

COMPLIANCE

3 videos

3 e-learning courses

Change the way you deliver compliance training forever. Our Compliance Collection digests the essential legislation that employees need to know into media-rich learning shorts that pack a punch.

"Put simply, the following advice could help you avoid prison."

ROBERT WEBB ON BRIBERY

VIDEOS

The Bribery Act
 GDPR
 Modern Slavery

E-LEARNING COURSES

The Bribery Act
 GDPR
 Modern Slavery

COMMUNICATION

25 videos

10 e-learning courses

People aren't always going to get along, but they've got a better chance of being successful together if they can communicate with each other. Keep the channels of communication open in your business.

"Credible, useful and entertaining all at once."

TRAINING AND COACHING TODAY

VIDEOS

Assert yourself
 Assert yourself video extras
 Assertive versus aggressive
 Assertiveness tips
 Body language
 Closing a phone call
 Email etiquette
 Formatting a report
 Going to a meeting: part 1: messing up a meeting
 Going to a meeting: part 2: meeting menaces
 Inside information
 Inside information video extras
 Meetings, bloody meetings
 Meetings, show you understand
 Meetings, work to a joint solution
 Phone greetings
 Phone skills
 Planning virtual meetings
 Preparing to present
 Presentation is everything
 Presentation tips
 Running virtual meetings
 Structuring a presentation
 Structuring a report
 The apprentice: case studies on teamwork

E-LEARNING COURSES

Assert yourself
 Body language and assertiveness
 Communicating on the phone
 Communicating in writing
 Meetings
 Going to a meeting, part 1: messing up a meeting
 Going to a meeting, part 2: meeting menaces
 Inside information
 Meetings, bloody meetings
 Presentation is everything
 Presentation skills

CUSTOMER SERVICE

35 videos

12 e-learning courses

High-impact lessons for front-line teams. Designed by leading experts, like Dr Peter Honey, our must-have resources inspire customer service teams every day.

"Delivered beyond my expectations."

MARS

VIDEOS

A human touch
 Agreeing actions
 Asking the right questions
 Behaviour breeds behaviour
 Behaviour can help or hinder
 Choosing your behaviour
 Company and product loyalty
 Complaints
 Controlling the call
 Dealing with objections
 Demanding customers
 Discovering their needs
 Dropping your emotional baggage
 Email and web chat
 Finding out what they want
 First impressions on the phone
 Getting into their head
 Getting to a solution
 How not to approach people
 If looks could kill
 Knowing your stuff
 Listening to the customer
 Mr chatty
 Mr rude
 Mrs arrogant
 Mrs picky
 Questioning techniques (part 1)
 Questioning techniques (part 2)
 Showing them the benefits
 Social media and the customer
 Social media and you
 STANCE
 Storytelling
 Team and customer loyalty
 Using your voice effectively

E-LEARNING COURSES

Advising the customer
 After sales
 Body language and assertiveness
 Communicating effectively
 Complaints
 Customer types
 Customers on the phone
 First impressions
 If looks could kill
 Online customers Service for sales
 The power of behaviour
 When things go wrong

HEALTH & SAFETY

3 videos

3 e-learning courses

Every day we literally get closer to the end of the world. Luckily, unlike the inevitable fiery destruction of our home planet, we can take action on health and safety. It's all about taking care of the little things so they can't come back to bite us later.

"Being alive is a dangerous business."

ROBERTWEBBON MANUALHANDLING

INFLUENCE & NEGOTIATION

24 videos

8 e-learning courses

Principles of persuasion and negotiation for anyone who needs to influence at work.

"A brilliantly entertaining and effective learning library."

INFLUENCEATWORKCEO STEVEMARTIN

LEADERSHIP

34 videos

14 e-learning courses

Leadership is an activity and not a position. Help your managers and aspiring leaders take the next step and learn the more strategic aspects of leading a team.

"I watched the new Leadership Essentials and they're perfect to send to learners."

NEWSQUEST

VIDEOS

E-LEARNING COURSES

Display Screen Equipment
Manual Handling
Working at Height

Display Screen Equipment
Manual Handling
Working at Height

VIDEOS

E-LEARNING COURSES

Admit your weakness
Always ask... "compared to what?"
Ask "How can I help?"
Ask for help
Be more human
Focus on the small number
Get introduced
Highlight similarities first
Influence through others
Look for likable features
Make the first move
People live up to what they write down
Positive labelling
Reduce choice. Increase influence
See-saws and trade-offs
The groundwork
The home team advantage
The rule of the rare
Three charms; but four alarms
Turning 'No' into 'Yes'
Use loss not gain to persuade others
Use ranges to motivate people
Use the same language
When things go wrong

Achieving goals & commitments
Being a 'people person'
Helping hands
Less is more
Making your case
Negotiating - tying the knot
Negotiating tactics
Using similarity

VIDEOS

E-LEARNING COURSES

Act swiftly
Avoid the ego barrier
Avoiding conflict
Being loved
Brainstorms
Communicate fully
Control freakery
Deal with problems
Dithering
Empathy
Everyone's a teacher and everyone's a learner
First among equals
Forming and storming
Fostering innovation
Have a clear vision
How to stop them leaving
How you behave matters
Imagine best and worst case
Jamie's kitchen: leadership
Jamie's kitchen: teamwork
Learn from success & difficulty
Make formal learning work
Norming and performing
One question, several answers
Pass it on
Pass it on video extras
Self-awareness
Self-regulation
Show them how it's done
Show you believe
The importance of mistakes
The importance of small talk
The only way is ethics
Unleashing your creativity
Vanity

Creativity and innovation
Crisis management
Emotional intelligence
Ethics
Everyday learning
First among equals
Jamie's kitchen: fifteen lessons on leadership
Jamie's kitchen: fifteen lessons on teamwork
Leadership sins
Pass it on
Practical leadership
Team decision making
Team development

MANAGEMENT

32 videos

11 e-learning courses

Must-have skills for managing people. Deliver swift, concise and effective learning for new and would-be managers.

"The experience is intense...feel confident that the subject will be covered thoroughly."

PERSONNELTODAY

PERFORMANCE MANAGEMENT

13 videos

6 e-learning courses

With our help, your line managers will learn the techniques required to manage performance through appraisals and beyond.

"The actors are excessively authentic. And this is what makes the film exceptional."

WORLD MEDIA FESTIVAL

PROJECTS & CHANGE

15 videos

4 e-learning courses

Help your managers plan for change and persevere in the face of resistance.

"People respond because it shows how leadership and teamwork works in real life."

VOLVO

VIDEOS

E-LEARNING COURSES

A bad news meeting - limit the damage
 A bad news meeting, listening
 A counselling meeting
 Absence minded
 Active listening
 Behavioural interviewing
 Can you spare a moment?
 Coaching goals
 Coaching tips
 Discipline - check the facts
 Learning through practise
 Listening to the candidate
 Making decisions
 Managing problem behaviour
 Motivating through feedback
 Motivating through information
 Motivating through praise
 Preparing to coach
 Preparing to give bad news
 Probing in interviews
 Reasons for absenteeism
 Recognising absenteeism
 Setting smart targets
 Setting the scene for counselling
 Solutions to absenteeism
 Solutions to discipline issues
 The reasons behind discipline issues
 Training bit by bit
 Training with context
 Valuing the individual
 Valuing the team
 Valuing their job

Absence minded
 Behavioural interviewing
 Counselling
 Being a leader
 Dealing with absenteeism
 Developing your team
 Difficult conversations
 Managing discipline
 Motivating your team
 One-to-one training
 Recruiting

VIDEOS

E-LEARNING COURSES

Beyond the review meeting
 Giving criticism
 How am I doing?
 Making a performance diagnosis
 Managing performance everyday
 Performance matters: the importance of praise
 Performance matters: the need for constructive criticism
 Performance review preparation
 Performance review: code red
 Performance review: every appraisee's dream
 Performance review: every managers nightmare
 Preparing for a review
 Sharing praise

Managing performance everyday
 Performance review: code red
 Performance review: every appraisee's dream
 Performance review: every managers nightmare
 Performance reviews
 Praise and criticism

VIDEOS

E-LEARNING COURSES

Champions
 Controlling quality
 Defining a project
 Gatekeepers
 Implementing a project
 Jamie's school dinners: living with change
 Jamie's school dinners: managing change
 Own the change
 Perseverance
 Planning a project
 Project management
 Resisters
 The Apprentice: case studies on projects
 The four stages of change
 The ultimate change show

Change
 Jamie's School Dinners: living with change
 Jamie's School Dinners: managing change
 Managing projects and processes

SALES

16 videos 6 e-learning courses

From consulting to close, proven techniques for successful sales professionals.

"This is some of the best training I have done."

ACUMMINS LEARNER

WELLBEING

32 videos 9 e-learning courses

Improving wellbeing and productivity for everyone at work.

"What if 'positive thinking' and relentless optimism aren't the solution to happiness?"

OLIVER BURKEMAN, JOURNALIST AND VIDEO ARTS EXPERT

WORKPLACE

22 videos 10 e-learning courses

Behavioural skills to help all employees succeed in the workplace.

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

TRAMS PERKINS

VIDEOS

Ask for the order
Ask questions
Being a business partner
Being a consultant
Being a problem solver
Closing the sale
Explain the benefits
Keep trying
Meet objections
Research
Set objectives
The art of selling
The Dictator
The Ditherer
The Ducker
Think bigger

E-LEARNING COURSES

Closing sales
Control and close
Consultant selling
Difficult sales
Needs and objectives
The art of selling

VIDEOS

Be kind to yourself
Celebrate small accomplishments
Don't compare your insides to other people's outsides
Don't confuse effort with results
Don't spread the anxiety virus
Embrace your introverts and pessimists
Embracing failure
Empathy
Entrust people
Fire your inner critic
Get everything out of your head
Get physical
Gratitude
Just don't think about it! - the backfire effect
Keep a sense of perspective
Keep learning
Memento mori
Mind-reading
Multi-tasking
Reward people like grown-ups
Show your vulnerabilities
Targeted acts of kindness
The bias towards action
The cheese sandwich solution
The first hour of the day
The perils of over-planning
The power of ritual
The worst-case scenario
Transparency
You are not your emotions
You can't force fun
You don't have to 'feel like it'

E-LEARNING COURSES

Criticism and failure
Emotions versus evidence
Getting stuff done
Happiness habits
Inside your head
Personal wellbeing for managers
Planning
Practical wellbeing
Team wellbeing for managers

VIDEOS

30 ways to make more time
Constructing a budget
Controlling a budget
Co-ordinating a budget
Don't believe the myths
Don't negotiate separate parts
Getting a fair deal
How to be a colleague
How to support your apprentice or intern
Making time
Pitching high
Prioritising your time
Stress and delegation
Stress and exercise
Stress and prioritisation
The balance sheet barrier animation
The power of behaviour
The ultimate stress show
Time management and interruptions
Time management tips
Use behaviour to help an interaction
You can choose how to behave

E-LEARNING COURSES

30 ways to make more time
Dealing with stress
Finance and budgets
Making time
Managing yourself
Negotiating
The balance sheet barrier animation
Understanding behaviour
Workplace generations