

Video Arts Titles



Attitude and motivation

If looks could kill - The power of behaviour

The best of motives, part 1: Nobody ever tells us

The best of motives, part 2: Nobody ever asks us

Change

Days of change - An analysis of the process of change

Jamie's School Dinners: Living with change

Jamie's School Dinners: Managing change

The grapevine - Communicating in a world of change

The ultimate change show - Implementing change successfully

Communication

An inside job - Meeting internal customer needs

Assert yourself - Learning to be assertive

Body language - What the window cleaner saw

Going to a meeting, part 1: Messing up a meeting

Going to a meeting, part 2: Meeting menaces

I wasn't prepared for that - Overcoming the fear of making presentations

Ideas into action - Stimulating creativity for success

Inside Information - A silo-buster's guide to internal customer service

Meetings, bloody meetings - Making meetings more productive

More bloody meetings - The people side of meetings

Negotiating: Tying the knot - A skill for life

On the receiving end - Making call centres more effective

Performance matters - The importance of praise

Performance matters - The need for constructive criticism

Report writing - The art of writing a good report

Straight talking - The art of assertiveness

Telephone behaviour - The rules of effective communication

The blue movie - Generating great ideas; sparking creative, innovate ideas

The green movie - Empowerment within a framework

The hidden mind - Hare brain, tortoise mind

The red movie - Elements of decision making

Think or sink - Professional team decision thinking

Customer service and quality

Complaints and quality management - Quality through customer service

Demanding customers - Customer care made PERFECT

No complaints? - Complaints and the customer
Stuck on quality

The case of the vanishing customers - Coping with customer conflict

Through the customer's eyes - Improving the quality of your customer service

Who sold you this, then? - Effective after-sales service

Diversity and equal opportunities

Fair's fair - Equal opportunities for all

Not my type - Valuing diversity

Finance

Budgeting - Constructing and controlling budgets

Cost, profit and break-even - Striking a balance between resources

The balance sheet barrier - The basics of business finance

Health and Safety

Making time - Priorities, people and procedures at work

The ultimate stress show - Managing stress

Interviewing

Behavioural interviewing - Taking the guesswork out of recruitment

Can you spare a moment? - The counselling interview

Feedback for performance - Giving and receiving information

How am I doing? - The perfect appraisal

I'd like a word with you - The discipline interview

It's your choice - Selection skills for managers

It's your choice - The interviewee preparation programme

Performance review, part 1: Every managers nightmare

Performance review, part 2: Every appraisee's dream

The appraisal interview - Lessons for both parties in the appraisal

The dreaded appraisal - Both sides of the appraisal interview

The dreaded appraisal - The interviewee preparation programme

Leadership and managing people

30 ways to make more time - Managing your time effectively

Absence minded - Managing absenteeism

First among equals - Leading a team

From Faking it to making it - One-to-one coaching in the real world

How to stop them leaving - Talent management

Into the boardroom, part 1: Profits of doom

Into the boardroom, part 2: What's good for the shareholder

Jamie's Kitchen: Fifteen lessons on teamwork

Jamie's Kitchen: Fifteen lessons on teamwork

Pass it on - Coaching skills for managers

Team spirit? - How to be an effective team member

The coach - The manager's role in helping others achieve

The control of working capital - Putting financial theory into practice

The helping hand - Coaching skills for managers

The kingdom was lost - When it's a team effort, we're all responsible for quality

The unorganised manager, part 1: Damnation

The unorganised manager, part 2: Salvation

The unorganised manager, part 3: Divine intervention

You'll soon get the hang of it - The techniques of one-to-one training

Managing Tasks

Project management - Leading a project team

The paper chase - Cutting back on paperwork

Sales and Negotiation

A widow's story - The importance of life insurance

Call to order - Converting telephone enquiries into sales

Sell it to me, part 1: Preparing the way

Sell it to me, part 2: Doing the deal

So you want to be a success at selling, part 1: Preparation

So you want to be a success at selling, part 2: The presentation

So you want to be a success at selling, part 3: Difficult customers

So you want to be a success at selling, part 4: Closing the sale

Supersalesman - An introduction to relationship selling

The art of selling

The unorganised salesperson, part 1: Valuing your customers

The unorganised salesperson, part 2: Valuing yourself