder (ADHD)
Dyslexia
Autism Spectrum Disorder (ASD)

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

Respecting Diversity in the Workplace

Protected characteristics
Age
Pregnancy and maternity
Disability
Race
Sexual orientation

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
Diversity - Think Beyond the Binary
Trans Awareness

Workplace Generations

Don't Believe the Myths
How to Be a Colleague
How to Support your Apprentice





"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

Helping Your Manager Discuss Your 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

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

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





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

NEW!

Resilience Essentials

What is Resilience?

What Does Resilience Look Like?

Building Resilience

Tools for Day-To-Day Resilience: How to say "No"

Tools for Day-To-Day Resilience:

Practice Optimism

Tools for Day-To-Day Resilience:

Structure and Breaks

Team Resilience: Collective Optimism

Team Resilience: Adaptability

Team Resilience: Proactive Planning

Team Resilience: Workplace Hierarchies

What is Stress?

What is Burnout?

How Stress Manifests in Ourselves and Others

How Burnout Manifests in Ourselves and Others

How Managers can Support Colleagues Experiencing Stress or Burnout

How to Support Colleagues Experiencing Stress or Burnout

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

Men's Mental Health

Supporting men's mental health

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



"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

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 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

Customer Service & Sales continued ...

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

Negotiation - The Rule of the Rare
Negotiation - Reduce Choice: Increase Influence
Negotiation - 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

When Things Go Wrong

Customer Service: Asking the Right Questions

Customer Service: Getting to a Solution

Customer Service: Listening to the Customer

Using Similarity

Influencing: Highlight Similarities First

Influencing: Influence Through Others

Influencing: Use the Same Language





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

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

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





"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





"Being alive is a dangerous business."

-Robert Webb on Manual Handling



50 videos



50 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 .

Learning Resources

The Bribery Act

What is Bribery?

Bribery: What Are the Rules?

Bribery: What Can I Do?

Cyber Security Awareness

Responding to a cyber attack

Staying safe online: phishing, social engineering and browsing

Device and data security

Connecting and communicating remotely

AI and cyber security: how to spot a deep fake

Cyber Security

What is Cyber Security?

Hackers and Fraudsters

Phishing

Social Media

Hardware

Out of Office

Software

Display Screen Equipment

Screen Time

Are You Sitting Comfortably?

Light and Space

Keyboard and Mouse

Screen Setup

Environmental sustainability

Why is sustainability important to me?

What should my organisation do to be more sustainable?

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?

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

Manual Handling

Handling 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

Artificial Intelligence

AI Anxiety

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 Apprentice



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

-Travis Perkins



Unforgettable e-learning for unstoppable teams



400+
Video Assets



400+
Micro Courses



1,000+
Learning Lessons



**Scan to try our
courses for free.**

