



VIDEO ARTS PLAY

iLearn[®]
ONSITE | ONLINE | TRAINING

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
extrasAssertive 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."

ROBERT WEBB ON MANUAL HANDLING

VIDEOS

Display Screen Equipment
Manual Handling
Working at Height

E-LEARNING COURSES

Display Screen Equipment
Manual Handling
Working at

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

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

VIDEOS

E-LEARNING COURSES

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

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."

PERSONNEL TODAY

VIDEOS

E-LEARNING COURSES

A bad news meeting - limit the damage	Absence minded	Absence minded
A bad news meeting, listening	Active listening	Behavioural interviewing
A counselling meeting	Behavioural interviewing	Counselling
	Can you spare a moment?	Being a leader
	Coaching goals	

VIDEOS

Coaching tips	Reasons for absenteeism
Discipline - check the facts	Recognising absenteeism
Learning through practise	Setting smart targets
Listening to the candidate	Setting the scene for counselling
Making decisions	Solutions to absenteeism
Managing problem behaviour	Solutions to discipline issues
Motivating through feedback	The reasons behind discipline issues
Motivating through information	Training bit by bit
Motivating through praise	Training with context
Preparing to coach	Valuing the individual
Preparing to give bad news	Valuing the team
Probing in interviews	Valuing their job

E-LEARNING COURSES

Dealing with absenteeism
Developing your team
Difficult conversations
Managing discipline
Motivating your team
One-to-one training
Recruiting

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

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

E-LEARNING COURSES

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

VIDEOS

E-LEARNING COURSES

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

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."

A CUMMINS LEARNER

VIDEOS

E-LEARNING COURSES

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

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 OTITUJU, CHALLENGE CONSULTANCY, FOUNDER

VIDEOS

Allocating roles
An introduction to unconscious 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

E-LEARNING COURSES

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

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

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."

OLIVER BURKEMAN, JOURNALIST AND VIDEO ARTS EXPERT

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 and 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 generationsrs