

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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 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

- 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

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
- 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 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

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



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

–Seth Godin

 37 videos  37 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
Gatekeepers
Own the Change
Perseverance
Resisters

Creativity and Innovation

Brainstorms
Fostering Innovation
Unleashing Your Creativity

Crisis Management

Act Swiftly
Communicate Fully

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

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

 14 videos  14 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

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



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

–John Whitmore

 23 videos  23 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

- 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

 44 videos  44 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

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



“It takes months to find a customer....Seconds to lo 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

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

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 Objectives
Close the Sale

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 Dictatorr'

 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

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

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





“Being alive is a dangerous business.”

-Robert Webb on Manual Handling

41 videos

41 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

- 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

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

 69 videos  69 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
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