

Revolutionise your staff training programme with Video Arts from the Kingfisher Business Academy

Managing staff training can be challenging. Sometimes it's a struggle to find the time – or resources – to invest in training even though 65% of businesses believe effective training quickly translates into tangible business benefits.* Take the time to increase the skills and knowledge of your staff and reap the rewards.

As an approved eCourses reseller, we can offer the full eCourses portfolio.

eCourses are online and CD/DVD-ROM based courses that can give your staff the skills they need, quickly and easily. Covering all the areas that are vital to the success of your business, including Computers and Software, Health and Safety, Sales and Marketing and Financial Management, the benefits to your business are clear:

You get value for money

eCourses are competitively priced. And because training takes place on site, employees avoid wasting time and money travelling to a course

Start straight away.

eCourses are ideal if you need new skills urgently. They are easy to use and we can get you up and running in minutes

Training at a time to suit your staff and your business

Learn at a time to suit you and the business, fitting your course in around your working day. And because eCourses are broken down into bitesized chunks, you can pick up where you last left off

Training at a pace that suits you and your staff

Your staff can do courses at their own level and pace, so that they all get the best from their training. They remain in control of their learning and can go over things as many times as they like, or simply fill in knowledge gaps rather than covering familiar ground

Video Arts eCourses give you instant access to the skills you need. With no paperwork or advance booking you can start straight away and because courses are delivered in bite-size modules you dictate the pace, letting you fit training into your working day.

Set in everyday surroundings, well-known performers act out realistic situations in a light hearted and entertaining way that will help you recognise some common errors and understand how to correct them. The familiar settings and witty role play will help you to apply the material to your own workplace.

Before you begin a course, you'll take a short test to help identify any knowledge gaps. As you work through the course, you'll be presented with simple exercises to check your learning.

You can start the courses straight away and access them at any time, providing you have the use of a computer with an internet connection. The courses are available for six months from the date first accessed.

Other than through eCourses, these products are not widely available on a single user license. Only eCourse resellers, such as the Business Academy, can "pick and mix" for their business customers, so to buy your courses, contact the Kingfisher Business Academy on 01706 252352.

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Absence Minded: Managing Absenteeism

Introduction

Do you have staff who are regularly absent from work due to sickness or family commitments? Do you ever have good reason to believe that someone's absence is not for a genuine reason?

Employers suspect that 12% of absences each year involve staff 'pulling a sickie', which translates into a loss of 21 million days at a cost of £1.6 billion to the British economy [1]. As well as the financial burden absenteeism places on businesses, it puts pressure on colleagues, damages morale and impacts upon overall productivity.

Absence Minded: Managing Absenteeism helps managers to understand the underlying reasons for absenteeism and to prepare and implement appropriate procedures for managing it. By following the simple, three-step approach outlined in the course, managers will be able to reduce levels of absenteeism dramatically.

This course is structured around a series of engaging video clips featuring Tim Vine and Nina Wadia. Key messages are delivered with simplicity and impact, making learning more memorable.

[1] CBI / AXA survey 2006

Who is the course for?

Absence Minded: Managing Absenteeism is suitable for managers and supervisors who believe that absenteeism levels within their business are unacceptable but are unsure how to tackle the problem sympathetically and appropriately.

This course is appropriate to any business sector, there are no formal entry requirements and employees do not require any prior experience.

What will you get from this course?

When you have completed this course you will be able to:

- acknowledge when absenteeism is a problem
- identify the reasons for absenteeism
- prepare and implement procedures for managing the problem
- conduct a return to work interview
- reduce levels of absenteeism

Course features

Famous faces including Tim Vine and Nina Wadia show you that when someone calls in sick, it doesn't necessarily mean that they are ill. A hapless manager doesn't even recognise that absenteeism is a problem within his department - until it is pointed out to him! A video diary allows his team to air their thoughts and the manager recognises that, by taking a positive approach, he can reduce absenteeism levels dramatically.

An Inside Job: Meeting Internal Customer Needs

Introduction

Most businesses recognise that exceptional service is vital to winning and retaining customers – but very few treat internal customers with the same level of respect and support.

The performance of every individual within the business is directly dependant on the performance of others. Working relationships in businesses that treat internal customers with the same level of service and support as external customers are stronger, more effective and more productive.

An Inside Job: Meeting Internal Customer Needs is an introduction to the concept of the internal customer. By following the techniques outlined in the course, staff will soon enjoy tangible benefits: closer, more efficient working relationships and a sense of trust and shared purpose.

Who is the course for?

An Inside Job: Meeting Internal Customer Needs is suitable for anyone working in a customer-focussed industry who has little or no knowledge of how to build productive working relationships with staff from different departments.

This course is appropriate for any business sector, there are no formal entry requirements and employees do not need any prior experience.

What will you get from this course?

When you have completed this course, you will be able to:

- treat internal customers in the same way as external customers
- give internal customers the best possible service
- communicate effectively with internal customers
- ask internal customers what they want
- respect and support internal customers

Course features

Famous faces including Hugh Laurie will show you why it's important to treat internal customers with the same level of respect and support as external customers. An investigator is called in to expose mismanagement at Smug Hotel – and the super sleuth shows how frontline customer service staff are let down by their less customer-focused colleagues.

Assert Yourself: Learning to Be Assertive

Introduction

Assertive, confident staff are more motivated and more productive. They benefit the business because they know how to communicate appropriately, and build better working relationships by respecting the views and ideas of others.

Assert Yourself: Learning to be Assertive explores what assertive behaviour is - and what it isn't. The course examines three key skills to help staff strike the right balance between aggressive and passive behaviour. From overcoming the fear of being honest to being able to say 'no', the course will build assertiveness skills so that staff can be more positive, more creative and get their job done more effectively.

This course is structured around a series of engaging video clips featuring Kris Marshall and Pippa Haywood. Key messages are delivered with simplicity and impact, making learning more memorable.

Who is the course for?

Assert Yourself: Learning to Be Assertive is suitable for anybody who desires to behave more assertively in the workplace, but is unsure of where to start or has limited understanding of how to communicate effectively.

This course is appropriate to any business sector, there are no formal entry requirements and employees do not require any prior experience.

What will you get from this course?

When you have completed this course you will be able to:

- understand what is meant by assertive behaviour
- recognise submissive, aggressive and assertive behaviour in others
- use the three main principles of assertive behaviour to negotiate positive outcomes in demanding situations
- deliver and receive praise and criticism honestly and assertively
- follow the rules for writing appropriate emails

Course features

Famous faces including Kris Marshall and Pippa Haywood will show you how to and how not to communicate positively in the workplace. The course shows a range of characters demonstrating submissive, aggressive and assertive behaviours, and the effect of each on their colleagues. Kris provides guidance on how to apply the three principles of assertive behaviour to ensure you maintain a positive attitude and display appropriate behaviour whether communicating face-to-face or by email.

Behavioural Interviewing: Taking the Guesswork out of Recruitment

Introduction

Research has shown that British companies waste more than £12 billion each year on recruitment mistakes [1]. By relying on their intuition at interview rather than asking the right questions, managers run the risk of appointing an unsuitable candidate - and this can cost a business both time and money.

Behavioural Interviewing: Taking the Guesswork out of Recruitment introduces the proven system of 'Behavioural Interviewing' to predict the future performance of candidates. The course explores how a well-designed, structured behavioural-interviewing program can help managers more accurately predict a candidate's potential for success on the job.

This course is structured around a series of engaging video clips featuring James Nesbitt. Key messages are delivered with simplicity and impact, making learning more memorable.

[1]: SHL, June 2004

Who is the course for?

Behavioural Interviewing: Taking the Guesswork out of Recruitment is suitable for managers, supervisors and anyone who needs to conduct successful selection interviews.

This course is appropriate to any business sector, there are no formal entry requirements and employees do not require any prior experience.

What will you get from this course?

When you have completed this course you will be able to:

- understand the principles of behavioural interviewing
- follow the four key stages to building a behavioural profile in an interview
- know which types of questions to ask and how to 'funnel' your questions to get detailed answers
- actively listen for openings and leads to uncover further behavioural information
- practise your new questioning techniques
- adapt your interview technique to different candidates

Course features

Famous faces including James Nesbitt will show you how to and how not to get a clear picture of how a candidate will perform in a new job from how you interview them. A manager who struggles to retain employees learns that he can discover the personal qualities of candidates before he employs them. By learning how to structure the interview around four key stages and using specific questioning and listening techniques managers are able to retrieve detailed information about candidates' past experiences to build a behavioural profile that can be compared to the job specification.

Call to Order: Converting Telephone Enquiries into Sales

Introduction

Incoming enquiries are the lifeblood of many businesses – but surprisingly few have the skills and techniques in place to convert the casual enquiry into a firm sale. By getting the basics right, a business can easily steal a march on its competitors and make a real impact in the market.

Call to Order: Converting Telephone Enquiries into Sales outlines a simple, five-step approach to call conversion. It will enable employees to make a real and immediate difference to conversion rates by delivering the key skills they need to prepare for calls, present the product and the price and conclude the order.

Who is the course for?

Call to Order: Converting Telephone Enquiries into Sales is suitable for telesales executives who have received little or no formal training in dealing with enquiries and developing sales opportunities.

This course is appropriate for any business sector, there are no formal entry requirements and employees do not need any prior experience.

What will you get from this course?

When you have completed this course, you will be able to:

- prepare to greet the caller and introduce yourself professionally
- use your product knowledge to make it easy for the customer
- present the price simply and clearly
- recognise buying signals and conclude the order
- conclude the call correctly

Course features

Famous faces including Rowena King and Paul Bigley will show you that making a sale over the telephone is easy - if you remember the five key steps! In this video, a Jack-the-lad telesales executive is quick to complain about the treatment he receives from an evasive car salesman he's been trying to pin down over the telephone - but he's blind to his own telesales shortcomings! It isn't until he has a 'Twilight Zone' experience that he sees the light and discovers where he's been going wrong.

Can You Spare a Moment? Counselling Skills for Managers

Introduction

According to The Health and Safety Executive [1], 13.8 million working days are lost to work-related stress, depression or anxiety each year. A business with the right systems in place to counsel staff will be able to prevent personal problems affecting performance, reduce rates of absenteeism and increase productivity.

Can You Spare a Moment?: Counselling Skills for Managers introduces basic counselling skills so that managers can encourage staff to be more forthcoming about their problems and work with their team to nip problems in the bud before they affect performance. After exploring the techniques in the course, managers will be able to play a more active role in creating a healthy and productive working environment.

[1] Source: The 2006/07 survey of Self-reported Work-related Illness (SWI06/07)

Who is the course for?

Can You Spare a Moment?: Counselling Skills for Managers is a suitable starting point for people who are likely to become first-time managers, and those who are already managers, team leaders or personnel staff, but have little or no knowledge of how to handle delicate situations and encourage employees to overcome problems proactively.

This course is appropriate to any business sector, there are no formal entry requirements and employees do not require any prior experience.

What will you get from this course?

When you have completed this course you will be able to:

- watch for the signs that an employee is having problems
- know how to set up and conduct a counselling interview
- develop the behavioural skills of a counsellor
- support your staff in achieving a healthy work/life balance

Course features

Famous faces including Ricky Gervais, John Cleese and Lorraine Brunning show you how to develop counselling behaviours and the skills needed to help employees talk about and deal with personal problems.

Complaints and Quality Management: Quality through Customer Service

Introduction

Customer complaints are an inevitable part of business. But can a customer complaint be good for business? Yes, when it's used to rectify a weakness in a product, service or process and when it turns a dissatisfied customer into a loyal ambassador!

This course shows how to use complaints as a valuable source of information that can deliver a genuine business advantage.

Complaints and Quality Management: Quality through Customer Service introduces new techniques to change the way businesses approach complaints. Staff will develop skills to help them use complaints to find solutions to problems rather than apportioning blame, and understand how taking a positive approach to complaints can lead to business success and satisfied customers.

Who is the course for?

Complaints and Quality Management: Quality through Customer Service is suitable for managers in any customer-facing industry who are unaware of how to use customer complaints to improve the quality process.

This course is appropriate for any business sector, there are no formal entry requirements and employees do not need any prior experience.

What will you get from this course?

When you have completed this course, you will be able to:

- approach complaints positively
- avoid blaming other people
- investigate the source of the problem
- encourage staff to make suggestions and take the initiative
- work as a team to create and agree a solution

Course features

Famous faces including Dawn French, Jane Horrocks and Stephen Tompkinson will show you how to improve quality by responding appropriately to complaints. The course follows the manager of a retail operation who thinks the best way to respond is by conducting a witch-hunt! As the course unfolds, she realises that it's better to research the problem without apportioning blame to individuals and that it's important to let the people involved find a solution.

Demanding Customers: Customer Care Made PERFECT

Introduction

The snappy customer, the flashy customer, the yappy customer, the picky customer – businesses that thrive in today's competitive environment have the skills in place to turn negative customer reactions into positive customer experiences!

Using the P.E.R.F.E.C.T. (Polite, Efficient, Respectful, Friendly, Enthusiastic, Cheerful and Tactful) model, Demanding Customers: Customer Care Made PERFECT is a helpful introduction to the problems that demanding customers create and the expectations they have. The course will help employees deliver an outstanding customer service experience to even the most difficult of characters.

Who is the course for?

Demanding Customers: Customer Care Made PERFECT is suitable for anyone who works in a customer-facing position and wants to improve their skills for achieving customer satisfaction – even when handling the most demanding people

This course is appropriate to any business sector, there are no formal entry requirements and employees do not require any prior experience.

What will you get from this course?

When you have completed this course you will be able to:

- describe the techniques used to satisfy demanding customers
- adopt the P.E.R.F.E.C.T. approach to customer service
- demonstrate good customer service skills in different situations

Course features

Famous faces including Dawn French, Robert Lindsay, James Fleet and Rebecca Front will show you four types of demanding customer and how to deal with them through a number of different customer-facing situations.

First among Equals: Leading a Team

Introduction

Being in charge doesn't mean having all the answers. It's about involving the team and using their skills, experience and initiative to find them. This course will give any business a valuable competitive edge: the leadership skills that enable individuals to feel like a team, think like a team and work like a team.

First among Equals: Leading a Team explores the three steps team leaders should take to inspire their team: give them confidence in their specific role in the team, confidence in their value as individuals and confidence in their value as part of a team. The techniques explored will help new or existing team leaders motivate and lead more efficient, effective and productive teams.

This course is structured around a series of engaging video clips. Key messages are delivered with simplicity and impact, making learning more memorable.

Who is the course for?

First among Equals: Leading a Team is suitable for all managers and team leaders who are new to leading a team of people and need to develop their leadership skills to ensure their team works together effectively.

This course is appropriate to any business sector, there are no formal entry requirements and employees do not require any prior experience.

What will you get from this course?

When you have completed this course you will be able to:

- understand the purpose of having a team leader
- understand the team leader's role
- set the tone for your team by adopting a positive attitude and approach to the project and your team
- inspire confidence in the team by making your team members feel valued

Course features

This course will show you how to and how not to lead a project team, and includes many principles for line managers to adopt. We follow reluctant team leader, George, making mistake after mistake as he starts out in his team leader role. With the help of Harry and his team at his local pub, George learns the three steps managers should take to inspire confidence in their teams, how to involve the team and use their skills, experience and initiative for the benefit of the project.

Going to a Meeting: Constructive and Effective Participation

Introduction

Many people in the UK believe that most of their work meetings are unnecessary or unproductive [1]. Poorly planned, badly run meetings waste valuable working hours and represent an unnecessary financial burden to any business.

Going to a Meeting: Constructive and Effective Participation introduces new techniques to help staff get more out of meetings. The course explores the importance of preparation, keeping contributions short and to the point and staying calm and courteous. Staff will also learn how to deal with common 'meeting wreckers' - from the waffler to the assassin, from the turf warrior to the interrupter. By the time they've completed the course, they will have new skills in place to help them play a more effective role in business meetings.

This course is structured around a series of engaging video clips featuring John Cleese. Key messages are delivered with simplicity and impact, making learning more memorable.

[1]: Robert Walters Recruitment Consultancy, September 2006

Who is the course for?

Going to a Meeting: Constructive and Effective Participation is suitable for anyone who attends meetings, but is unsure of how to make an effective contribution or how to deal with difficult situations and awkward colleagues

This course is appropriate to any business sector, there are no formal entry requirements and employees do not require any prior experience.

What will you get from this course?

When you have completed this course you will be able to:

- recall the three golden rules of meetings: do your homework, keep the meeting short, keep it cool and courteous
- take a positive attitude towards objections and be prepared to handle them
- display techniques for restoring calm to a meeting
- identify different types of destructive behaviours and use appropriate tactics to handle them

Course features

Famous faces including John Cleese will show you how to and how not to behave in a meeting. A self-important manager learns, by trial and error, the three golden rules of professional and effective meetings. The course goes on to demonstrate a range of skills and tactics to combat negative meeting behaviours such as waffling, interrupting and argumentative behaviour.

How am I Doing?: The Perfect Appraisal Interview

Introduction

Get it right and the appraisal interview offers managers a golden opportunity to identify problems and opportunities, motivate their team and improve performance. But mishandling the interview can create the very opposite effect - disenchanted and alienated staff and plummeting productivity.

How Am I Doing? The Perfect Appraisal Interview explores how the appraisal process can be used to benefit both the individual and the business. The course shows how to prepare for the interview, how to focus on the right areas and how to agree a follow-up action plan. Once they have completed the course, managers will have valuable new skills in place to help them carry out more successful and effective performance reviews.

This course is structured around a series of engaging video clips featuring Dawn French and Meera Syal. Key messages are delivered with simplicity and impact, making learning more memorable.

Who is the course for?

How am I Doing?: The Perfect Appraisal Interview is suitable for managers and team leaders that need to provide feedback and conduct performance reviews, but have limited knowledge of how to conduct an effective appraisal.

This course is appropriate to any business sector, there are no formal entry requirements and employees do not require any prior experience.

What will you get from this course?

When you have completed this course you will be able to:

- understand the benefits of good appraisals
- understand why appraisals can go wrong and how to avoid these errors
- understand why preparation is essential to ensuring a good appraisal
- follow the six rules for giving constructive criticism
- agree an action plan for the next review period

Course features

Famous faces including Dawn French and Meera Syal will show you how to and how not to approach and conduct an effective appraisal interview. The course follows three inept managers unsuccessfully trying to review an employee's performance. The first never prepares or makes time, the second does not listen and, the last manager is too timid to confront any performance issues. As the employee becomes a manager he is able to learn from others' mistakes and adopt the skills he needs to carry out his own staff appraisals.

I Wasn't Prepared for That: Overcoming the Fear of Making Presentations

Introduction

Speaking to an audience of customers, suppliers or colleagues can be a daunting experience – but the business presentation is a perfect platform to create interest and excitement in products or services and trust and

enthusiasm in the company or organisation.

I Wasn't Prepared for That: Overcoming the Fear of Making Presentations introduces the skills needed to plan and deliver a well-prepared presentation. By developing the techniques explored during the course, employees will be able to influence, motivate and engage their audience and use the presentation opportunity to promote the business and its products.

Who is the course for?

I Wasn't Prepared for That: Overcoming the Fear of Making Presentations is suitable for anyone who is new to presentations, those who have some experience but lack confidence and experienced presenters wishing to review their technique.

This course is appropriate to any business sector, there are no formal entry requirements and employees do not require any prior experience.

What will you get from this course?

When you have completed this course you will be able to:

- prepare thoroughly to give a presentation
- appear confident and professional when giving a presentation
- communicate complex proposals effectively
- adapt your presentation to suit different audiences

Course features

Famous faces including Dawn French, Robert Lindsay and Gary Waldhorn demonstrate all the slip-ups people make when giving presentations, and how to overcome them. With help from an office colleague, a novice presenter gains confidence and learns the skills to prepare and deliver a presentation.

I'd Like a Word With You: The Discipline Interview

Introduction

Managing conflict at work and dealing with formal disciplinary cases costs small businesses an average of 17 days in management time and nearly £3,000 in costs associated with employment tribunal claims each year [1]. So it makes sound business sense to ensure that disciplinary interviews are conducted sympathetically, professionally and within the law.

I'd Like a Word with You: The Discipline Interview provides a useful introduction to the techniques used when conducting a successful discipline interview. It will give managers new skills so that they can use the process to improve poor performance without damaging morale, causing unrest or falling foul of legislation.

[1] Source: Chartered Institute of Personnel and Development, January 2007

Who is the course for?

I'd Like a Word with You: The Discipline Interview is ideal for managers and team leaders who have limited experience of how to handle a discipline interview in a positive and constructive way.

This course is appropriate to any business sector, there are no formal entry requirements and employees do not require any prior experience.

What will you get from this course?

When you have completed this course you will be able to:

- outline the five stages of a discipline interview
- be prepared for a discipline interview
- use listening skills to uncover the true reasons for an individual's lack of performance
- know how to work out a plan to bring someone's performance up to the expected standard

Course features

Famous faces including Hugh Laurie, Paul Merton and Dawn French will show you how to and how not to go about conducting a discipline interview. The course follows three characters, Ethelred the Unready, Ivan the Terrible and Gillian the Silent as they all handle discipline interviews badly in their own way. They go on to learn

how following the five stages of conducting a discipline interview changes it into a motivating and constructive experience.

If Looks Could Kill: The Power of Behaviour

Introduction

A survey carried out in 2006 [1] showed that 45% of us regularly lose our temper at work. But anger is not an option for staff whose job involves face-to-face dealings with customers – whatever the provocation, they need to put aside personal problems and prejudices, manage their emotions and remain totally professional at all times.

If Looks Could Kill: The Power of Behaviour introduces proven techniques to help customer-facing staff stay cool and in control when dealing with awkward customers and tricky situations. With the practical guidance provided, staff will be able to choose instead behaviours that improve customer attitudes, create new sales opportunities and enhance the reputation of a business and its services.

[1] Source: The British Association of Anger Management, Sunday Times Magazine - July, 16 2006

Who is the course for?

If Looks Could Kill: The Power of Behaviour is an ideal course for all customer-facing staff who have little or no knowledge of how their behaviour can actually be used to improve customers' attitudes and create new sales opportunities.

This course is appropriate for any business sector, there are no formal entry requirements and employees do not need any prior experience.

What will you get from this course?

When you have completed this course, you will be able to:

- understand how behaviour breeds behaviour
- welcome customers and put them at ease
- manage your customer and manage the situation
- express yourself positively through what you say and what you do
- stay in control and keep your cool

Course features

Famous faces including Dawn French will show you how to deal effectively and professionally with customers in face-to-face situations. In this spoof detective case, customer service failure has created victims: customers driven to distraction by careless behaviour! A detective pieces together the customers' movements and shows how the attitude of customer service staff led to their untimely demise.

It's Your Choice: Selection Skills

Introduction

The average hidden cost of recruiting a new employee is more than £5,000 [1]. By ensuring that recruiting staff have the skills in place to conduct effective interviews, businesses will save time and money - and ensure that they select the very best candidate for their vacancy.

It's Your Choice: Selection Skills for Managers provides a useful introduction to the do's and don'ts of the selection process. The step-by-step guide to preparing for and conducting the selection interview will give managers the skills and confidence to select the candidate who'll make the most positive contribution to the business.

[1] Source: Angela Mortimer Plc, March 2007.

Who is the course for?

It's Your Choice: Selection Skills for Managers is an ideal course for managers who are responsible for recruiting new staff but who have received no formal training in conducting an effective selection interview.

This course is appropriate for any business sector, there are no formal entry requirements and employees do not need any prior experience.

What will you get from this course?

When you have completed this course, you will be able to:

- prepare properly for the selection interview
- listen effectively to the candidate
- keep control of the interview
- question the candidate
- know what to expect from the candidate

Course features

Famous faces including Hugh Laurie, Dawn French and John Cleese will show you the golden rules of conducting an effective selection interview and give you new skills to avoid getting this costly decision wrong. The course introduces three managers - Ethelred the Unready, Ivan the Terrible and Gillian the Silent - and highlights the common mistakes they make as they conduct an interview. You'll see how each manager learns from his or her errors and develops new techniques to help you improve your own interview performance.

Making Time: Priorities, People and Procedures at Work

Introduction

Research by British Telecom found that 8 out of 10 managers are working such long hours that it's causing rows at home [1]. Forward-thinking businesses recognise that using time management techniques improves employee work-life balance, helps bolster morale and enables an organisation to retain and attract better quality staff.

Making Time: Priorities, People and Procedures at Work gives a valuable introduction to the art of effective time management. The course focuses on three key skills: prioritising and planning, dealing with people, and working procedures. By the time they have completed the course, staff will know how to make the most of their time – to the benefit of the business and their personal life.

This course is structured around a series of engaging video clips. Key messages are delivered with simplicity and impact, making learning more memorable.

[1] Research conducted by British Telecom and featured in Video Arts e-learning course Making Time: Priorities, People and Procedures at Work.

Who is the course for?

Making Time: Priorities, People and Procedures at Work is suitable for individuals and managers who need to make the most of their time to ensure their workload is manageable and to achieve their deadlines

This course is appropriate to any business sector, there are no formal entry requirements and employees do not require any prior experience.

What will you get from this course?

When you have completed this course you will be able to:

- recall the four main points of planning and preparation
- know how to prioritise your work
- handle interruptions effectively, even from superiors
- undertake some everyday practices that will free-up more of your time

Course features

This course will show you how to and how not to prioritise pieces of work and plan your schedule. The course follows Carl, who is totally unorganised, Tina, who is so organised that she spends too much time rescheduling her personal organiser, and Bruce, who has learnt how to manage his time and now shows Carl and Tina how to do the same. With Bruce's help they learn the importance of planning and prioritising, how to deal with interruptions and how to change the ways they work to save valuable time.

Managing Performance Every Day: Beyond the Appraisal

Introduction

To many managers, managing performance means the annual appraisal and little else. Yet for a business to thrive in today's highly competitive marketplace, its managers must ensure the team delivers world class performance every working day.

Managing Performance Every Day: Beyond the Appraisal introduces the skills managers need to fully utilise the abilities of every individual. By adopting the 5C's approach - clarity, consistency, collaboration, constructive feedback and coaching – they will be well placed to maximize performance and productivity throughout the year.

This course is structured around a series of engaging video clips. Key messages are delivered with simplicity and impact, making learning more memorable.

Who is the course for?

Managing Performance Every Day: Beyond the Appraisal is an ideal course for managers who want new techniques to maximise team performance by getting the best out of every member, every day.

This course is appropriate to any business sector, there are no formal entry requirements and employees do not require any prior experience.

What will you get from this course?

When you have completed this course you will be able to:

- understand the need for collaboration
- communicate team and individual objectives with clarity
- deliver constructive feedback
- adopt a consistent approach to managing the team
- use coaching to improve performance

Course features

The course follows laid back IT Manager David and controlling Marketing Manager Louise as they find out what managing performance really means. Neither gets the best out of their team - until they discover an easy, 5-step process to performance management. Only then do they begin to see real benefits - both to the productivity of their teams and to the output of their joint project.

Managing Stress: Managing your behaviour

Introduction

Almost 14 million working days were lost to stress in 2006, costing British industry more than £530 million [1]. With an estimated 530,000 workers seeking medical advice for work-related stress each year, the problem has a real and direct impact on productivity and profitability.

Managing Stress: Managing Your Behaviour is a practical introduction to the causes and effects of workplace stress. It helps managers identify potential causes of stress and gives them a simple, eight-point guide to reducing and eliminating stress. By the time they have completed the course, they'll have developed a personal action plan to prevent stress in themselves and the people around them.

This course is structured around a series of engaging video clips. Key messages are delivered with simplicity and impact, making learning more memorable.

[1] Health and Safety Commission, November 2007

Who is the course for?

Managing Stress: Managing Your Behaviour is suitable for individuals and managers who have limited understanding of the nature of stress and how it affects people.

This course is appropriate to any business sector, there are no formal entry requirements and employees do not require any prior experience.

What will you get from this course?

When you have completed this course you will be able to:

- understand the difference between pressure and stress
- understand how stress affects people and recognise the symptoms of stress
- know your current stress level
- adopt eight effective methods of preventing and managing stress in the workplace

Course features

This course will show you how to and how not to create a stress-free work environment. The course expands the eight key points of managing stress, from getting your priorities right to clear communication and listening skills, from being positive and flexible to learning to say 'no'. It gives clear direction on how to earn respect from your colleagues and ensure you provide a healthy work environment where stress is not passed from one individual to others.

Meetings, Bloody Meetings: Making Meetings More Productive

Introduction

A 2005 Microsoft survey found that the average worker spends 5.6 hours each week in meetings, yet 69% of workers felt that meetings weren't productive! This course has been designed to help businesses minimise the waste of time, money and human resource that result from poorly run meetings.

Meetings, Bloody Meetings: Making Meetings More Productive is an introduction to the skills needed to run efficient, effective meetings. The course explores a five-step approach to planning, structuring and recording meetings to help managers ensure the meeting experience is as productive, informative and motivating as possible.

Who is the course for?

Meetings, Bloody Meetings: Making Meetings More Productive is suitable for anyone who organises and chairs meetings, but has little or no knowledge of how to prepare for them, control the discussion or ensure a productive outcome.

This course is appropriate to any business sector, there are no formal entry requirements and employees do not require any prior experience.

What will you get from this course?

When you have completed this course you will be able to:

- define the five disciplines of professionally-run business meetings
- prepare yourself to chair or attend a meeting
- understand how to plan an agenda
- understand how to control the discussion
- take steps to record any decisions made

Course features

Famous faces including John Cleese, Robert Hardy and Jeremy Childs will show you how to and how not to run a meeting! Set in a dream-world court room, a cynical manager is found guilty of failing to prepare for and ensure a meeting is productive. He goes on to learn the five 'court room' rules of running effective meetings.

More Bloody Meetings: The People Side of Meetings

Introduction

Business meetings are the ideal opportunity for colleagues to share information, exchange ideas and contribute to decisions. But unless the chair has effective people management skills, even the most crucial meeting can turn into a frustrating, conflict-ridden, unproductive waste of time!

This course has been designed to help businesses manage behaviour in meetings and ensure they are as productive and effective as possible.

More Bloody Meetings: The People Side of Meetings is a useful introduction to the skills needed to chair a successful meeting. The course focuses on 'The Three Laws of Meetings' to help those who run them counter unhelpful and obstructive behaviour, recognise the characteristics of a good meeting and devise an action plan to improve their meeting management skills.

Who is the course for?

More Bloody Meetings: The People Side of Meetings is an ideal course for managers who are responsible for organising and chairing meetings but who have received no formal training in effective meeting management.

This course is appropriate for any business sector, there are no formal entry requirements and employees do not need any prior experience.

What will you get from this course?

When you have completed this course, you will be able to:

- unite the people taking part in meetings
- eliminate bad meeting behaviours such as aggression, rambling and irrelevant contributions
- involve everyone present in decisions
- avoid taking sides during meetings
- focus and mobilise the meeting group

Course features

Famous faces including John Cleese, Caroline Quentin and Danny John Jules will show you how to deal with people in meetings. A manager dreams he is in court, charged with neglecting the human aspect of his meetings. As he learns from his errors – failing to prevent a squabble, allowing the discussion to go off at a tangent and letting himself be railroaded into a poor decision – the course explores new techniques to get people working together during meetings.

Negotiating: Tying the Knot

Introduction

Whether it's negotiating favourable terms for the purchase of raw materials, the sale of products or services, the contracts and terms of staff employment or the financial support needed to run a company, negotiation is a vital part of modern business.

By developing their skills of negotiation, the sales team might add 10% to sales revenue, the purchasing team may save 10% on the cost of raw materials, the human resources team might reduce staff turnover by 10%. Improving the negotiation skills of managers across the company will have a significant effect on the profitability of any business.

Negotiating: Tying the Knot gives a straightforward introduction to the art of successful negotiation. The course will help managers prepare properly for negotiation, polish their personal negotiation style and turn things around when negotiating gets tough. By the time they have completed the course, they'll have the skills and the confidence they need to negotiate a better deal for their business.

Who is the course for?

Negotiating: Tying the Knot is suitable for anyone who needs to negotiate deals with customers or suppliers, but has little or no knowledge of how to achieve a solution that benefits both parties.

This course is appropriate to any business sector, there are no formal entry requirements and employees do not require any prior experience.

What will you get from this course?

When you have completed this course you will be able to:

- recall the three main stages of a negotiation
- know how to establish aims, priorities and bottom lines
- recognise which points of an agreement are subject to negotiation
- recognise the behaviour and body language that can aid or hinder a negotiation
- understand how to deal with threats and ultimatums and how to overcome deadlocks

Course features

Famous faces including Dawn French, Neil Flynn and Trevor Phillips will show you how to and how not to go about negotiating a business deal. The course follows the analogy of a developing relationship between two people that eventually leads to marriage despite a few hiccups along the way.

No Complaints? Complaints and the Customer

Introduction

Even the most successful business doesn't get things right all the time, so it's vital that staff have the skills in place to deal effectively with a dissatisfied customer's emotions and solve their problem successfully.

The business that has the skills in place to resolve complaints to a customer's satisfaction will benefit from improved customer retention and greater repeat sales.

No Complaints?: Complaints and the Customer is a great introduction to handling even the most difficult of complaints effectively. The techniques explored will help staff defuse anger, establish the facts, agree an appropriate course of action and supervise the solution so that they can meet – and even exceed – the demands of dissatisfied customers.

Who is the course for?

No Complaints?: Complaints and the Customer is ideal for customer-facing staff who have had little or no formal training to develop the skills they need to handle complaints calmly and effectively and prevent them from recurring in the future.

This course is appropriate for any business sector, there are no formal entry requirements and employees do not need any prior experience.

What will you get from this course?

When you have completed this course, you will be able to:

- diffuse a customer's anger and calm their emotions
- ask the right questions to establish the facts
- provide the customer with alternatives
- involve the customer in finding the right solution
- take personal responsibility for supervising the solution

Course features

Famous faces including Michael Kitchen and Stephen Tompkinson introduce a five-step approach to solving customer problems. The course follows front-line staff in a retail outlet who make mistake after mistake when dealing with customer complaints before they realise customers need to let off steam, not fill in forms!

On the Receiving End: Making Call Centres More Effective

Introduction

According to a 2007 survey [1], just 4% of people have had a good experience when dealing with a call centre – and more than one third of those questioned admitted to shouting and swearing at agents because they got so frustrated! So those businesses that can provide a positive customer experience will really set themselves apart from their competitors.

On the Receiving End: Making Call Centres More Effective is a straightforward introduction to the skills needed to be an effective call centre operative. By learning how to 'read' the customer, how to manage emotions and how to map the call by explaining the options and agreeing a solution, call centre staff will be able to remain calm, detached and 100% professional when dealing with difficult customers and testing situations.

[1] Source: YouGov 2007

Who is the course for?

On the Receiving End: Making Call Centres More Effective is suitable for call centre staff who have received little or no formal training on how to deal effectively with difficult customers.

This course is appropriate for any business sector, there are no formal entry requirements and employees do not need any prior experience.

What will you get from this course?

When you have completed this course, you will be able to:

- read the customer and assess their needs
- manage the customer's emotions
- sympathise with the customer and show that you understand
- explain the options and agree a solution
- add value for the customer

Course features

Famous faces including Dawn French will show you how to resolve customer enquiries effectively and professionally. The course follows three call centre staff as they take calls from every operator's worst nightmare - customers who are fatuous, difficult, helpless and just downright rude!

Pass It On: Coaching Skills for Managers

Introduction

71% of British businesses use coaching to improve workplace performance, yet only 12% of respondents felt that coaching was 'very effective' [1]. This course explores how, with the right approach, coaching can disseminate knowledge, motivate both coach and learner and boost performance within a business.

Pass It On: Coaching Skills for Managers outlines effective techniques for one-to-one coaching. From identifying goals and setting targets to active listening and delivering constructive criticism, managers will learn new skills to help them pass on their experience so that those they lead can contribute more fully to overall business objectives.

This course is structured around a series of engaging video clips. Key messages are delivered with simplicity and impact, making learning more memorable.

[1] CIPD's Learning and Development Annual Survey Report 2008

Who is the course for?

Passing It On: Coaching Skills For Managers is ideal for any manager who wishes to use one-to-one coaching to guide and motivate their team.

This course is appropriate to any business sector, there are no formal entry requirements and employees do not require any prior experience.

What will you get from this course?

When you have completed this course you will be able to:

- understand the role coaching can play in improving performance
- identify the goals and targets of a coaching programme
- encourage through praise and constructive criticism
- tackle negative behaviour
- follow up a coaching session

Course features

This course, written by Armando Iannucci of 'I'm Alan Partridge' fame, shows how managers can get coaching right – and wrong! The course explores the best way to pass on knowledge, skills and experience and highlights how personally rewarding a well-planned coaching programme can be for the coach.

Performance Matters: The Importance of Praise

Introduction

A motivated workforce is essential for a business to grow and thrive. Businesses where morale is high enjoy increased rates of productivity, better quality output, reduced absenteeism and lower staff turnover.

A useful introduction to using praise in the workplace, Performance Matters: The Importance of Praise explores why praise is such a vital management tool. By understanding why morale is closely linked to performance and why employees rate 'feeling valued' so highly, managers will be able to make praise part of the business culture and reap the rewards of a more motivated, productive workforce.

Who is the course for?

Performance Matters: The Importance of Praise is suitable for people who are likely to become first-time managers, and those who are already managers but have limited knowledge of how to use praise to make their staff realise that their efforts are appreciated.

This course is appropriate to any business sector, there are no formal entry requirements and employees do not require any prior experience.

What will you get from this course?

When you have completed this course you will be able to:

- know how to deliver praise
- understand the value of adding praise to the corporate culture
- seek opportunities to praise staff
- recall the six rules for praising staff correctly

Course features

Famous faces including John Cleese show you how to make your staff feel valued and appreciated, and how easy it is to make them feel unappreciated simply by whether or not you praise them. A department head who is struggling with high turnover is forced to face up to the situation and learn the importance of praise in order to keep his staff.

Performance Matters: The Need for Constructive Criticism

Introduction

Delivering criticism is rarely easy, but performance issues are part of everyday working life. Businesses where unsatisfactory performance is addressed and rectified inevitably outperform those that take a more 'head in the sand' approach!

Performance Matters: The Need for Constructive Criticism introduces the use of constructive criticism to improve performance. The course shows how to prepare and deliver criticism and advises how both parties can move on after criticism has been delivered. With the practical guidance provided, managers will become more confident about delivering criticism and the business will benefit from improved workforce performance.

Who is the course for?

Performance Matters: The Need for Constructive Criticism is suitable for people who are likely to become first-time managers, and those who are already managers but have little or no knowledge of how to conduct criticism effectively and without acrimony.

This course is appropriate to any business sector, there are no formal entry requirements and employees do not require any prior experience.

What will you get from this course?

When you have completed this course you will be able to:

- understand that criticism is an essential part of a manager's responsibilities
- understand why people should only be criticised for what they've done, not who they are
- understand how criticism done badly can make things worse
- recall the seven rules for ensuring that criticism is conducted effectively

Course features

Famous faces including John Cleese show you how to and how not to go about giving critical feedback. The reluctance and clumsy attempts of a planning officer to criticise his assistant for a mistake make the situation worse until he learns how to handle the situation correctly.

Performance Review: Every Appraisee's Dream

Introduction

A 2008 survey found that businesses which conducted effective appraisals, followed by targeted development planning, enjoyed productivity rises of almost 3% and an 11% increase in quality of service [1].

Performance Review: Every Appraisee's Dream encourages both interviewers and appraisees to stop dreading the performance review and consider the process in a new, more positive light. The course explores simple and effective strategies to help both parties review the past, analyse the present and look to the future so that the interview becomes less confrontational and more productive.

This course is structured around a series of engaging video clips featuring Hugh Laurie. Key messages are delivered with simplicity and impact, making learning more memorable.

[1]: Talent Q Group, February 2008

Who is the course for?

Performance Review: Every Appraisee's Dream is aimed at staff whose review is coming up shortly, but who have limited knowledge of the benefits to be gained from active participation in the appraisal process.

This course is appropriate to any business sector, there are no formal entry requirements and employees do not require any prior experience.

What will you get from this course?

When you have completed this course you will be able to:

- understand the purpose and benefits of appraisals
- prepare to discuss your past, present and future work with the company
- lead the discussion to ensure important points are covered

Course features

Famous faces including Hugh Laurie will show you what to and what not to expect and say in an appraisal. We follow Tricia who initially feels her annual performance review is a complete waste of time. However, with the help of a friendly computer virus, she learns the three stages of appraisal preparation that ensure a thorough review of her performance and ideas to improve her job over the next year:

Performance Review: Every Manager's Nightmare

Introduction

A 2008 survey found that businesses which conducted effective appraisals, followed by targeted development planning, enjoyed productivity rises of almost 3% and an 11% increase in quality of service [1].

Performance Review: Every Manager's Nightmare outlines the key techniques managers must develop if they are to lead effective appraisal interviews. The course explores typical behaviours that managers may face in appraisal situations - from the defensive to the tearful, from the aggressive to the uncommunicative - and proposes simple and effective strategies to counter them. By the time managers have completed the course, they will have new skills in place to deal with difficult behaviours, minimise confrontation and lead more productive performance reviews.

This course is structured around a series of engaging video clips featuring Hugh Laurie. Key messages are delivered with simplicity and impact, making learning more memorable.

[1]: Talent Q Group, February 2008.

Who is the course for?

Performance Review: Every Manager's Nightmare is an ideal course for managers who wish to make the appraisal interview less confrontational and more productive.

This course is appropriate to any business sector, there are no formal entry requirements and employees do not require any prior experience.

What will you get from this course?

When you have completed this course you will be able to:

- approach the appraisal interview more positively
- remove emotion from the performance review
- know the best approach to take with a variety of difficult characters
- understand how to get the appraisee 'on side'
- develop key techniques to make appraisals more productive

Course features

Famous faces including Hugh Laurie show you why appraisals can be so painful for the manager and what steps they can take to make the process more positive. The film introduces six manager's 'nightmares': Defensive Dennis; Weepy Wendy; Silent Steve; Non-stick Nigel; Bolshy Becky and Bored Betty. You'll see these classic difficult characters in action and then explore simple and effective strategies to diffuse emotion and get them on side.

Project Management: Leading a Project Team

Introduction

Many business professionals lack the knowledge they need to plan, implement and lead a project effectively. By developing modern project management skills, they can improve the way they tackle projects and ensure business objectives are met.

Project Management: Leading a Project Team introduces the skills and techniques required to lead a project successfully. By following the step-by-step guide to defining, planning, implementing and evaluating a project, managers will lead a project team more confidently and deliver results on time, on budget and on brief.

Who is the course for?

Project Management: Leading a Project Team is ideal for managers who have limited knowledge of how to manage a project team in order to maximise their team's performance.

This course is appropriate to any business sector, there are no formal entry requirements and employees do not require any prior experience.

What will you get from this course?

When you have completed this course you will be able to:

- understand the key stages of project management
- outline the techniques for managing a project team
- know how to deliver a project on time and on budget
- evaluate a project

Course features

Famous faces including Dawn French will show you how to and how not to go about managing a project team. A manager who is organising an office move is helped by a special programme on her PC. She learns how to define, plan, implement and evaluate her project, and manage her team successfully to meet the project's objectives.

Put It in Writing: The Complete Communicator - The Art of Influence

Introduction

Good business writing grabs the reader's attention and holds it. But poor written communication damages the reputation of a business and can lead to lost sales, missed opportunities, wasted time and a breakdown in communication.

Put it into Writing: The Complete Communicator - The Art of Influence explores the techniques needed to get a point across in writing clearly and persuasively. The course shows how to define the 'purpose of writing', how to plan writing to ensure key information is included, how to order points in a logical sequence and how to improve writing by fine tuning a first draft. By completing this short course, business staff will have valuable new skills to help them write more professional letters, emails, memos, reports, proposals and minutes.

This course is structured around a series of engaging video clips. Key messages are delivered with simplicity and impact, making learning more memorable.

Who is the course for?

Put It into Writing: The Complete Communicator - The Art of Influence is suitable for anybody who needs to produce written documents, but is unsure of how to get started, and how to get their point across clearly and persuasively.

This course is appropriate to any business sector, there are no formal entry requirements and employees do not require any prior experience.

What will you get from this course?

When you have completed this course you will be able to:

- overcome the barriers to writing
- identify the 'purpose of writing'
- plan the content and structure of your document
- produce easily-understood written documents
- understand the importance of checking and proofing your work

Course features

This course takes you through the stages of planning and producing written documents that need to produce a response from the recipient. We follow Nisha as she coaches two of her colleagues who are respectively attempting to write a letter and an email. She explains the importance of uncovering the 'purpose of writing' and, from there, how to plan the structure, content and tone of their writing to ensure they influence their reader.

Report Writing: The Art of Writing a Good Report

Introduction

To protect and enhance its reputation, a business must ensure that every piece of written communication it produces creates the right impression. A well-written business report conveys its message with clarity and credibility, creating a professional impression of both the business and the products or services that it provides.

Report Writing: The Art of Writing a Good Report delivers a straightforward, step-by-step guide to writing better business reports. It explores the importance of setting objectives, explains how to organise information and includes practical tips to make the report more readable. By using the techniques provided, employees will be able to write reports that are clearer, more persuasive and more professional.

Who is the course for?

Report Writing: The Art of Writing a Good Report is a suitable starting point for anyone who may need to write a report at work, but has little or no knowledge of how to plan, structure or present a readable document.

This course is appropriate to any business sector, there are no formal entry requirements and employees do not require any prior experience.

What will you get from this course?

When you have completed this course you will be able to:

- outline the six steps to successful report writing
- know how to plan and organise a report
- ensure your report delivers a compelling argument
- use presentation techniques to make a report look readable
- increase the response to a report by using a clear and concise writing style

Course features

Famous faces including Dawn French and Reece Dinsdale will show you how to and how not to write a report at work. Following the encounters between an engineer and his manager, we follow the progress of a poorly-written report as it is slowly transformed by a clear report-writing structure into a well-presented, readable document.

Sell It to Me: Essential Skills for All Salespeople

Introduction

The sales team are one of the largest cost items on the balance sheet – and their performance can make or break a company. By ensuring that their sales skills are fully up-to-date, businesses stand a greater chance of seeing a sound return on their investment.

Whether the team sells face-to-face or over the phone, Sell It to Me!: Essential Skills for all Salespeople is a great introduction to the art of selling. By exploring a wide range of everyday scenarios - from meeting the customer and establishing their needs to dealing with customer objections and closing the sale – it gives employees a better understanding of the key skills needed to make the sale.

Who is the course for?

Sell It to Me!: Essential Skills for all Salespeople is suitable for both new and experienced sales staff who need to develop or brush up on the skills they need to nurture professional and productive customer relationships.

This course is appropriate for any business sector, there are no formal entry requirements and employees do not need any prior experience.

What will you get from this course?

When you have completed this course, you will be able to:

- control conversations with a customer
- establish a customer's needs
- explain a product's benefits
- deal with customer objections
- recognise buying signals and close the sale

Course features

Famous faces including Josie Lawrence, Robert Lindsay and Martin Clunes will show you how to take control of all stages of the sale - from initial contact through to closing the deal. The course examines different examples of 'the sale that got away' and delivers valuable new skills to help you forge the customer relationship, identify their needs, overcome their objections and close the sale.

Straight Talking: The Art of Assertiveness

Introduction

From the boardroom to the factory floor, confident and assertive staff are vital if any business is to thrive: they build better relationships, enjoy greater respect from colleagues, work more efficiently and experience increased job satisfaction. And the great news is that assertiveness skills can be learnt - just like any other business skill.

Straight Talking: The Art of Assertiveness will help any business professional take the first steps towards a more assertive attitude. Whether they need to learn how to say 'no' to unreasonable requests from customers or deliver constructive criticism to a team member who's under-performing, this course will give them new skills to ensure that their voice is heard and that their ideas and opinions are respected.

Who is the course for?

Straight Talking: The Art of Assertiveness is suitable for anyone who lacks the confidence to talk about their views and ideas honestly and positively, and anyone who struggles to achieve a desired outcome when negotiating.

This course is appropriate to any business sector, there are no formal entry requirements and employees do not require any prior experience.

What will you get from this course?

When you have completed this course you will be able to:

- understand the techniques of assertiveness
- understand why aggressive behaviour doesn't work in the long run
- deal with aggressive behaviour in others
- establish a negotiating position and stick to it
- know how to give and receive criticism

Course features

Famous faces including John Cleese, Peter Capaldi and Jennifer Saunders will show you the basic rules of assertive behaviour, how to get your message across, deal with aggressive behaviour and handle criticism in different office-based situations.

Team Spirit? How to Be an Effective Team Member

Introduction

Why are the most successful businesses built on teamwork? Because working as part of a team makes large tasks seem more manageable, it helps new ideas flow more freely, it capitalises on individual strengths and it reduces the impact of individual weaknesses. In short, working as part of a team improves both efficiency and productivity.

Team Spirit?: How to Be an Effective Team Member is a valuable introduction to team working skills. By focussing on the key components of good teamwork, the course will help employees become more proactive team members and enable the business to enjoy the efficiencies that motivated, productive teams can bring.

Who is the course for?

Team Spirit?: How to Be an Effective Team Member is ideal for anyone working in a team, especially in a customer-facing business, who has little or no knowledge of how their actions affect the rest of the team.

This course is appropriate to any business sector, there are no formal entry requirements and employees do not require any prior experience.

What will you get from this course?

When you have completed this course you will be able to:

- understand the importance of teamwork
- see yourself as part of a team
- discover how your role affects other team members
- understand how effective teamwork results in satisfied customers

Course features

Famous faces including Charlotte Coleman, Don Warrington, Serena Evans and Hugh Bonneville show you how to and how not to work in a team. Three team-working scenarios show how individuals working on their own cause numerous problems for their teams. As they understand teamwork we see how the team becomes more productive and is better able to satisfy its customers.

Telephone Behaviour: The Rules of Effective Communication

Introduction

Telephone communication is at the heart of modern business. If staff can develop effective telephone skills, they'll portray a positive, professional image and strengthen relationships with customers and suppliers.

A perfect introduction to telephone skills for anyone who uses the phone at work, Telephone Behaviour: The Rules of Effective Communication will improve the way your business is represented on the telephone. From the importance of starting the call with a 'verbal handshake' to repeating key phrases to show callers they're understood, the course is packed with practical rules to help staff conduct a more professional telephone call from start to finish.

Who is the course for?

Telephone Behaviour: The Rules of Effective Communication is suitable for anyone using the telephone at work who needs to know how to create a professional impression of the company and successfully gather the information they need.

This course is appropriate to any business sector, there are no formal entry requirements and employees do not require any prior experience.

What will you get from this course?

When you have completed this course you will be able to:

- use the telephone effectively at work
- be prepared before making a business call
- start and finish a business call in a professional manner
- control the conversation by asking the right questions

Course features

Famous faces including John Cleese and Rebecca Front will show you how to and how not to go about making and answering telephone calls in a business context. An assistant manager plans to give a seminar on professional telephone skills, however her own skills leave a lot to be desired. She goes on to learn some practical rules for conducting a call from start to finish.

The Art of Selling: Sales with Service

Introduction

Despite the huge growth in e-commerce and an ever-increasing spend on marketing and advertising, 43% of businesses still believe that face-to-face selling is their most effective sales method [1]. Ensuring the salesforce has the skills in place to make the most of every sales opportunity is vital for any business to grow and thrive.

The Art of Selling: Sales with Service gives a straightforward introduction to successful face-to-face selling. It explores the four key stages in the sales process and delivers new techniques to help win a customer's confidence, discover their needs and use first-class product knowledge to close the sale.

This course is structured around a series of engaging video clips. Key messages are delivered with simplicity and impact, making learning more memorable.

[1] The Director's Centre, Q1 2004

Who is the course for?

The Art of Selling: Sales with Service is suitable for anyone who needs to develop sales skills or refresh their techniques in order to build confidence and successfully satisfy buyers' needs.

This course is appropriate to any business sector, there are no formal entry requirements and employees do not require any prior experience.

What will you get from this course?

When you have completed this course you will be able to:

- recall the four stages of the selling process
- adopt techniques to win the customer's confidence
- make sure you understand what the customer needs
- help the customer choose the right product for them
- develop techniques to close the sale in different situations
- take a positive approach to lost sales and complaints

Course features

This course will show you how to and how not to help customers find the best product for them and close the sale. The course expands the four stages of the sale process: winning the customer's confidence, discovering what they need, offering choices and completing the sale. It gives examples of the skills and techniques needed to successfully achieve each stage, such as listening and asking the right questions.

The Balance Sheet Barrier: The Basics of Business Finance

Introduction

Accountancy is the language of business and those who do not understand it are at a serious disadvantage. Understanding the basics of financial management gives any business professional a more informed view about the company's performance and allows them to play a more active role in shaping its strategy.

The Balance Sheet Barrier: The Basics of Business Finance is a helpful introduction for non-financial managers to the main features of a balance sheet, a profit and loss account and a cashflow forecast. By demystifying financial jargon, the course will help them interpret financial information and use it to make better business decisions.

Who is the course for?

The Balance Sheet Barrier: The Basics of Business Finance is suitable for people who are likely to become first-time managers, and those who are already managers but have little or no knowledge of how key financial statements are calculated and what they mean.

This course is appropriate to any business sector, there are no formal entry requirements and employees do not require any prior experience.

What will you get from this course?

When you have completed this course you will be able to:

- understand the difference between key financial documents
- describe the significance of the balance sheet, profit and loss accounts and cash-flow forecasts.
- understand how money goes round the business and how to track and measure it

Course features

Famous faces Dawn French and John Cleese show you the basics of business finance using everyday language and graphics to explain key financial documents and complex concepts in a simple and easy-to-understand dialogue.

These well-known personalities act out the differences between a well-educated company director who knows nothing about finance and the owner of a small factory who knows all about how money goes round the business. Delivered in a light hearted and entertaining way, it will help you understand the foundations of this complex side of business.

The Best of Motives: Informing and Involving

Introduction

A 2006 study [1] found that just 15% of UK workers considered themselves "highly motivated", with as many as a quarter admitting to "coasting" in their jobs. By improving motivation within the workforce, businesses can boost productivity significantly.

The Best of Motives: Informing and Involving is a helpful introduction to the art of motivation. Managers will be shown how to share information, how to encourage staff to take control of their jobs and how to involve the team in decisions. The techniques explored in the course will enable them to empower the workforce, eliminate apathy and improve productivity.

[1] Source: The Hay Group

Who is the course for?

The Best of Motives: Informing and Involving is suitable for people who are likely to become first-time managers, and those who are already managers but have little or no knowledge of how to inform and involve their teams in order to improve motivation and productivity.

This course is appropriate to any business sector, there are no formal entry requirements and employees do not require any prior experience.

What will you get from this course?

When you have completed this course you will be able to:

- understand the key steps to empowering staff
- adopt a more motivational approach to managing your team
- understand the importance of keeping people informed,
- request regular input from your team
- make use of the individual skills of your team to improve the success of your projects

Course features

Famous faces including Gary Olsen and Gwyneth Strong show you how to keep your staff motivated and how easy it is to make them feel de-motivated simply by whether or not you keep them informed and include their input in your projects. A manager who spends all his time breathing down the necks of his team, and as a result

struggles to manage his workload, learns how the six steps of motivation improve the team's overall performance and decrease his own workload.

The Dreaded Appraisal: Both Sides of the Appraisal Interview

Introduction

A 2007 survey [1] found that only 41% of employees who receive appraisals think they are a useful assessment of progress. Businesses that conduct effective appraisals give themselves a real competitive edge – they are able to measure employee effectiveness, give feedback on performance and identify training and development needs.

The Dreaded Appraisal: Both Sides of the Appraisal Interview provides a step-by-step guide to conducting an appraisal interview. By following the techniques outlined in the course, managers will be better placed to use the appraisal interview to increase motivation, develop potential and improve performance.

[1] Source: YouGov for Investors in People, 2007

Who is the course for?

The Dreaded Appraisal: Both Sides of the Appraisal Interview is a suitable starting point for people who are likely to become first-time managers, and those who are already managers but have little or no knowledge of conducting appraisal interviews.

This course is appropriate to any business sector, there are no formal entry requirements and employees do not require any prior experience.

What will you get from this course?

When you have completed this course you will be able to:

- understand the techniques required for effective appraisal interviewing
- identify three common interviewee styles that are difficult for managers to deal with
- adopt an open and honest approach
- focus on facts and agree to realistic and measurable targets

Course features

Famous faces including Dawn French, Robert Lindsay and Bryan Murray will show you how to and how not to go about conducting an appraisal interview. The course tackles three appraisee characters: Shy Sharon, Touchy Tracey and Aggressive Alan as they all enter the appraisal with negative expectations. Their managers learn different techniques to make their respective appraisals positive and productive.

The Grapevine: Communicating in a World of Change

Introduction

A 2007 survey [1] found that poor communication was the number one cause of conflict in the workplace. And the results of poor communication – a negative culture, a demotivated workforce, high staff turnover rates and a failure of staff to 'buy-in' to company values – almost always lower morale and hit business performance hard.

By improving the way it communicates with its staff, a business can go a long way towards eliminating conflict, raising morale and safeguarding productivity.

The Grapevine: Communicating in a World of Change provides a useful introduction to the art of successful communication in the workplace. The course has been developed to help managers refresh and develop their communication skills so that they can play a more active role in motivating staff and persuading them to 'buy in' to business objectives.

[1] Source: Biz Momentum Pty Ltd.

Who is the course for?

The Grapevine: Communicating in a World of Change is suitable for anyone working in a company where there is a lot of change and a lack of formal communication.

This course is appropriate to any business sector, there are no formal entry requirements and employees do not require any prior experience.

What will you get from this course?

When you have completed this course you will be able to:

- recall the four key steps to good communication
- recognise the importance of structured internal communication
- understand the benefits of holding regular team meetings
- follow the communication process

Course features

Famous faces including Peter Capaldi and Geraldine James will show you how to and how not to deliver internal communication. When a large customer goes into receivership a company manager fails to convey contingency plans properly to his team. When a key member of staff hands in his notice he realises his mistake and learns the importance of developing a structured communication process.

The Helping Hand: Coaching Skills for Managers

Introduction

An overwhelming 80% of managers in a Chartered Management Institute survey [1] felt they would benefit from coaching in their workplace. By including coaching within their training programmes, businesses can enjoy all the benefits that this popular, highly tailored approach to learning can bring.

The Helping Hand: Coaching Skills for Managers provides a comprehensive introduction to the entire coaching process. By following the five key stages in a successful coaching programme, managers will benefit from a more skilful and knowledgeable team, a more efficient department and happier, more productive staff.

[1] Source: The Coaching At Work Survey, 2002, Chartered Management Institute

Who is the course for?

The Helping Hand: Coaching Skills for Managers is ideal for managers who have limited or no knowledge of how to identify skills gaps in their teams, and how to act on this knowledge to improve their team's performance.

This course is appropriate to any business sector, there are no formal entry requirements and employees do not require any prior experience.

What will you get from this course?

When you have completed this course you will be able to:

- understand how coaching is an essential part of managing people
- identify skills needs in your team
- describe the coaching process
- understand how to monitor the results of coaching

Course features

Famous faces including Robert Lindsay, Jan Ravens and John Cleese show you how to and how not to approach giving responsibility to your staff. The course follows a manager who needs to identify which tasks a team member could take responsibility for, and coach them accordingly. He learns how to identify exactly where the need for coaching lies, how to conduct the coaching itself and how to monitor the results.

The Paper Chase: Cutting Back on Paperwork

Introduction

Experts have been predicting its arrival for over thirty years but for many businesses, 'the paperless office' seems as remote as ever. Internet communication, for example, has increased – rather than reduced – the amount of printing we do: the use of email in a business has been shown to raise paper consumption by an average of 40% [1]

The Paper Chase: Cutting Back On Paperwork will help any business to enjoy the benefits that working without clutter can bring: improved office efficiency, a reduced carbon footprint, an end to lost files, reduced costs and a

better working environment.

The course provides a simple introduction to the skills needed to manage, control and reduce paperwork. By following the techniques explored, staff will be able to immediately implement new systems and processes that minimise unnecessary paperwork.

[1] Source: BIOS Small Business Computing, December 2007

Who is the course for?

The Paper Chase: Cutting Back on Paperwork is an ideal course for any employee who needs to be more organised, efficient and effective in the way they handle paperwork.

This course is appropriate for any business sector, there are no formal entry requirements and employees do not need any prior experience.

What will you get from this course?

When you have completed this course, you will be able to:

- understand the problems caused by clutter
- get rid of junk
- organise paperwork in order of priority
- understand the rules for 'action paperwork'
- file paper documents effectively

Course features

Famous faces including Dawn French and Jennifer Saunders will show you how to control paperwork – before it controls you! The course follows an office worker who's swamped by paper and the manager who helps her to change her ways and reap the rewards of a clutter-free working environment.

The Unorganised Manager: Organising Others

Introduction

A survey conducted in 2007 [1] revealed that more than one third of British directors believe their organisation is 'paralysed' by ineffective managers. The research estimated that under-performing middle managers cost the UK economy a massive £220 billion a year.

To ensure that managers are an asset rather than a liability, businesses must give them the skills they need to organise effective, efficient and productive teams.

The Unorganised Manager: Organising Others is a valuable introduction to the skills of organisation. Managers will be shown how to set team objectives, focus on key result areas, define standards and establish targets. By the time they have completed the course, they will have new organisational skills to help them lead their teams and drive the business forward.

[1] Source: Hay Group, 2007

Who is the course for?

The Unorganised Manager: Organising Others is a suitable starting point for people who are likely to become first-time managers, and for new managers who need to develop essential time-management and delegation skills.

This course is appropriate to any business sector, there are no formal entry requirements and employees do not require any prior experience.

What will you get from this course?

When you have completed this course you will be able to:

- understand the importance of organising your team
- set objectives to let your team know what is expected of them
- set standards to achieve for each team member
- agree targets with your team members to help them progress

Course features

Famous faces including John Cleese, Nigel Lindsay and Beatie Edney show you how to and how not to organise your team, and why it is worth taking the time to do so. Through a visit to St. Peter our manager learns that although he can organise himself he is failing to organise his team. Following the three steps to successful delegation, the manager is able to improve the performance and results of his team and the organisation.

The Unorganised Manager: Organising Yourself

Introduction

A 2007 survey [1] estimated that wasted time costs UK businesses £80bn per year – the equivalent to 7% of GDP! By giving employees the skills they need to reduce wasted time to a minimum, businesses will become more efficient, more productive and, ultimately, more profitable.

The Unorganised Manager: Organising Yourself is a simple introduction to the techniques of good organisation. By following the methods outlined in the course, managers will be able to improve the way they plan and prioritise their workload, schedule their working day and delegate to colleagues – and so free up more of their time to focus on and deliver business objectives.

[1] Source: Proudfoot Consulting, The Guardian, 22nd October 2007

Who is the course for?

The Unorganised Manager: Organising Yourself is a suitable starting point for people who are likely to become first-time managers, and for new managers who need to develop essential time-management and delegation skills.

This course is appropriate to any business sector, there are no formal entry requirements and employees do not require any prior experience.

What will you get from this course?

When you have completed this course you will be able to:

- recall the principles of time management
- establish work priorities
- distinguish between active tasks and reactive tasks
- know how to delegate

Course features

Famous faces including John Cleese, Nigel Lindsay, Beatie Edney and Ann Bryson illustrate how a disorganised manager is redeemed from his faults by learning how to manage his time through numerous visits to St. Peter at the Pearly Gates. On each visit he learns valuable skills that enable him to organise his schedule by establishing priorities and delegating work effectively.

Valuing Diversity: Equal Opportunities for All

Introduction

Recent research [1] found that businesses which embrace diversity enjoy both improved productivity and increased profits. That's because respecting the individual differences of employees, partners, suppliers and customers from all over the world leads to improved customer service, greater recruitment opportunities and an enhanced business image.

Valuing Diversity: Equal Opportunities for All explores the dangers of stereotypes and the risks of making judgements based on one aspect of an individual's persona such as their age or their race. The course encourages managers to question assumptions so that they feel more secure, confident and trusting when dealing with people whose values, opinions or cultures differ from their own.

This course is structured around a series of engaging video clips. Key messages are delivered with simplicity and impact, making learning more memorable.

[1] DWP Research Report 483: The Business Case for Equal Opportunities: An econometric investigation, April 2008

Who is the course for?

Valuing Diversity: Equal Opportunities for All is suitable for anybody who wishes to understand more about diversity and equal opportunities in the workplace.

This course is appropriate to any business sector, there are no formal entry requirements and employees do not require any prior experience.

What will you get from this course?

When you have completed this course you will be able to:

- be aware of some of the main assumptions people make about each other
- treat people as individuals regardless of their differences to you
- actively encourage diversity by showing people you care
- understand what is meant by equal opportunities and know how to promote this in your workplace
- recognise different types of discrimination
- understand the negative implications of stereotyping

Course features

This course provides a comprehensive introduction to equality and diversity in the workplace. It begins by recognising the assumptions we all make about other people and the problems this can cause. It continues by explaining the seven key points of equal opportunities to help us consider ourselves and other people in different situations. We also see the damaging consequences of discrimination and how stereotyping can set people up to fail before they even begin. The course challenges the user to understand their own thoughts and feelings on each subject, and clearly explains the positive attitudes and behaviours that encourage diversity.

Who Sold You This, Then? Effective After-Sales Service

Introduction

Service staff are the foundation on which future sales are won or lost. Equipping them with up-to-date after-sales service skills will help them to leave customers with a positive impression of the business and ensure they return when they're ready to make their next purchase.

Who Sold You This, Then?: Effective After-Sales Service is a helpful introduction to the techniques that strengthen the relationship between an organisation and its customers. It details the four cornerstones of successful after-sales service - defend the sales person, defend the product, defend the organisation and defend the customer – and allows service staff to develop an action plan to improve the way they relate to customers.

Who is the course for?

Who Sold You This, Then?: Effective After-Sales Service is an ideal course for all customer service and after sales staff who have had no formal training in the skills required to satisfy customers and represent the business in a professional light.

This course is appropriate for any business sector, there are no formal entry requirements and employees do not need any prior experience.

What will you get from this course?

When you have completed this course, you will be able to:

- leave the customer with a positive impression of you, your organisation and its sales staff
- listen to the problem and offer an acceptable solution
- accept faults and know how to respond to criticism
- compile and relay useful feedback
- generate goodwill amongst customers

Course features

Famous faces including Hugh Laurie will show you how to provide a more professional after sales service to your customers. You'll follow hapless service repairman Charlie who, during the course of four calls, manages to criticise everything that's important to his business - the products he services, his customer, the salesperson they originally dealt with and the organisation itself. Thankfully, Charlie finally sees the light – and changes his role from troublemaker to trouble-shooter!

You'll Soon Get the Hang of It: The Techniques of One-to-One Training

Introduction

One-to-one training is widely recognised as one of the most powerful approaches to workplace learning. It allows the trainer to focus 100% on the learner's specific skills gaps and is the quickest way to improve performance in line with the needs of the business.

You'll Soon Get the Hang of It: The Techniques of One-to-One Training is a useful introduction to the key skills needed to deliver effective one-to-one training. By exploring the psychology of what motivates people to learn, the science of how knowledge is retained and the practicalities of delivering a one-to-one training session, managers will build a solid understanding of the art of successful one-to-one training and how to practise it in their own workplace.

Who is the course for?

You'll Soon Get the Hang of It: The Techniques of One-to-One Training is suitable for managers and team leaders who have little or no knowledge of how to train staff on a one-to-one basis.

This course is appropriate to any business sector, there are no formal entry requirements and employees do not require any prior experience.

What will you get from this course?

When you have completed this course you will be able to:

- understand how important it is for managers and team leaders to have the skills to teach
- understand the psychology of why people want to learn
- discover how individual people learn and what motivates them to learn
- follow the process of one-to-one training

Course features

Hugh Laurie shows you how to and how not to go about delivering one-to-one training in a variety of workplaces. Following some different training scenarios, Hugh talks you through the key stages of understanding how and why people learn, and how to prepare and deliver training.
