



Video Arts Collections

Entertaining and effective soft-skills training



Take-away learning

“The Video Arts Collection has been designed to make the most of training whenever and wherever you like”

Each section contains the following structure:



Look

An amusing and entertaining video, developing the training content on which the learning points are based.

Think

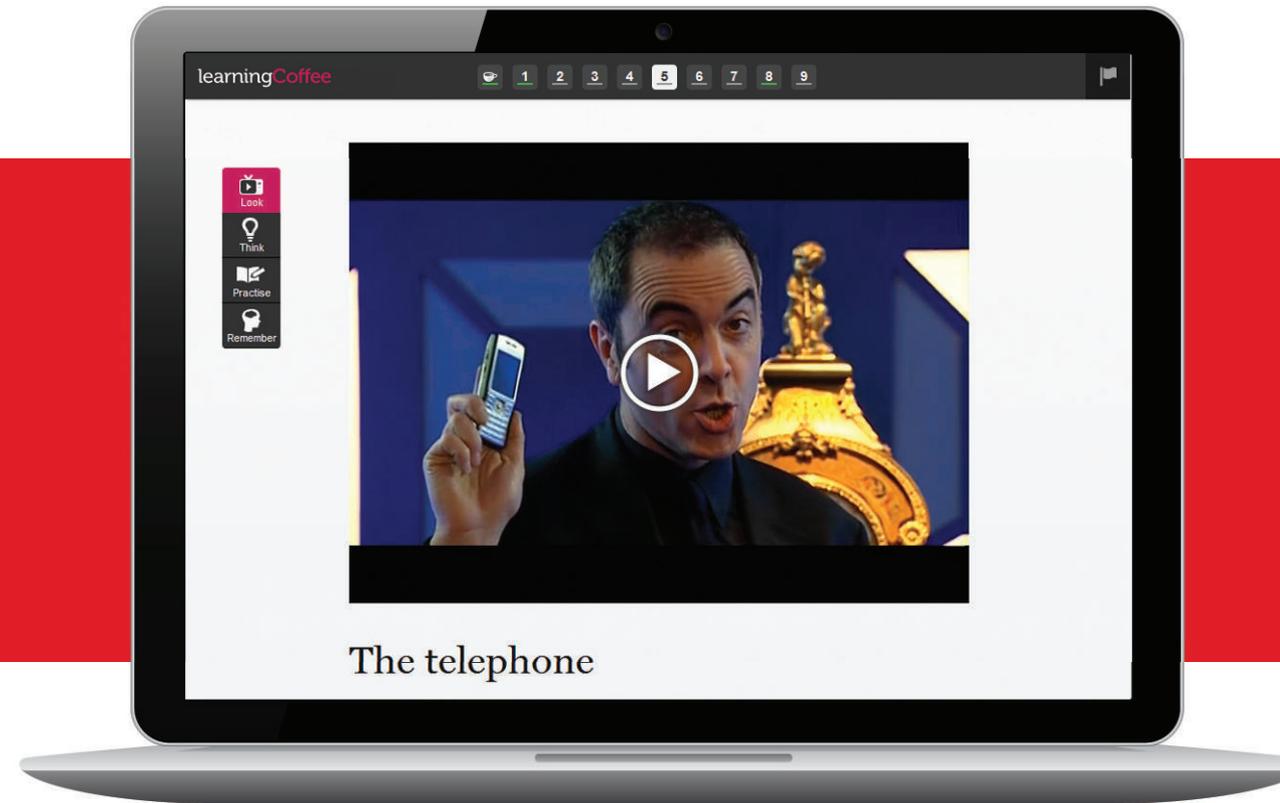
Activities and open questions relating the contents of the course to your personal experience.

Practise

Interactive self-assessment activities for you to check your knowledge.

Remember

A summary of the key points in the section or a reminder of important points related to the training process.



In any device...

Responsive design

The units are designed to be optimally adapted to the resolution of any device.



The latest technologies

Complete compatibility with the latest browsers and mobile devices.

Fully compatible

Compliant with SCORM 2004, SCORM 1.2 formats and the newer eXperience API.



Beyond the workplace



Combine Video Arts titles with our Netex learningApp for Apple and Android devices. It allows users to perform training where necessary, even without Internet connection.

Available:





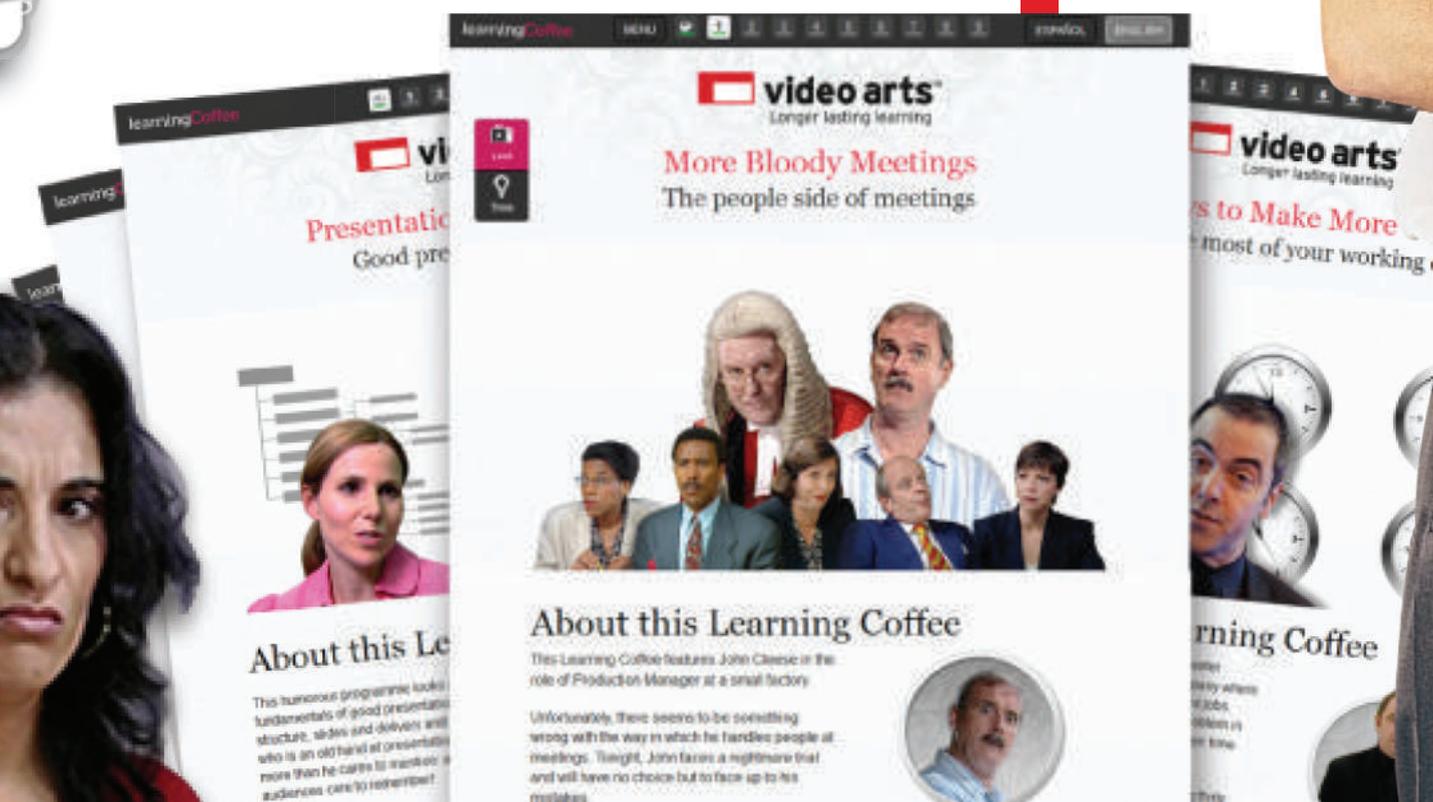
The Classics Collection

- Motivating and engaging e-learning.
- Designed by leading experts and starring famous faces.
- Created to make learning last longer.

“ People learn nothing when they're asleep and very little when they're bored. ”

John Cleese

Award-winning courses!





More Bloody Meetings

Suitable for managers and any staff responsible for holding meetings, this engaging programme humorously presents ideas that can be hard to explain, showing the necessity of involving everyone in the decision-making process and ensuring that they understand key points at all stages.

Managing meetings, management and professional skills, leadership, conflict resolution and negotiation, team work.



Meetings, Bloody Meetings

Suitable for anyone who might be expected to organise and run meetings, this best-selling programme defines the five disciplines that transform a gathering into a professionally run business meeting.

Managing meetings, management and professional skills, team work.



Presentation is Everything

We have all sat through presentations that have left us shell-shocked, bored or baffled. A poorly delivered presentation can leave us feeling confused, and the presenter feeling dejected. A well thought through presentation can fill the presenter with confidence that they have got the message across in an interesting and engaging way. **Presentation is Everything: good presentation skills** looks at the fundamentals of good presentations skills: structure, slides and delivery.

Communication and presentations, management and professional skills.



The Art of Selling

Ensure staff who deal with customers learn the key skills, techniques and behaviours of retail selling. Suitable for all levels of staff who deal with customers, the lessons demonstrated are immediately actionable and accessible, from winning the customer's confidence, to discovering their needs, from knowing your product, through to closing the sale.

Sales and customer service, communication skills, negotiation.



Jamie's School Dinners: living with change

In this learningCoffee you will learn about the four stages that most people go through when confronted by change: reject it, resist it, reflect on it and resolve it. Also you will learn the three common reasons for resisting change and you will understand the characteristics of people who excel at handling change; the "hardy personalities".

Managing change, team work, leadership, human resources and administration.



Jamie's School Dinners: managing change

Using the example of how Jamie Oliver helped schools transform school dinners from processed, ready-made junk into tastier, more nutritious meals, Jamie's School Dinners: managing and living with change, brings change to life in an easy to understand and inspirational way. This engaging course will help you deal with change when it occurs in your own workplace.

Managing change, team work, leadership, human resources and administration.



Jamie's Kitchen: fifteen lessons on leadership

Jamie Oliver's passion and vision transformed a bunch of unemployed kids into an efficient, organised team, capable of running a first-class London restaurant, Fifteen. This real example of the pressurised role of a leader in action not only reflects real life for today's leaders, but will inspire and motivate the audience in their own personal leadership roles.

Leadership, coaching, management and professional skills, team work.



Jamie's Kitchen: fifteen lessons on teamwork

The second part of Jamie's Kitchen training series, follows Jamie's young trainee chefs as they move through the four stages of team development – forming, storming, norming and performing – to come together as an effective unit. See how he leads the way through clear communication and taking responsibility for his team.

Team work, management and professional skills, leadership.



Performance Review: every manager's nightmare

Change the way every person in your organisation approaches appraisals. Every organisation has a different kind of performance review system. Even so, the reaction to reviews is often the same – one of horror. This programme sets out to encourage individuals to think about reviews in a new, more positive way.

Performance review, coaching, human resources and administration, management by objectives.



Performance Review: every appraisee's dream

In this learningCoffee you will understand how, as an appraisee, you should prepare for an appraisal. Also you will learn to use information from past and present performance to plan future aspirations. Finally this learningCoffee teaches you to identify specific actions which you can take to improve your appraisal discussions.

Performance review, objectives management, human resources and administration.



If Looks Could Kill

This light-hearted programme, written by behavioural expert Dr Peter Honey, raises some simple but key issues, and expresses them in a professional, down-to-earth manner. Staff of any level, across a range of industries, will learn from this programme how to deal with customers and how their behaviour can be used to improve customers' attitudes, as well as create new sales opportunities.

Communication and presentations, emotional intelligence, conflict resolution and negotiation, sales and customer service.



Pass it On

Give managers the coaching skills they need to guide and encourage their people towards greater performance. This humorous programme uses clear messaging and practical, believable examples of how to get coaching right (and wrong).

Coaching, management and professional skills, leadership, team work.



Assert Yourself

This course looks at the advantages and disadvantages of passive, aggressive and assertive behaviour. In a series of different situations – from the office, within meetings, and even within a hospital – the techniques of assertive behaviour are explained. Find out how to get your inner dialogue right, and how to communicate what you want with honesty and relevance.

Emotional intelligence, communication and presentations, personal management, conflict resolution and negotiation.



30 Ways to Make More Time

The course demonstrates that time management training can be applied to anyone within an organisation. Using memorable and engaging characters in many different situations, it highlights the various issues surrounding time management – showing both the right and the wrong way of doing things.

Time management, personal management, management and professional skills.



First Among Equals

Suitable for all managers and team leaders, either for ad-hoc project teams or permanent teams. This course will give managers the leadership skills they need to enable individuals to work more effectively as part of a team.

Coaching, management and professional skills, leadership, team work.



Put it into Writing

Everyone can improve their written communication skills, even if you are not a natural writer. This insightful course is ideal for anyone that finds it hard to get started on a written task. The course will explain the techniques required to get your point across in writing clearly and persuasively.

Communication and presentations, management and professional skills.



Going to a Meeting: messing up a meeting

Making meetings go well isn't just the chair's job. Everyone should prepare for a meeting, turn up on time, make a positive contribution and avoid destructive behaviour or know how to cope with it when other people are indulging in it. This title covers the three key rules to making sure that a meeting goes well, so that it becomes a positive experience for all those involved.

Managing meetings, team work.



Going to a Meeting: meeting menaces

Going to a Meeting: meeting menaces covers five types of destructive behaviour. In the following sections we are going to look at the characteristics of each of these types of destructive behaviour, and learn how to cope with them effectively at meetings.

Managing meetings, team work, conflict resolution.



Complaints

Whether dealing with a complaint concerning the quality of a service or product, a well-handled complaint can often achieve a great deal for your business. Enable all customer service staff to deal with and manage customer complaints effectively.

Sales and customer service, quality, communication and presentation, conflict resolution and negotiation.



Absence Minded: managing absenteeism

Absences from work cost companies millions every year. Therefore it is important to understand the root cause of absenteeism and to take remedial action. By taking a positive approach the levels of absenteeism can be significantly reduced in any organisation. The key to this approach hinges on three stages: acknowledging the problem; identifying the reasons; and agreeing a solution.

Human resources and administration.



Managing performance everyday

Managing the performance of the people we are in charge of is not the same as evaluating their performance. In *Managing Performance Every Day*, you are going to learn about how to improve performance management through a continuous and daily process, focusing on helping the people we are in charge of to develop both professionally and on a personal level.

Human resources and administration, teamwork, coaching, leadership.



Making Time: how to manage your time wisely

Time management is a very important aspect of life. It's the process of arranging and controlling how you spend your scarce and valuable time at work or elsewhere. By managing time you can do away with non-essential activities and achieve more, thus making your job more enjoyable and rewarding.

Making Time: how to manage your time wisely teaches you how to be more productive and how to say no to tasks that interfere with your priorities.

Time management, personal management, management and professional skills.



Behavioural Interviewing

Use the concept of 'behavioural interviewing' to predict the future performance of candidates. This programme demonstrates how rather than using intuition, an interviewer can use questioning techniques to retrieve relevant information based on a candidate's past experiences.

Human resources and administration, communication.



Inside Information

In this learningCoffee you will know what good internal customer service is. You will understand why conflict exists in organisations and how to improve your understanding of conflicts of interest between you and other teams and departments in your organisation.

Communication, human resources and administration, team work.



Ideas into Action

Ideas into Action begins by showing how we tend to restrict our thinking to self-imposed narrow limits. It suggests ways of broadening the thought processes and increasing creativity. **Ideas into Action** proposes a three colour model for the creative thinking process suggesting simple but powerful techniques for overcoming self-imposed obstacles to innovation. It encourages us to take the initiative and translate our ideas into action.

Creativity, innovation.



Valuing Diversity

Suitable for all managers, supervisors and team leaders who have responsibility for directing and supporting the work of diverse individuals and teams. This course will help you become aware of your own thinking processes and question your assumptions of other people.

Diversity and equal opportunities.



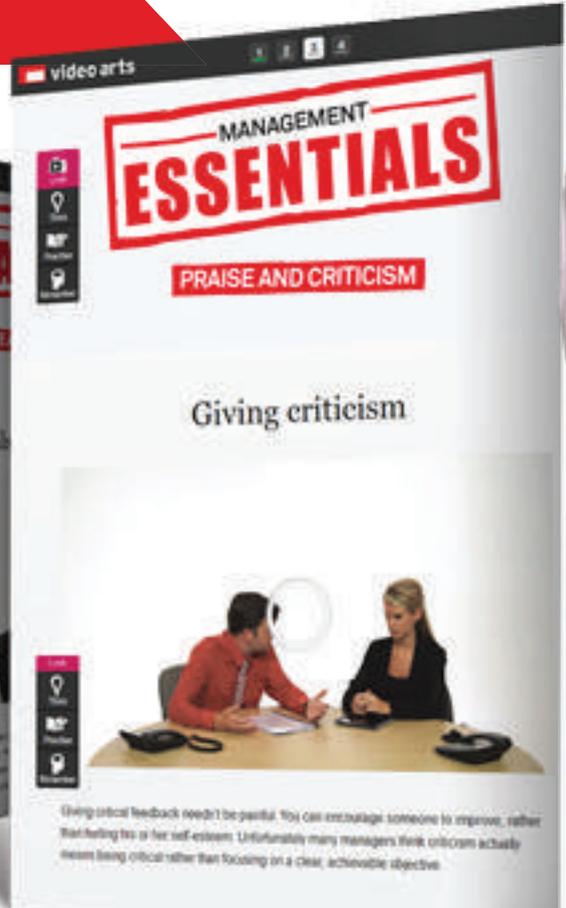
The Essentials Collection

- 70 videos and 22 half-an-hour online courses.
- Enjoy the Video Arts comedy approach.
- Reflection is made through engaging interactions.

“Bite-sized videos offer a new way to inspire people to change their behaviour.”

Martin Addison, Video Arts CEO

Award-winning courses!





Being a leader

Managers don't necessarily need a powerful magnetic personality to effectively lead their people. What's more important is an awareness of how leadership depends on an ability to motivate people.

In this course managers will learn how leadership comes down to:
Valuing their job, Valuing the individual, Valuing the team, Making Decisions.



Difficult conversations

Informing employees that their work is not good enough, that they can't have the pay rise they asked for, or that they have been denied promotion are all situations that managers dread. Dealing with difficult conversations with rejected and dejected employees is a leadership skill.

Course modules:
When giving bad news, prepare, When giving bad news, listen, When giving bad news, limit the damage.



Counselling

Almost all managers will face the issue of dealing with staff whose personal problems are affecting their work and they need the know-how and sensitivity to address such situations. This course introduces counselling techniques and active listening for managers.

Course learning points:
Setting the scene for counselling, A counselling meeting, Active listening.



Managing discipline

This course will help managers deal with discipline and manage problem behaviour.

Course learning points:
Discipline check the facts, Solutions to discipline issues, The reasons behind discipline issues, Managing problem behaviour.



Dealing with absenteeism

Absenteeism costs organisations billions in revenue every year. But when someone calls in sick, it doesn't necessarily mean that they're unwell.

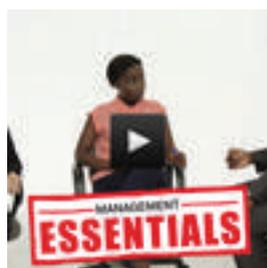
Managers can deal with this sensitive subject area in three simple stages:
Recognising absenteeism, Reasons for absenteeism, Solutions to absenteeism.



Motivating your team

If you are able to empower your staff by increasing levels of communication and sharing more information, you can improve the motivation and productivity of those working for you. This means listening, keeping people informed, knowing how to measure performance and offering praise and encouragement.

Learning points:
Motivating through information, Motivating through feedback, Motivating through praise, Active listening.



Developing your team

Understanding the importance of coaching and then learning how to coach is an essential part of managers' job. With the right teaching, managers can improve peoples' performance and motivation. Coaching is an invaluable tool for helping individuals and the business develop together.

Learning points:
Preparing to coach, Coaching goals, Coaching tips, Setting SMART targets.



One-to-one training

This course aims to introduce the techniques of one-to-one training. It explains how important it is for managers and team leaders to have the skills to teach people in their care.

Course learning points:
Training with context, Training bit-by-bit, Learning through practise.



Performance reviews

Performance reviews help employees by clarifying: what they're doing well, what they're supposed to be doing and identifying the support they need. Sadly, performance reviews often go wrong because managers fail to prepare and don't know the facts. This course will teach managers how to run better performance reviews.

Course learning points:

Preparing for a review, Making a performance diagnosis, Beyond the review meeting.



Praise and criticism

Everyone needs praise and critical feedback, and when given the right way, it can help motivate individuals and teams. But it's a fine balance that all managers need to get right. This course will show managers how and when to deliver effective praise and criticism.

Course learning points:

Sharing praise, Giving criticism.



Recruiting

A selection interview is a bit like detective work. Suspects must be eliminated until the right person is found. Making the right choice means knowing the budget was spent well, a valuable asset has been acquired and that colleagues will be motivated by the new team member. However, some get the costly decision wrong by making common mistakes.

Learning points:

Listening to the candidate, Probing in interviews.



Body language and assertiveness

A large part of any job depends upon good communications skills. A good understanding of body language can help your staff deal more effectively with colleagues, customers and suppliers. Improve face-to-face communication skills through effective body language and assertiveness.

Course learning points:

Body language, Assertive versus Aggressive, Assertiveness tips.



Communicating on the phone

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

Learning points:

Phone greetings, Phone skills, Closing a phone call.



Communicating in writing

Communicating in writing via reports or in emails, for example, is an important skill to master. A good report takes minutes to read, holds its value for months and can be made available globally to countless people within any organisation. It can also demonstrate the writer's knowledge of the subject and quality of thinking. To use email effectively you need both to manage your inbox efficiently and to apply the principles of good communication.

This course covers the following 3 modules:

Structuring a report, Formatting a report, Email etiquette.



Dealing with stress

Pressure is a part of simply being alive: pressure is positive and drives us towards our goals. However, when the amount of pressure we are experiencing rises above what we believe we can cope with, it can easily turn to stress and that can be a very bad thing. This programme is all about limiting the potential stressors at work that can lead to damaging stress.

Learning points:

Exercise, Prioritise, Delegate.



Finance and budgets

You must have plans to run a successful business. There are long term strategic marketing ones, short term sales and production ones, and so on. The critical financial plan is the budget. Even though it is based on forecasts and on sophisticated assumptions and guesses, it is a commitment.

Learning points:

Constructing a budget, Co-ordinating a budget, Controlling a budget.



Managing projects and processes

Bad management skills can be a costly drain on time and money, causing frustration and stress for everyone concerned. Through use of certain techniques, project leaders can learn how to better manage their team, and so meet the project's objectives.

Quality is one of the most important factors in the success of any organisation. It's essential, not optional, and it's something that as customers we all expect from our suppliers.

Learning points:

Defining a project, Planning a project, Implementing a project, Controlling quality.



Managing yourself

Most people think they are efficient; but unless they know how to manage their time, it's unlikely they will ever be fully effective. Poor time management can also have a knock-on effect on your colleagues and the team you work with.

Learning points:

Prioritising your time, Time management and interruptions, Time management tips.



Meetings

We all know you can't manage without meetings and with the impact of technology; many more of them take place online. So how do you run an efficient, effective and productive virtual meeting? The ability to run a good meeting is not a gift, it's a technique. In fact, it is a technique with key elements that apply to face-to-face and virtual meetings.

Learning points:

Meetings, show you understand, Meetings, work to a joint solution, Planning virtual meetings, Running virtual meetings.



Negotiating

Wherever two people get together to do a deal, there's the possibility that at least one will end up feeling cheated, angry or resentful, even though both set out believing that they could achieve a mutually beneficial solution. By identifying and following the main stages of negotiation, and avoiding emotional behaviour, unproductive rows can be circumvented.

Learning points:

Pitching high, Don't negotiate separate parts, Getting a fair deal.

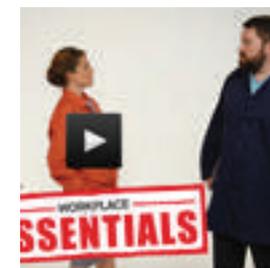


Presentation skills

Preparation is the single most important part of a successful presentation. Not only will good preparation communicate thoughtfulness about the presentation message and audience, but it will boost the presenter's confidence. This course will help you improve your staff's presentation skills.

Course learning points:

Preparing to present, Structuring a presentation, Presentation tips.



Understanding behaviour

How people behave when dealing with customers or colleagues can determine the success or failure of any interaction. At work we often display an inability to adjust to new demands and consequently suffer stress and anxiety. However, simple techniques can be used to help staff to analyse their own behaviour and reactions to change.

Learning points:

The Power of Behaviour, You can choose how to behave, Use behaviour to help an interaction, The four stages of change.

In summer 2015 we will launch the third wave of The Essentials Collection:



COMING SOON CUSTOMER SERVICE ESSENTIALS

"Tried and tested" – Volvo

"Engaging, memorable and fun" – Macmillan Cancer Support

"Bite-sized, visual and entertaining" – Ernst and Young



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SPAIN | UK | INDIA | MEXICO

www.netexlearning.com | sales@netexlearning.com

+44 (0)845 463 8200



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