

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

CONVERSATIONS

18 videos

4 e-learning courses

Managers have always had performance-related discussions with employees. However, the growing trend towards more frequent and informal reviews means that those conversations, and the consequences of them, happen more frequently.

"Focussing on next steps rather than last month got the best results. All it needs is a little chat."

ANNE, CHARACTER IN FILM

VIDEOS

Appreciating development
Asking for feedback about oneself
Between one-to-ones
Early warning signs
Handling conflict
Helping your manager discuss your development
How to receive feedback
Micro Goals
Opening a conflict conversation
Performance versus career development
Preparing for a one-to-one
Preparing yourself for a conflict conversation
Third-party feedback
Three styles of feedback
Questions to help staff think about their development
Running a one-to-one
Unexpected conflict
What is a 'one-to-one'?

E-LEARNING COURSES

Feedback
Development discussions
Performance conversations
Talking through conflict

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

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."

ROBERT WEBB ON MANUAL HANDLING

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."

INFLUENCE AT WORK CEO STEVE MARTIN

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

VIDEOS

Display Screen Equipment
Manual Handling
Working at Height

E-LEARNING COURSES

Display Screen Equipment
Manual Handling
Working at Height

VIDEOS

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

E-LEARNING COURSES

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

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

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

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

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

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

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

UNCONSCIOUS BIAS AND DIVERSITY

14 videos

5 e-learning courses

Discover the principles to create an inclusive work environment.

"The landscape has changed a great deal and now we are concerned about creating workspaces where people can flourish."

FEMI OTTOJU, CHALLENGE CONSULTANCY, FOUNDER

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
Managing projects and processes
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

VIDEOS

E-LEARNING COURSES

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

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

VIDEOS

E-LEARNING COURSES

Allocating roles
An introduction to unconscious bias
Being busy or bothered beefs up the bias
Events and logistics
Find out about people - don't even try to guess
Inclusive means celebrating diversity not ignoring it
Listen out for all voices
Look for your customers' unique needs
Maintaining harmony & dignity
One person's banter is another person's bullying
Neurodiversity
Overcoming unconscious bias
Think beyond the binary
Trans Awareness

Inclusive leadership
Respect and inclusion at work
Thinking of others
Unconscious bias
Workplace Diversity

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 course

Behavioural skills to help all employees succeed in the workplace.

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

TRAVIS PERKINS

VIDEOS

E-LEARNING COURSES

Be kind to yourself	Criticism and failure
Celebrate small accomplishments	Emotions versus evidence
Don't compare your insides to other people's outsides	Getting stuff done
Don't confuse effort with results	Happiness habits
Don't spread the anxiety virus	Inside your head
Embrace your introverts and pessimists	Personal wellbeing for managers
Embracing failure	Planning
Empathy	Practical wellbeing
Entrust people	Team wellbeing for managers
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'	

VIDEOS

E-LEARNING COURSES

30 ways to make more time	30 ways to make more time
Constructing a budget	Dealing with stress
Controlling a budget	Finance and budgets
Co-ordinating a budget	Making time
Don't believe the myths	Managing yourself
Don't negotiate separate parts	Negotiating
Getting a fair deal	The balance sheet barrier
How to be a colleague	animation Understanding
How to support your apprentice or intern	behaviour Workplace generations
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 and interaction	
You can choose how to behave	