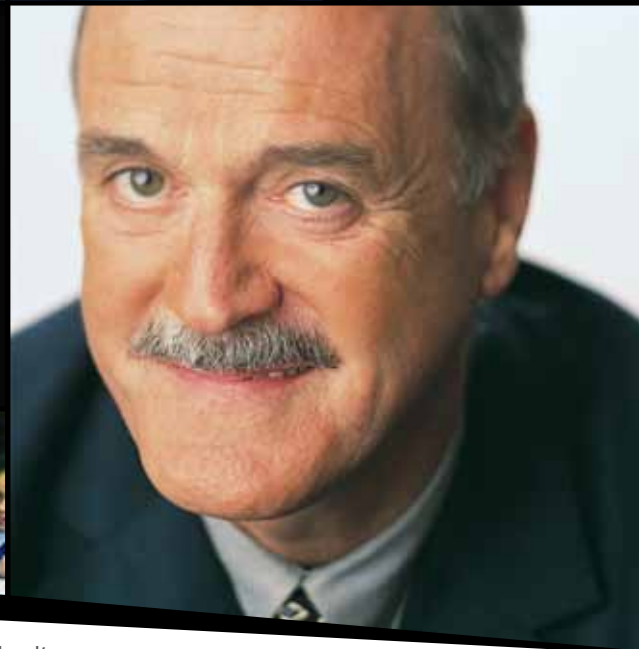




# 2011 Video Arts Resource Guide



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## CONTENTS

Category	Page No.
Change .....	1
Communication.....	2
Customer Service and Quality.....	6
Management Skills .....	8
Managing People .....	11
Selling Skills.....	15
Interviewing .....	18
Finance .....	21
Creativity .....	22
Diversity.....	22
Index.....	23
Digital Learning Options .....	24

## Jamie's School Dinners: Managing and Living with 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 program is broken

down into a series of digestible lessons to help you and your employees deal with change when it occurs in your own workplace and is suitable for all levels of staff across the organisation.

Each program comes with a course leader's guide, self-study workbook and customisable worksheets.

### Part One: Managing Change

This program will teach managers how to introduce change in their organisation. It covers four key learning points: Passion – believing in what you are trying to achieve; People – recognising the types of people in your organisation, from enthusiasts to resisters; Planning – when implementing change, careful planning is essential and can determine whether it will be accepted or not; Perseverance – with change, you can nearly always guarantee resistance so determination is a must.

Duration: 27 mins • Year: 2005 • Price: \$2,000 (ex GST)

### Part Two: Living with Change

In this program individuals will learn how to deal with change when it occurs. 'Living with Change' helps you take your employees through the four different stages of change to minimise fear and confusion. They will reject it, resist it, reflect on it, but in the end resolve it – the challenge and excitement of new opportunities will triumph over all the negative perceptions of change.

Duration: 19 mins • Year: 2005 • Price: \$2,000 (ex GST)





### Assert Yourself

Assertive behaviour means saying what we want, need, feel, think or believe in ways which are direct, honest and appropriate, but also respects the rights of those we are addressing – treating ourselves and those we work with as professional adults. It's the balance between passive and aggressive behaviour.

Passive behaviour has the advantage of avoiding confrontation but fails miserably at getting what you want. While aggressive people often appear to be successful, they rarely win the willing co-operation of their colleagues in the long run. Being assertive, on the other hand, is much more advantageous. Assertiveness does not conflict with listening and accepting the views of others, such as a colleagues or customers, and is more likely to lead to a satisfactory solution to any problem. By behaving more assertively your staff can be more positive, more creative and better equipped to get their job done effectively.

#### Key Learning Points

- What assertiveness is.
- Passive and aggressive behaviours and their advantages and disadvantages.
- Getting your inner dialogue right.
- Honesty and relevance when communicating.
- Assertive responses to different types of behaviours.
- Assertive requests.

Duration: 38 mins • Year: 2008 • Price: \$2,000 (ex GST)

### Managing By Wandering Around

'Managing By Wandering Around' is a handy way to describe effective informal communication by managers. This program will enable you to be able to describe and apply the main skills and to have a chance to practise MBWA away from the workplace.

#### Key Learning Points

- Flying the flag.
- Keeping in touch with what is going on.
- Making and reinforcing personal relationships.

Duration: 25 mins • Year: 1989 • Price: \$2,000 (ex GST)



### Negotiating: Tying the Knot

The skills of negotiation are given a humorous focus by Dawn French and Neil Flynn, playing two thirty something executives in 'Negotiating: Tying the Knot.' It parallels the three stage process of negotiating – the preparation, the actual negotiation and the conclusion of the deal – with the relationship between the two protagonists as it develops from their first date to a lavish wedding. And as negotiations, like relationships, can end in tears, part of the program is devoted to how to behave when things go wrong.

This program makes no claim that negotiation is easy. It does show the best way to make them work and what to do when they go wrong. The aim is always a fair deal for both sides – a certain way of laying good foundations for the future.

#### Key Learning Points

- What's this negotiation about?
- The negotiating 'see-saw'.
- How to behave when things go wrong.
- Aim for a fair deal for both sides.

Duration: 31 mins • Year: 1995 • Price: \$2,000 (ex GST)

### From No to Yes

Persuasion is an art that must be learned by anyone running meetings or trying to influence others if the road to agreement is not to be strewn with acrimony and conflict.

When Martin (Robert Lindsay) complains of high blood pressure, his GP (Phyllida Law) asks him to review his behaviour in meetings. In one particular meeting he was so domineering and dismissive that, not surprisingly, it turned into a slanging match.

The doctor prescribes a three-stage remedy that allows Martin to construct a solution that takes account of everyone's needs. This involves listening actively to show he clearly understands the other person's feelings. He should then win a hearing by explaining his own feelings, then invite other ideas and build on them rather than imposing his own solutions. Reaching agreement then becomes remarkably easy, which is good not only for Martin's management style, but for his health.

Duration: 27 mins • Year: 1988 • Price: \$2,000 (ex GST)



### Straight Talking

This program shows the techniques of assertive behaviour in a series of settings. It demonstrates that assertiveness is simply a way of making sure people and their views get noticed. John Cleese shows that while submissive behaviour can mean that person's point of view will be ignored, aggressive people appear to get their way but do not win the cooperation of others.

**Achieving a Balance.** The basic rule of assertive behaviour is honesty, this makes communication possible. Fear of the response is normally why honesty is avoided, but usually this fear is over-exaggerated.

This program demonstrates how assertive behaviour can work in a variety of situations. It also shows the importance of establishing a negotiating position and sticking to it by using techniques such as 'instant replay'.

#### Key Learning Points

- Stick to relevant issues.
- Establish a bottom line.
- Use 'instant replay' to maintain your position.
- Invite others to help you.
- Negotiate as equals.

Duration: 26 mins • Year: 1991 • Price: \$2,000 (ex GST)

### Agreed

Based on the book 'Never Take No for an Answer', this video takes a seven step approach to negotiations – understand mutual needs, avoid conflict, consider the long term, concentrate on issues, build on common ground, look for creative solutions and seek a win-win outcome.

#### Key Learning Points

- Know what you want.
- Avoid conflict.
- Find common ground.
- Test acceptance.
- Be creative.
- Confirm agreement.

Duration: 30 mins • Year: 1990 • Price: \$2,000 (ex GST)

### Say the Right Thing

Real assertiveness involves clear yet respectful communication, particularly in the face of stress and conflict. By behaving more assertively your staff can be more positive, more creative and better equipped to get their job done effectively.

'Say the Right Thing' teaches the techniques of assertiveness and focuses on assertiveness as a skill to improve individual performance. It will train your staff to identify:

- Aggressive, passive and assertive behaviours.
- What assertiveness is.
- The skills of assertiveness.
- The benefits of assertiveness and appropriate situations for its use.

This programs present you with a variety of difficult situations to show how individuals can develop assertive behaviour by following a simple three-step model. They identify scenarios that will especially benefit from an assertive approach including:

- Disagreeing with colleagues.
- Making your point in meetings.
- Making and refusing requests.
- Handling and giving criticism.

'Say the Right Thing' is presented by Hugh Dennis and combines illustrative drama sequences and expert comment. The program looks at aggressive and passive behaviours, which are natural human reactions when faced with a difficult problem. It discusses the advantages of a considered, assertive approach that your staff can deal with each potentially difficult scenario to the satisfaction of everyone involved.

#### Key Learning Points

- Think right; realise that aggressive and passive reactions are not the only options and decide on the right course of action in any particular instance.
- Behave right; understand the importance of correct body language and tone of voice.
- Say it right; listen and understand, state feelings and thoughts, state what you want.
- Probing; questions that reveal more.
- Replay; the repetition of words and phrases to restate and maintain your position.
- The pack emphasises that you should only use assertiveness to reach a win-win outcome and not to manipulate or score points.
- The trainers guide contains very detailed advice on how to run an assertiveness workshop for your staff in six sessions.
- There are full handouts and a very clear plan of action for each session, including practical tips on how to overcome problem areas.

Duration: 40 mins • Year: 1995 • Price: \$2,000 (ex GST)

### Meetings Bloody Meetings

Many meetings lead to boredom, frustration and confusion, yet the ability to chair meetings is a crucial test of a manager's ability. This worldwide best-selling program shows how to make meetings more effective and productive. In a nightmarish court presided over by Judge Robert Hardy, Tim (John Cleese) faces criminal charges for his negligent chairing of meetings.

**Guilty as Charged** – Having witnessed his last few meetings, the court finds him guilty on five counts: failure to inform others; failure to plan the agenda; failure to control the discussion; and failure to record the decisions.

The judge demonstrates how the techniques, disciplines and logic of running a meeting parallel those of conducting a court case, and shows what would happen if he ran his court the way Tim runs his meetings. Tim wakes from his nightmare having learnt the five disciplines that will make his future meetings more effective and more motivating for those that attend.

#### Key Learning Points

- Plan the meeting in advance.
- Prepare and circulate a precise agenda.
- Allocate sufficient time to each item on the agenda.
- Structure and control the meeting.
- Summarise and record decisions.

Duration: 35 mins • Year: 1993 • Price: \$2,000 (ex GST)

### Messing Up a Meeting

Everyone's been to meetings that don't work – ones that leave you frustrated or bored. But meetings can work positively – they can build teams and make an organisation more effective. These positive meetings are not always down to the work of the chairperson. Each and every attendee can also help to make the most of meetings.

#### Key Learning Points

- Identify the problems caused by those who go to the meetings they attend (including themselves)
- You will be able to recognise how to make a better contribution to meetings by:
  - Doing their homework.
  - Keeping their contributions short and to the point.
  - Keeping cool.
- You will also be able to deal effectively with destructive behaviour from: wafflers; turf warriors; assassins; dominators; and interrupters
- Devise an action plan to improve the contribution they make to meetings.

Duration: 18 mins • Year: 2002 • Price: \$2,000 (ex GST)



### More Bloody Meetings

This new version of 'More Bloody Meetings' shows that chairing a meeting is not just about getting the procedures right; it is also about getting the people to work together.

Tim (John Cleese) dreams he is back in the same nightmarish court, ruled over by Judge Robert Hardy, in which he appeared in 'Meetings Bloody Meetings'. This time, Tim is charged with three offences all relating to his neglect of the human side of meetings. Evidence is produced which shows that Tim has broken the first law of meetings; failure to control aggression. As scenes from a recent meeting reviewing the organisations systems show, he didn't allow Debbie to let off steam. He took sides, he failed to bring in other people to defuse the tension and he didn't stick to facts.

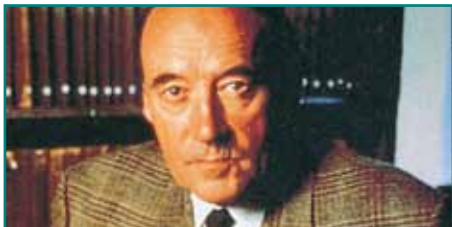
The second charge faced by Tim is that he allowed the meeting to get sidetracked. He needed to focus the group by staying alert, staying on the subject, testing comprehension of key points and checking specific facts.

The third charge is that Tim failed to make sure that everyone had their say. Instead, he is bounced into a decision. The judge shows what would happen if he ran his court the way Tim runs his meetings.

#### Key Learning Points

- Unite the group and control aggression.
- Focus the group and keep to the point.
- Mobilise the group and get everyone involved.

Duration: 28 mins • Year: 1996 • Price: \$2,000 (ex GST)



### Body Language at Work

Desmond Morris turns his expert eye to non-verbal communication in the workplace. In communication skills training it's vital you include body language – an often overlooked element. Understanding body language can: help us appreciate what people are thinking and feeling; help us put our own messages across without distracting, misleading and often unconscious mannerism getting in the way.

**Tailor Made Programs.** You'll come across non-verbal signs and signals in every area of communication, and this series deals with three of those areas at work. There is a core program plus three additional modules covering body language in management, selling and dealing with the public.

**Core Program.** This scene-setting program covers: first impressions – eye contact, gesture and posture to inspire confidence; mirroring – to demonstrate sympathy and rapport; identifying body language which contradicts the spoken word; and understanding people's sensitivity to their personal space.

**For Manager's.** A large part of any manager's job is communicating with others in meetings, presentations and interviews. Body language is a vital part of all these situations.

**For Salespeople.** Here you'll see how salespeople use their own body language to create a good impression, build a relationship with the customer and persuade the customer to buy. Understanding the customer's body language will help to recognise buying signals and use territory to their advantage.

**For the Frontline.** When dealing with the public, it means knowing how to use body language to good effect in various situations. This includes reassuring people under stress, calming angry customers, showing empathy and understanding, and defusing group behaviour.

**A Balanced View.** There's a distinction between understanding body language and using it to manipulate. When more than half of all communication is non-verbal, just taking the first steps in this fascinating area will make your dealings with others far smoother.

Duration: 21 mins • Year: 1986 • Price: \$2,000 (ex GST)

### It's a Deal!

This program shows you need complete confidence, good planning and thorough preparation to negotiate well. Fortunately, these are skills you can acquire and improve.

'It's a Deal!' provides a framework that you can apply to every negotiation. You can also use it to train your staff to take negotiations from the initial planning stages through to a successful win-win outcome.

This training program package shows:

- How effective preparation and bargaining will give you the required result leaving both parties feeling that they have got a good deal.
- Builds your confidence so you can control and enjoy negotiations.
- Lets you be flexible and anticipates all eventualities.
- Enables you to avoid a stalemate.

Based on research into effective negotiation techniques, this drama-based program features a typical negotiation, taking a two-phase approach: preparation and bargaining. Each phase is broken down into easily managed modules.

Duration: 56 mins • Year: 1998 • Price: \$2,000 (ex GST)

### Put It in Writing

This program succeeds in explaining the techniques required to get your point across in writing clearly and persuasively, even if you are not a natural writer.

Everyone can improve their written communication skills. This training pack succeeds in explaining the techniques required to get your point across in writing clearly and persuasively, even if you are not a natural writer. Nisha coaches two of her colleagues: Marcus who is struggling to write a letter and Alan who is trying to write an email.

This program is ideal for those that find it hard to get started on written tasks and is also useful for those who are uncertain about some of the conventions on writing or wish to write persuasively.

#### Key Learning Points

- Gathering the relevant information.
- Planning.
- Identifying the 'purpose of writing'.
- Using the active voice.
- Avoiding business jargon.
- Avoiding pomposity.
- Short sentences.
- Short paragraphs.
- Checking and proofing.
- The benefits.

Duration: 20 mins • Year: 1998 • Price: \$2,000 (ex GST)

### Report Writing

Phil is an expert in his field. Unfortunately, his expertise is engineering, not report writing. Phil's difficulty is the way he expresses ideas on paper; this means that these ideas are never fully understood or valued. In this new training program Phil learns how to communicate his ideas in a clear, well-structured report, thanks to the help of his boss Denise (Dawn French).

'Not only did they accept all your recommendations without question, they also minuted their congratulations on the report. The best they've ever received', Denise (Dawn French) tells Phil upon her return from presenting the report. But, as this program demonstrates, reaching this successful conclusion was a painful process. Until Denise takes him through the various stages of report writing, Phil is unaware of the disciplines required to construct an effective, persuasive report. At the draft stage, Denise admits that Phil has put everything into the report, but wonders whether the executive committee are capable of getting anything out.

Denise gets Phil to admit that he can no more expect to write a report without an objective than he could design an electric pump without a specification. With patient coaching, Phil learns the four key principles of the classic report structure: position; problem; possibilities; and proposals.

He then learns to avoid technical jargon. Instead he uses plain English, with short words, short sentences and short paragraphs. Denise explains that solid text is also very daunting, so making the report easy to read is equally important. 'Double-space it. And leave wider margins, with nice little headings and subheadings? And some jolly little indentations? Not more than about eight lines to a paragraph.' Size is important. Next Phil learns the importance of size. Denise helps Phil to condense his report to the bare essentials by filtering out all supporting data such as calculations, legislation, cost comparisons and so on. These get in the way of key findings and are best placed in an appendix. Finally, all that remains is packaging, not just a fancy binder, but restating the objective, listing sources and references and providing a one-page executive summary of the main points.

#### Key Learning Points

- List objectives and organise key points.
- Structure the argument.
- Use plain English.
- Make it look readable.
- Package it attractively.

Duration: 23 mins • Year: 1993 • Price: \$2,000 (ex GST)



### I Wasn't Prepared for That

The skills of preparing and delivering a successful presentation are explored and explained in 'I Wasn't Prepared for That'. It shows that the main reasons most people either don't do presentations, or do them badly, is fear. Fortunately, by following the three simple lessons in the program anyone can control their fears and with the right preparation, give a professional presentation. When Rachel (Dawn French) is asked to make a presentation she recoils in horror at the thought of addressing a group of people. But as her colleague (Robert Lindsay) points out, no-one knows Rachel's job better than she does – so she is the person best qualified to put her point of view across.

#### Key Learning Points

- Prepare – know to whom you're talking and what you want to say.
- Structure the presentation using position, options and proposal.
- Tailor the presentation to the needs of the audience.

Duration: 30 mins • Year: 1996 • Price: \$2,000 (ex GST)

### Making Your Case

'Making Your Case' demonstrates the way in which presenters can go wrong and shows how they can soon be put right. It is designed to inspire confidence in an area where confidence is rarely found. Our heroine is a young manager (Suzie Blake) preparing for her first presentation to the company's board. On the eve of the big day, she dreams she is Alice in Wonderland – making a presentation to those most merciless of critics, the King and Queen of Hearts. They pounce on Alice's three crucial mistakes – poor presentation, confused structure and nervous delivery – but fortunately the Mad Hatter is on hand to offer timely advice. On waking, Alice remembers her lesson and makes a presentation that 'goes like a dream'.

Duration: 25 mins • Year: 1982 • Price: \$2,000 (ex GST)



### Inside Information A Silo-Buster's Guide to Internal Customer Service

Most organisations recognise that exceptional service is vital to winning and retaining customers – but very few treat their internal customers with the same level of respect and support as they do their external customers. Those that do are stronger, more effective and more productive. The performance of every individual within the organisation depends upon the performance of others and unfortunately a 'silo' mentality is all too common. Mistakes are seen as the fault of other groups, and problems as the responsibility of other departments.

This program is suitable for all those who want to break down 'silos' in their organisations and build productive working relationships with people from different departments. It will teach you what internal customer service is and why it is important, how to communicate with internal customers and meet their needs, and ultimately how to work together with a sense of trust and shared purpose.

#### Key Learning Points

- Develop closer, more efficient working relationships with those in other teams/ departments, along with a sense of respect and unity.
- Treat internal customers in the same way as external customers, giving them the best possible support and service.
- Communicate effectively with internal customers and identify each other's expectations.
- Work with colleagues to put the interests of the organisation – and the external customer – before the narrower interests of your own departments.

Duration: 20 mins • Year: 2008 • Price: \$2,000 (ex GST)



### Presentation is Everything

We've 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've got the message across in an interesting and engaging way. Alan (Matthew Horne) is an old hand at presentations. He's given more than he cares to mention: and more than his audiences care to remember!

Cue Christine (Sally Philips) helps him reflect on his less glorious efforts and help him think through his preparation, structure and style to ensure that everyone leaves his presentations understanding what he was trying to tell them.

This humorous program looks at the fundamentals of good presentation skills: structure, slides and delivery.

#### Key Learning Points

- Participants will learn:
- How to structure an effective presentation.
  - How to use slides to support the points: without conflicting with them, repeating them or confusing them.
  - How to capture and maintain audience interest and attention.

Duration: 17 mins • Year: 2010 • Price: \$1,500 (ex GST)



### How to Lose Customers without Really Trying

It's easy to put customers off; just be aggressive – or defensive. Thankfully, it's equally easy to keep customers satisfied. From sales to services, at a retail check-out or a reception desk, the same guidelines apply – as this program clearly demonstrates. Customer care can be trying, not all customers are pleasant. But it is vital to treat them all as personal guests, making them welcome and indulging their whims. Yet too many staff resort to attacking behaviour – by being patronising or superior – or defensive behaviour – where they ignore the customer altogether or fail to accept responsibility. These humorous sketches lay the foundations for customer care and provide a concrete set of behavioural rules to make customers happy to come back again and again. This program provides a memorable demonstration of the dos and don'ts of customer care. These include finding the real need behind a request, agreeing to a solution with a customer and seeing things through to a successful conclusion.

#### Key Learning Points

- Put yourself in the customer's position.
- Identify the customer's real need.
- Acknowledge and involve the customer.
- Accept responsibility, even if it is not your fault.
- See it through until the customer is satisfied.

Duration: 33 mins • Year: 1989 • Price: \$2,000 (ex GST)

### Keeping Customers Cool

'Keeping Customers Cool' provides frontline staff with practical, focused training in handling customer complaints. It highlights that staff behaviour is the key to stopping a difficult situation turning into an explosive one. It's their ability to respond positively to the customer – not losing their temper or showing their irritation – that is crucial. The drama follows a young package holiday rep who is given an insight into how customers over the world over act as they do, and why they end up being branded as difficult. By 'listening', 'questioning', 'empathising', 'confirming' and 'taking action', the rep gains the confidence to deal with customers and turn the difficult situations into positive ones.

Duration: 33 mins • Year: 1994 • Price: \$2,000 (ex GST)



### No Complaints Part One Complaints and the Customer

The link between customer complaints and quality is tackled in this new two-part series. Part One shows the five steps to solving the customer's problem. Part Two shows how to prevent the problem recurring. This two part program shows the vital link between customer satisfaction and quality. It highlights how complaining customers are an invaluable source of information for improvement.

Part One: Complaints And The Customers is a convincing portrayal of three different situations where staff have to cope with a complaint:

- Face-to-face with an irate customer in the store.
- Over the phone with a high-powered individual who makes regular and increasingly sarcastic calls.
- By phone with a dissatisfied supplier demanding payment.

Part one shows the five rules for handling complaints. In each instance we learn that the first priority is to cope with the emotional side of the complaint by listening to the customer and secondly, by sympathising with their predicament. The next objective is to get to the root of the problem by asking the right questions. By identifying the causes of the trouble, an appropriate course of action can be agreed.

#### Key Learning Points

- Listen and sympathise.
- Ask the right questions.
- Agree a course of action.
- Check it is carried out.

Duration: 24 mins • Year: 1995 • Price: \$2,000 (ex GST)



### No Complaints Part Two Complaints and Quality Management

There is only one thing worse than a problem which leads to a dissatisfied customer and that's a problem that crops up again and again because no-one has attempted to solve the underlying issue.

There are three areas that give rise to complaints; people, processes and products. Complaints And Quality Management shows how to avoid complaints reoccurring by identifying the root causes and then using the information to improve the quality process. Jackie Hassall (Dawn French) the retail manager of Parker & Gibbs responds to persistent complaints by initiating a witch-hunt. But she soon learns that it's better to research the problem without apportioning blame.

Jackie then learns that, rather than sort out a problem on her own, she should let the people involved find the solution. Next, Jackie discovers that problems often lie in the lack of co-ordination between different departments, so she must get departments networking. Finally, Jackie learns to agree measurable targets and monitor them.

Successful organisations appreciate the link between complaints and total quality management. They know how to handle complaints when they arise and most importantly take action to prevent them from happening again.

#### Key Learning Points

- Investigate – don't accuse.
- Let staff find the solution.
- Get departments networking.
- Agree and monitor targets.

Duration: 32 mins • Year: 1995 • Price: \$2,000 (ex GST)



### The Kingdom was Lost

This training pack is designed to show people the critical importance of attention to detail in their everyday work. The purpose of THE KINGDOM IS LOST is to help people recognise their responsibility for the quality of their work and show them how to act upon it. It will make them think twice before saying: 'I can't be bothered', 'No-one will notice if I don't do that', 'It's only a minor detail', 'Just this once won't matter', 'It's not my job to do that'

Use of The Kingdom is Lost will enable individuals to: understand the importance of attention to detail in their everyday work; recognise the contribution which everyone must make if their organisation is to achieve the levels of performance needed to survive and prosper; understand how to deliver high quality work by applying the 3 A's – attitude, awareness and action; and apply the lessons from "The Kingdom is Lost" to their own circumstances at work and produce an Action Plan.

The video is the story of how a simple typing error and a train of events which led to a huge, prestigious architectural project for the Millennium going disastrously wrong.

#### Key Learning Points

The program is a fundamental lesson for everyone in today's pressurised organisation. Use it for training sessions on:

- Induction
- Quality
- Customer Service
- Empowerment
- Teamwork
- Planning and Project management
- Accuracy and attention to detail

Duration: 21 mins • Year: 1996 • Price: \$2,000 (ex GST)



### Telephone Behaviour

This is a new version of the program called 'Telephone Behaviour: The Power and The Perils' The situations are different but the lessons remain the same.

John Cleese returns as presenter but in addition to demonstrating the virtues of professional telephone behaviour, he also examines how to use voicemail effectively. In the new version Barbara Smith, the Assistant Manager of a Marketing Department, prepares to give the local business community a short seminar about profession telephone skills. Unfortunately her own skills in this department leave a great deal to be desired and she makes almost all the mistakes possible. Fortunately, Cleese is on hand to guide her and help her overcome her shortcomings.

This new program employs a diverse selection of everyday business scenarios – ranging from an estate agent's office to an insurance company, from a travel agency to a computer helpline – to show that the basic rules of good telephone use apply wherever people work.

#### Key Learning Points

- **The Verbal Handshake**  
Answer Within Four Rings, Introduce Yourself, Establish if it's convenient.
- **Controlling The Call**  
Asking Open Questions, Active Listening, Record and Repeat.
- **Closing The Call**  
Volunteer Useful Information, Where Do We Go From Here.
- **Voicemail**  
Updating Messages, Prioritising Calls, Preparing to leave Messages.

Duration: 34 mins • Year: 1997 • Price: \$2,000 (ex GST)



### On the Receiving End

In today's highly competitive business environment an ever-increasing number of organisations rely on call centres as a major part of their sales and customer care activities.

Working in a call centre is a specialist task, requiring more than just a good telephone manner. Call centre staff must learn to cope not just with the stress of working in a high pressure environment – where the enquiries are endless. To make things worse, they must endure the stress of dealing with different types of enquiry and the boredom of repeat questions.

'On The Receiving End' amusingly demonstrates the special skills required for successful call centre work. It shows the importance of listening carefully to assess the customer and their needs, controlling the conversation by asking relevant questions and repeating important information.

Sometimes the unfamiliarity of dealing with call centres makes customers difficult and unreasonable. Often the best way to develop a positive relationship is to sympathise with their frustration and encourage them to let off steam. Good operators learn to manage emotions – the customer's and their own – whilst living within the rules and practices of their organisation.

A successful relationship, the program shows, is developed by clearly explaining the available options and agreeing to a solution, ensuring the customer has understood each step along the way, spotting the opportunities to give added value, and closing the call by taking personal responsibility for what has been agreed. The result will be a happy customer, fulsome in their praise of the service and no longer fearful of call centres – a contented customer who will not hesitate to call again.

Duration: 30 mins • Year: 1998 • Price: \$2,000 (ex GST)



### Demanding Customers

Anyone in an organisation who has customer contact has to face, at times, demanding customers. Front-line staff will be able to tell you who they are, as well – those who nit-pick, those who talk too much, those who demand immediate and unconditional attention, no matter who might be inconvenienced as a result – the list goes on. Dealing with people such as these can be irritating and frustrating, enough to break the will power even of the customer service paragons in your organisation. Yet we need to be able to deal with them efficiently and politely because, in the end, they are all customer whose loyalty we need and value. 'Demanding Customers' is a program for training anyone who has to face customers – whether new members of staff or experienced customer service professionals.

The message in 'Demanding Customers' is that the way we handle these people has to be P.E.R.F.E.C.T. a useful acronym that stands for:

- Polite
- Efficient
- Respectful
- Friendly
- Enthusiastic
- Cheerful
- Tactful

Duration: 25 mins • Year: 1998 • Price: \$2,000 (ex GST)

### If Looks Could Kill

This light-hearted program raises some simple but key issues, and expresses them in a professional, down-to-earth manner. Any staff watching this program will learn how to deal with customers by being professional and choosing their behaviour. Personal problems and prejudices should be hidden, and customers should be welcomed and put at their ease.

#### Key Learning Points

- Behaviour breeds behaviour.
- Behaviour is a choice.
- Behaviour can be used to help a transaction.

Duration: 28 mins • Year: 2000 • Price: \$2,000 (ex GST)



### An Inside Job Meeting Internal Customer Needs

Everyone in an organisation forms part of a 'customer service chain'. But the chain is only as strong as its weakest link. In 'An Inside Job', Inspector Dapper (Edward Petherbridge) reveals how the chain leads from those dealing with external customers' right through the organisation.

Dapper investigates a 'serious violation of customer service' in the hotel mismanaged by Mr Jitters (Hugh Laurie). He identifies how people in departments not dealing directly with customers actually contributed to the crime. Dapper outlines three steps to creating an effective internal customer perspective. First, identify your internal customers, finding out who they are and why they need you. Then, consult them about their needs. Finally, serve them, as though they were external customers.

By following these three simple steps staff can be motivated to put internal customer care into practice throughout their organisation – so that the smile the customer sees is not a sham.

Duration: 23 mins • Year: 1990 • Price: \$2,000 (ex GST)

### Who Sold You This Then?

The opening sequence introduces Charlie Jenkins, the unsalesperson of the year: the service engineer who, in a few words spoken to a customer, can undo all the effort and money the company pours into advertising and selling its products and itself.

You don't have to be a Charlie – in the end we see Charlie as a service engineer who gets it right. This time Charlie is no Charlie and gradually restores the customer's faith in the salesperson, the company, the product and even himself. Charlie suggests how sensible it would be for the customer to have his purchase serviced regularly or even to trade up to a later model.

The program is aimed primarily at service engineers but contains lessons which can be used by any member of the staff who has to deal with customers and their complaints.

Duration: 19 mins • Year: 1991 • Price: \$2,000 (ex GST)



### The Unorganised Manager Part One Damnation

The first two parts of 'The Unorganised Manager' series show that no matter how efficient managers may think they are, they cannot be fully effective until they learn how to manage their time. 'Part One: Damnation' a hard-working manager is so disorganised that he unwittingly makes the lives of his family and colleagues a misery. His disorganisation leads to an early heart attack and a confrontation with St Peter. By being given a second chance on Earth, he is able to learn the principles of time management in a way that viewers, many of whom will be unaware of their own faults, can easily relate to.

#### Key Learning Points

- Ideal for incorporating into time management and delegation courses at junior management level.
- Engaging and humorous plot to make messages highly memorable.
- Wrong-way, right-way scenarios help managers learn practical skills.
- To show managers the importance of adopting essential time-management and delegation skills.

Duration: 24 mins • Year: 1996 • Price: \$2,000 (ex GST)



### The Unorganised Manager Part Two Salvation

'Part Two: Salvation' the manager has returned to Earth full of enthusiasm, but his inability to establish priorities and to delegate effectively lands him back in front of St Peter. This program shows why managers should consider the actual purpose of their jobs, and not the function. They must learn how to schedule time for active tasks, while leaving time for reactive tasks. By delegating and retaining responsibility, they will make more effective use of their own time and that of their team, and contribute to everyone's motivation and morale.

#### Key Learning Points

- Ideal for incorporating into time management and delegation courses at junior management level.
- Engaging and humorous plot to make messages highly memorable.
- Wrong-way, right-way scenarios help managers learn practical skills.

Duration: 26 mins • Year: 1996 • Price: \$2,000 (ex GST)

### The Unorganised Manager Part Three Divine Intervention

'The Unorganised Manager' series is renowned as the world's most popular training resource for management effectiveness. The first two parts explain the secrets of time management. This new program, 'Divine Intervention' builds on these lessons to demonstrate that managers must then be able to organise others if they are to improve the performance of their teams. All the programs in the series tackle a basic management dilemma: the contrast between efficiency (doing the job right) and effectiveness (doing the right job).

#### Key Learning Points

'Divine Intervention' demonstrates through John Cleese and Nigel Lindsay, the three key lessons: clarify responsibilities, set standards, agree targets.

Duration: 21 mins • Year: 1997 • Price: \$2,000 (ex GST)



### 30 Ways to Make More Time

Most people may 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 their colleagues or team they work with.

'30 Ways to Make More Time' demonstrates that time management training can be applied to anyone within an organisation. It uses memorable and engaging characters in many different situations to highlight the issues of time management, showing both the right and the wrong way of doing things.

#### Key Learning Points

- Start the day correctly in order to be more productive.
- Prioritise tasks by deciding which ones are important or urgent.
- Handle meetings.
- Use the phone or email more effectively.
- Identify 'time robbers' and build the right defences against them.

Duration: 27 mins • Year: 2008 • Price: \$2,000 (ex GST)



### Ultimate Stress Show

Pressure is all part of simply being alive, if there were no pressure we wouldn't do anything, but excess pressure leads to stress and that can be a very bad thing. When people make positive remarks (mistakenly) about stress they actually mean pressure. It's pressure that 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. In the United Kingdom it is estimated that one third of absence from work is stress related – other industrial countries (USA, Australia) report similar findings. It represents a very large financial cost to organisations and an equally large personal cost to individuals in the form of physical and behavioural symptoms.

This program is all about limiting the potential stressors at work that can lead to damaging stress. Admitting to and dealing with stress isn't a weakness it's a positive action that can reap huge personal and organisational rewards.

'Ultimate Stress Show' shows how our own behaviour can be stressful to ourselves and others and how changes to that behaviour can lead to a more stress-free working environment. This program shows a host of stressed characters in a multitude of scenes being guided by a Guardian Angel through an Eight Point Plan:

1. Get your priorities right.
2. Consider needs and workloads.
3. Listen to your people.
4. Communicate clearly.
5. Be positive.
6. Learn to say 'no'.
7. Earn respect and trust.
8. Be flexible.

Duration: 30 mins • Year: 2000 • Price: \$2,000 (ex GST)

### Making Time

Not every individual is a manager or can delegate work to others, and must learn that making timework for them is a key life skill. This program focuses on three essential elements of time management in a practical, down-to-earth way: prioritising and planning, dealing with people, and working procedures.

The drama shows some classic problems that crop up in any busy office, and how they can reduce individual and team productivity if they're not dealt with correctly. One individual is totally unorganised; one is so organised that she spends too much time rescheduling her personal organiser; and another is let down by the first two people.

They realise that planning and prioritising are all necessary for their tasks, and that even minor interruptions like phone calls have to be dealt with. Learning to be assertive and saying 'no' are vital skills, and views will be sent back to their desks determined to make every second count.

Duration: 28 mins • Year: 2001 • Price: \$2,000 (ex GST)

### Paperchase: How to Clear Your Desk

This program shows how paperwork can hinder efficiency, not help it. It explains the rules to follow to make sure that you control the paper around you rather than let yourself be dominated by it. Delia (Dawn French) works in an office swamped by paper. It's everywhere – on her desk, on chairs, even on the floor. But she doesn't think this is a problem; she's convinced that she needs it close to hand in order to do her job. Delia's new manager, Joanna (Jennifer Saunders) is horrified by the chaos and sets about changing Delia's ways. Joanna persuades Delia that there are only four kinds of paper in any office; paper you have to do something about; paper you have to pass on; paper you have to keep and paper you can dispose of. Together they clear out Delia's office, by filing documents that need to be kept or read, passing on documents that others need to see and throwing away the rest. Having cleared the backlog, Delia is then in a position to deal with her work effectively. She can prioritise action papers and spend her time on important tasks rather than trying to find things.

#### Key Learning Points

Deal with paperwork in one of four ways: act on it; pass it on; file it; and bin it.

Duration: 30 mins • Year: 1991 • Price: \$2,000 (ex GST)



### Project Management

This program aims to give those tasked with managing projects the skills to maximise their team's performance. Everyone has to manage projects, but not everyone knows how to do it well. Bad management skills can be a costly drain on time and money, causing frustration and stress for everyone concerned. This program provides a complete solution to the issues, exploring the techniques for project team leaders to better manage their project team, and so meet the project objectives.

In this program a manager is organising an office move, but she's made some common mistakes. She has failed to define the objectives to the project properly, her team's responsibilities are not agreed and the project is in danger of failing. Fortunately, she is shown the right way to do things. She has a special program on her PC which provides invaluable advice to her, and to the program's viewers, and helps her learn the key stages of project management. With the right project technique and by following appropriate people management skills, the move is achieved on time and one budget.

The manager enjoys greater job satisfaction from her accomplishment, and her team is more motivated, happy and committed to her and the business.

#### Key Learning Points

- Suitable for anyone running a project, whatever its size.
- Clearly illustrated techniques to put into practice
- Focuses on project teams, as well as project mechanics.
- Comprehensive pack for running a course and individual self-study.

Duration: 40 mins • Year: 2001 • Price: \$2,000 (ex GST)



### Jamie's Kitchen: Fifteen Lessons on Teamwork

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. 'Fifteen Lessons on Teamwork' identifies the key stages of team development: forming, storming, norming and performing. It follows Jamie's young trainee chefs as they move through these stages to come together as an effective unit. The program identifies four easy-to-remember learning points so your team can apply the trainees' experiences to improve their own team skills:

1. **Get it straight.** This corresponds to the team development stage known as forming, when the team members are put together for the first time. The goals and expectations of the team have to be clearly established. Individual team members ask themselves what they each bring to the team.
2. **Get on board.** The team is now at the storming stage. Individual strengths and weaknesses start to emerge as team member's work out how to support each other. Individual wants and needs have to take second place to what the team needs.
3. **Get stuck in.** The team now moves into the norming stage, where ground rules are established. The team has to work out how to resolve conflict and solve problems, as well as dealing with practicalities such as how tasks are shared out. It's a time to make sure everyone is committed to the team's goals.
4. **Get better.** This learning point corresponds to the performing stage, when the group is functioning as a true team. The question for the team now is: Are we learning all the time, not just from the good things but also from our mistakes? The team must also keep striving to achieve more, both individually and together.

#### The Benefits

- Real life example of classic team development in action.
- Energetic style will keep audience engaged.
- Motivational for all teams.
- Encourages continual development.
- Relevant for all levels of team.

Duration: 27 mins • Year: 2004 • Price: \$2,000 (ex GST)

### Jamie's Kitchen: Fifteen Lessons on Leadership

Jamie is a natural and instinctive leader. And anyone who takes on a leadership role can learn a lot from watching him in action. Part of the new two-part 'Jamie's Kitchen Training Series', 'Fifteen Lessons on Leadership', demonstrates that leadership is an activity and not a position. Leaders and potential leaders will identify with Jamie's honesty and openness. The program covers five key learning points backed up by real examples from Jamie's journey:

1. **Lead the way.** Jamie shows how a good leader makes sure everyone is clear about what is expected of them. He also has a clear vision of where he wants the project to go and can communicate this in a way everyone can understand.
2. **Show them how.** Jamie is a highly visible leader who sets a great example to his team. He knows that when it comes to leadership, actions speak louder than words. He demonstrates how a good leader is prepared to tackle the unpleasant tasks as well as the pleasant ones.
3. **Believe in them.** Jamie shows total belief in his team. His positive approach to coaching, always looking for things to praise, really pays off. Even when his team mess up, he gives them the message that they can and will get it right. He is not afraid to delegate.
4. **Deal with it.** Jamie shows enormous responsibility throughout the project, personally, professionally and financially. He understands that if things go wrong, he – and no one else – will carry the can. His honesty in sharing how this affects him will strike a chord with all leaders.
5. **Learn and adapt.** Jamie learns continually throughout the project. He learns about himself and about his team, discovering which techniques of leadership work best for each team member. If one way of tackling a problem doesn't work, he tries another.

#### The Benefits

- Believable example of a leader in action.
- Positive role model to inspire your audience.
- Will improve skills of both new and existing leaders.
- Pressurised role reflects real life for today's leaders.
- Energetic style will keep audience engaged.

Duration: 25 mins • Year: 2004 • Price: \$2,000 (ex GST)





### How to Stop Them Leaving: Talent Management

Someone resigning often comes as a complete shock. Even if you saw the warning signs, and just didn't do anything about them, the number of thoughts that simultaneously rush into your head is immense. Why are they leaving? Could I have stopped it? How much is it going to cost to find a replacement? How will we manage without them?

There are many different reasons why employees might want to leave, and money isn't usually one of them. This program highlights the 3 key reasons why employees might want to leave – stress, feeling undervalued, or just plain boredom – and demonstrates, for managers, how to spot when an employee might be thinking of going, how to find out what has caused that situation and how to prevent it from turning into a resignation.

The learning points are suitable for all levels of management, and are easy to understand – and the use of recognisable characters makes them even more memorable.

Duration: 25 mins • Year: 2004 • Price \$2,000 (ex GST)

### Coaching for Results

Strong coaching skills are invaluable to any business. Through effective coaching, managers can encourage and motivate staff, change attitudes, bring in new ideas and increase job satisfaction. 'Coaching for Results' presents a three-step model to enable your managers to introduce a coaching culture into your organisation by: introducing the problem in a non-threatening way and exploring the use of cause and effect questions; drawing out a solution for the individual being coached and checking understanding of ideas; and agreeing to a follow up plan and setting review dates. The resource program expands upon this three-step model and shows coaching in practice.

Duration: 25 mins • Year: 1993 • Price: \$2,000 (ex GST)

### Teams and Leaders

You have a group of different people with a task to perform – and you need them to work as a team. It is one of management's most difficult challenges. How you can use this program:

- For management training. To help people coming into management or supervision for the first time.
- For a session on motivation. To understand what factors inspire team members to perform more productively.
- To give people an understanding of team building – the process and concepts involved.
- With existing teams – to give them an insight into how teams behave, and why they succeed or fail.

Paul, a work group member, accuses his senior manager Vincent of ignoring the needs of the people who work under him and making it impossible for them to function as a 'productive' and well-motivated team. Having recently been on a hill-walking expedition in Wales with a group of five friends, Paul draws a parallel between the group of friends on the walk and the group of people in the office. He argues with Vincent that the formation of a strong team with a common purpose is vital to the success of any enterprise.

#### Key Learning Points

Identify what is a team and what is a leader, identifies three key roles people play in successful teams, doing, caring and thinking, identify the hallmarks of a good team and the stages in team development.

Duration: 20 mins • Year: 1989 • Price: \$2,000 (ex GST)

### The Helping Hand

Understanding the importance of coaching and then learning how to coach is not easy. Managers need to decide which tasks a team member could take responsibility for and coach him or her accordingly. How to accomplish this is clearly illustrated and explained by John Cleese, who plays the presenter of a training video on coaching. This fictional program features a manager (Robert Lindsay) who knows absolutely nothing about coaching, so Cleese has to coach Lindsay until he is competent. We watch Lindsay learn how to identify exactly where the need for coaching lies, how to conduct the coaching itself and then how to monitor the results. What originally appears a daunting task proves to be an invaluable tool for corporate and individual development.

#### Key Learning Points

Agree the topic, identify the goals, promote discovery, set the parameters, authorise and empower and recap.

Duration: 38 mins • Year: 1990 • Price: \$2,000 (ex GST)

### Building the Perfect Team

Managers must understand that people bring more than their skills and experience to a team; they bring their personalities as well. Utilising people's behavioural strengths to create a balanced team adds immensely to both group and personal performance. This program dramatises Dr Meredith Belbin's team-role theory, and explains how to identify nine key team roles for a balanced team. It shows that although each team member in an example team has a functional role, for example, marketing in accounts, they also have team roles. These are critical to the team's success. Each of the nine roles is defined and shown in action.

#### Key Learning Points

- Team members have functional and behavioural roles.
- Teams need a balance of roles.
- Well balanced teams perform more effectively.

Duration: 20 mins • Year: 1991 • Price: \$2,000 (ex GST)

### You'll Soon Get the Hang of It

An organisation is only as good as the people who work for it – and that all depends on how well they've been trained. The updated version of 'You'll Soon Get the Hang of It', is the definitive program on the techniques of one-to-one training. Written by and starring Hugh Laurie, it looks at both the theory and practice of training in a typically humorous and memorable fashion. Hugh Laurie, the presenter of the program, shows how important it is for managers and team leaders to be able to teach the people in their care how to do a job. In a variety of situations – including a warehouse, office, hotel, and even a dentist's surgery – this new program demonstrates the psychology of why people want to learn and then how to help them.

We are shown that training demands careful preparation and understanding of what is to be taught and to whom the teaching is to be given. Hugh then takes us through a series of sketches that are in themselves perfect examples of how to deliver training: putting the lessons into context, breaking the process into digestible chunks and letting the trainee practice each step. Finally, he shows us that it is important to offer praise and encouragement, and to review at each stage to ensure that the training is effective. As Hugh points out: 'It's human nature to want to learn; the desire is already there. A trainer's job is to give it a nudge now and then'.

Duration: 28 mins • Year: 1992 • Price: \$2,000 (ex GST)

### Meeting Menaces

Everyone's been to meetings that don't work – ones that leave you frustrated or bored. But meetings can work positively – they can build teams and make an organisation more effective. These positive meetings are not always down to the work of the chairperson. Each and every attendee can also help to make the most of meetings.

#### Key Learning Points

- Identify the problems caused by those who go to the meetings they attend (including themselves).
- You will be able to recognise how to make a better contribution to meetings by: doing their homework; keeping their contributions short and to the point; and keeping cool.
- You will also be able to deal effectively with destructive behaviour from: wafflers; turf warriors; assassins; dominators; and interrupters.
- Devise an action plan to improve the contribution they make to meetings.

Duration: 22 mins • Year: 2002 • Price: \$2,000 (ex GST)

### Pass It On

This program is designed to give managers the coaching skills they need to guide and encourage their people towards greater performance.

Coaching is vital, but frequently neglected. Whilst line managers are increasingly expected to take on the responsibility for coaching, very few are truly trained to do so. A recent CIPD survey showed that 63% were involved in coaching activity, with organisations looking to create in-house coaching capability rather than recruit external coaches on an ad hoc basis. Yet, a meagre 2% of respondents trained their line managers to do it.

In addition, line managers may feel they're far too busy and not see its importance. But coaching is a mainstream management role; it's essential that managers pass on knowledge and develop the skills of the people who work for them.

Effective coaching helps people to progress and contribute more fully to the business objectives and ensures that individuals get the one-to-one guidance they need to perform to the best of their ability.

Written by Armando Iannucci ('The Thick of It' and 'I'm Alan Partridge') 'Pass It On': uses clear messaging, humour and practical, believable examples of how to get coaching right (and wrong). It also demonstrates the way in which effective coaching can facilitate development through any organisation and how personally rewarding it is for the coach too.

Duration: 36 mins • Year: 2007 • Price: \$2,000 (ex GST)



### Managing Performance Everyday: Beyond the Appraisal

This program is aimed to show managers how to manage performance on a day-by-day basis and not rely on an occasional performance related meeting to get improved performance. To many managers, managing performance means the annual appraisal and little else. In today's modern and highly pressurised workplace, it is all too easy for a manager to forget that his or her primary responsibility is to get the best out of those they manage.

So how do managers do this? This learning resource takes this fundamental management question and provides some answers. The program follows David (IT Manager) and Louise (Marketing Manager) as they find out what managing performance really means. David is laid back, too friendly, lacks consistency and is unclear what he wants and expects as a manager. In contrast, Louise is highly organised but does not involve her team through collaboration. As a result her team members do not develop as they should. In 'Managing Performance Everyday', we see David and Louise learn an easy to follow five-step process of beyond the appraisal, and how to put this in to practice. And as a result, they begin to see real benefits both to the performance of their teams and to the output of their project they have been jointly working on.

#### Key Learning Points

- Demonstrates the easy-to-follow five-step process to help managers encourage their people to deliver world class performance.
- Support materials will give the trainer and the manager every tool they could ever need to change the way their organisation develops and utilises the abilities of every individual.

Duration: 25 mins • Year: 2003 • Price: \$2,000 (ex GST)



### From Faking It to Making It

This program is designed to provide managers with the skills to guide and encourage individuals towards greater performance. Based on the successful Channel 4 TV series, 'Faking It', this new program will provide both newcomers and experienced managers with a practical framework that can be used to coach others, which will empower and improve productivity.

Using a real-life example from the series, the program demonstrates how Sian Evans, a reserved professional cellist, was trained to become a London club DJ over the course of one month by a team of coaches.

After being taken from her countryside lifestyle to London, Sian was taught how to mix records and given dance lessons and a crash-course in clubbing culture. With the aid of expert coaching she received, Sian was successfully transformed and was able to convince a panel of experts that she was a seasoned DJ.

This program uses strong simple messages, which are easy for managers who need to learn the fundamentals of coaching to understand and relate to their own circumstances.

These messages include identifying the objective with the learner at the outset, understanding the importance of building skills, confidence and attitude, and taking the process one step at a time. Successful coaching is a rewarding experience, not just for the learner whose abilities are enhanced and horizons widened, but also for the coach.

#### Key Learning Points

- Real-life examples of successful coaching.
- Engaging way to look at the subject area of coaching.
- A clear structure for learning coaching skills.
- Relevant for all levels of team development.

Duration: 25 mins • Year: 2006 • Price: \$2,000 (ex GST)

### Team Leading

**The aim.** Inspiring leadership is the key to business success. 'Team Leading' covers the challenges every manager faces in trying to lead a team and looks at what managers need to do in order to develop, guide and support their staff so that they function as an effective and motivated team.

This pack offers the following training for managers:

- Giving the team direction and information that will allow them to do the job in their own way.
- Managing conflict constructively by helping the team to resolve its problems.
- Recognising team strengths and encouraging others to see them.
- Praising achievements and championing the team to outsiders.
- Monitoring the team's progress, giving feedback and coaching when necessary.

Duration: 74 mins • Year: 1994 • Price: \$2,000 (ex GST)

### Performance Matters: The Need for Constructive Criticism

This program is designed to enable managers to employ criticism as a means of preventing the recurrence of mistakes and improving staff performance. Nobody enjoys being criticised, which is why few managers relish the prospect of criticising their staff – yet it has to be done. Everyone makes mistakes, but no-one can be allowed to go on making the same mistake – and people shouldn't have to wait until an appraisal to discover they have done something wrong.

This program is set in the offices of a district council, where an oversight in preparing for a meeting leads to the rejection of a sensitive planning application.

#### Key Learning Points

- Helps managers understand that criticism is an essential part of a manager's responsibilities.
- Shows why people should only be criticised for what they've done, not what they are.
- Emphasises how criticism done badly can make things worse.
- Lays down seven rules for ensuring that criticism is conducted effectively and without acrimony.

Duration: 21 mins • Year: 2001 • Price: \$2,000 (ex GST)

### Performance Matters: The Importance of Praise

This program is designed to ensure that managers understand how to use praise to make their staff realise that their efforts are appreciated. At the top of the list of why people think of leaving their jobs is the fact that they feel they aren't appreciated enough. This new program makes the point that giving praise where it's due is a management tool that's powerful, cheap and easy to use. It can bring amazing results in terms of increasing the quality and quantity of the output of the people who work for them, providing it is correctly applied.

A department with a high staff turnover is in danger of losing another member: the individual displayed initiative and commitment in helping a customer, yet their manager could only criticise the unauthorised expense of a taxi fare.

The employee's attitude changes with renewed enthusiasm when the manager shows interest and appreciation in a job well done. Among the rules learnt are that it's important to let people know why they are being praised; make sure that the effect isn't ruined by a sting-in-the-tail remark, and to pass on praise from customers or superiors.

#### Key Learning Points

- Addresses the reasons why managers don't praise.
- Shows the value of adding praise to the corporate culture.
- Makes managers aware that it's important to seek opportunities to praise staff.
- Provides six easily remembered rules for praising staff correctly.
- Proves that praising is not a natural gift but a learnable skill.

Duration: 21 mins • Year: 2001 • Price: \$2,000 (ex GST)

### Ten Training Tips

**The aim.** To help non-specialist trainers who are called on to train.

**About the program.** Today many people who are not specialist trainers are being called on to train. But do they know how? John Townsend is an internationally acclaimed expert on the training of trainers. In an entertaining, lively and original style to reflect John's unique approach, this ten module Masterclass includes: the difference between a training course and a presentation; starting and finishing with a bang – not a whimper; structuring your course; presenting and facilitating; using visual aids and sound; appealing to feeling; and turning challenging participants to your advantage.

Duration: 38 mins • Year: 1994 • \$2,000 (ex GST)

### Team Working How to Become an Effective Team Worker

**The aim.** Teams do not simply form themselves. Managing and participating in a team involves more than merely bringing people together and following instructions.

**About the program.** Team-based structures are the most effective and rewarding way for people to work together. Team workers are motivated, satisfied, productive and flexible. Such businesses are more responsive to change and perform better than traditional hierarchies.

Through a combination of drama and documentary, 'Team Working' illustrates how: team working avoids duplication of effort and allows members to share knowledge and experience; that teams need to value people and their ideas and allow everyone to participate; that teams need to establish their own ground rules; that projects need to be carefully planned with goals set; stages defined and progress reviewed; and how successful teams recognise individual strengths.

#### The benefits

- Comprising two videos, the first video of 'Team Working' looks at what it really means to work as part of a team.
- The second video 'Conflict Resolution' focuses on the relationship between two team members, and how to analyse and resolve conflict.

Duration: 37 mins • Year: 1994 • Price: \$2,000 (ex GST)

### Selecting the Perfect Team

**The aim.** To learn the skills to select candidates who are a perfect fit for both a functional position and an existing team role.

**About the program.** Based upon Dr Meredith Belbin's credible team-role theory, this program, part of a three-part series, provides support for managers involved in selection. Belbin's research indicates that fewer recruitment disasters arise when managers search for people within their own organisation, since these people are likely to fit more readily into existing teams. As this humorous drama unfolds, it highlights that eligibility of candidates does not necessarily mean they are suitable to fit into the team. Impressive qualifications, sparkling track records, glowing references and dynamic interview techniques may be red herrings. Managers will learn to identify the team role required to balance the team. By following this simple-to-follow and memorable technique, managers will avoid costly recruitment decisions, and select better, more suitable candidates.

Duration: 26 mins • Year: 2001 • Price: \$2,000 (ex GST)

## The ART of Selling

**The aim.** To ensure staff who deal with customers learn the key skills, techniques and behaviours of selling.

**About the program.** The best thing about dealing with a good salesperson is you don't feel like you're being sold to. As far as you're concerned you're just receiving good service.

'The Art of Selling' is designed to equip your staff with all the skills and techniques they need to approach sales opportunities with confidence.

To make this program as relevant as possible, it looks at many different scenes in which all sales staff can relate to such as: department store, DIY store, bank services, such as mortgages, overdrafts, loans and insurance, shoe shop and many more.

'The Art of Selling' uses humorous right and wrong way scenarios to teach new skills in a memorable way. It covers the four key stages of selling, in both retail and financial situations:

1. Winning the customer's confidence: how your actions can affect customers.
2. Discovering their need: the importance of listening to your customers.
3. The importance of product knowledge: how knowing your products inside out will help you offer your customers what they want, and in turn build your confidence.
4. Closing the sale: why silence could be your new best friend.

Included in the program are specific DVD extras for both the retail and financial sales. These cover everything from handling complaints to dealing with obnoxious customer.

Duration: 20 mins • Year: 2007 • Price: \$2,000 (ex GST)



## A Widow's Story

This is the story of a young family – struck by tragedy when Ian, a loving husband and caring father, suddenly dies. But Ian didn't have enough life insurance. Jill is left to face the battering consequences of an uncertain future, and struggling to bring up three children on her own.

The new version of 'Widow's Story' is as emotive as the original, bringing home how vital life insurance protection is for every family.

Confidence in the product means more sales. This film will strengthen your people's determination to ensure all their clients have proper life insurance protection. The people supporting your sales effort can benefit too. 'A Widow's Story' will motivate and encourage them by showing the human dimension behind every policy and enquiry they have to deal with. This program is a perfect introduction to the world of life insurance. Protection is the foundation on which the industry based – and this film delivers that message forcefully and effectively. Powerful and persuasive – 'A Widow's Story' is ideal for showing to groups of prospective clients, giving the agent or broker a platform for discussion in an informal and relaxed or, as a direct sales aid, it can be shown to individual clients.

Who should see this program?: Agents, Brokers, Advisors, Inspectors, Professional Intermediaries.

Duration: 30 mins • Year: 2007 • Price: \$2,000 (ex GST)





**Preparation**  
Part One: Success at Selling

Cleese learns that before people are able to sell effectively, it is imperative that they get to know all about the customer, researching their position in the organisation, the products on offer and both the past and present relationship the customer has with the sales persons' organisation. This is recommended to experienced sales representatives who have grown complacent and new reps who are learning their craft.

Duration: 25 mins • Year: 1981 • Price: \$2,000 (ex GST)

**Presentation**  
Part Two: Success at Selling

Stressing, selling benefits, handling objections and reading/responding to buying signals, John Cleese takes the sales representatives through the skills and strategies for face to face selling.

Duration: 26 mins • Year: 1981 • Price: \$2,000 (ex GST)

**Difficult Customers**  
Part Three: Success at Selling

This program shows that everyone can be sold to – it's just a case of knowing how to approach them. Cleese learns to blow away smoke screens, sidestep fake objections, identify real ones and then reinstate them in his favour. He discovers that the customer's anxiety, laziness, aggressiveness or vanity can't be fought – but can actually be used to his advantage.

Duration: 29 mins • Year: 1983 • Price: \$2,000 (ex GST)

**Closing the Sale**  
Part Four: Success at Selling

This program deals with every sales persons' ultimate goal. At this critical point, many sales people fear rejection and so delay closing. This program aims to overcome that fear, by showing Cleese in varied closing situations. He learns three main lessons; the most important is to think positive and think big.

Duration: 25 mins • Year: 1984 • Price: \$2,000 (ex GST)



**Sold!**

'Sold!' provides step-by-step training in developing customer relationships. This program combines expert advice with drama sequences and fly-on-the-wall style documentary clips. It shows real sales situations, including interviews with both the client and the sales person. From the cold call to that first appointment, from asking the right questions to closing the sale, this package gives practical training in selling techniques that work and show how you can apply these techniques of varying sales situations.

The package is divided into four modules:

1. The Preliminary Research: how to find out what your customer wants and get the appointment.
2. The Investigation: how to use questions to uncover the customers needs and clarify requirements.
3. The Commitment: how to use different closing techniques and continue the relationship.

Duration: 88 mins • Year: 1993 • Price: \$2,000 (ex GST)



**Sell It to Me**  
Part One

Robert Lindsay's first sales call demonstrates the need to ask open questions. He then shows his inexperience by losing control of his next presentation. Josie Lawrence may know the difference between benefits and features but is far from perfect. She learns to listen to what her customer is actually saying and not make dangerous assumptions which almost lose her a major contract.

**Key Learning Points**

- Preparing the way.
- Ask open questions.
- Keep control of meetings.
- Listen to the customer.
- Explain benefits, not features.

Duration: 22 mins • Year: 1994 • Price: \$2,000 (ex GST)



**Sell It to Me**  
Part Two

Robert discovers how to meet objections, Josie remembers to make customer objections specific so that it is easier to put them into perspective and provide comprehensive benefits. They then both learn how to set realistic objectives and prepare alternatives. Finally, they face the critical area of closing the sale. Even skilled salespeople can fail to spot buying signals or spoil a close by continuing to sell after the deal has been done. Both Robert and Josie learn how to reach a successful conclusion.

**Key Learning Points**

- Doing the deal.
- Make objections specific.
- Put them into perspective.
- Set realistic objections.
- Prepare alternative closes.
- Look for buying signals.

Duration: 24 mins • Year: 1994 • Price: \$2,000 (ex GST)



**The Unorganised Salesperson**  
Part One: Valuing Your Customers

In 'Part One – Valuing Your Customers', Tony Quick (Harry Enfield) shows off his expertise at every opportunity. He's all action-rushing from call-to-call, trying to satisfy customer's whims and inevitably missing appointments.

In contrast Maggie Loyd (Miranda Richardson) researches customers and their potential for profit and growth, then develops those that offer the greatest opportunity. Her approach means fewer calls, even fewer individual sales, but more long-term profit for her organisation.

**Key Learning Points**

- Valuing your customers.
- Collect information.
- Analyse customer's potential.
- Set priorities and stick to them.

Duration: 24 mins • Year: 2002 • Price: \$2,000 (ex GST)

**The Unorganised Salesperson**  
Part Two: Valuing Yourself

Valuing yourself, 'Flash Harry' learns that by valuing himself and his time he will in turn be valued by customers as someone who can offer them specialist knowledge. He also realises that he has to manage his sales meetings and agendas. The truth eventually dawns that being trustworthy is more important and valuable than making a one-off sale.

**Key Learning Points**

- Behave as an equal.
- Manage your meetings.
- Prove you're trustworthy.

Duration: 21 mins • Year: 2002 • Price: \$2,000 (ex GST)

## More than a Gut Feeling

The key to the concept of 'Behavioural Interviewing' is that past behaviour is the best way of predicting future performance. The interviewer is trained to draw from the candidate specific examples of past events which will give a reliable indication of future performance. The structured approach does not preclude 'gut feeling'. Instead it shows how to use intuition to ask better questions and gather more reliable information. This program focuses attention on the 'Behavioural Interviewing' process. This teaches interviewers to pre-plan their interviews, by conducting a thorough review of job requirements, drawing up a list of interview questions, getting behavioural examples in the interview, and then rating the Interviewee's skill to see how they match up to the job specification.

### Key Learning Points

- How past behaviour can predict future performance.
- How to evaluate skills rather than personality.
- How to prepare questions that will elicit information you need.
- How to maintain control of the interview.
- How to use silence as a tool in your interview.
- How to listen effectively and how to use appropriate feedback.
- How to seek 'contrary evidence' to determine whether an applicant truly has the skills you want and need.

Duration: 21 mins • Year: 1989 • Price: \$2,000 (ex GST)

## No Smoke without Fire

This program is about grievance and discipline handling. Marion is 50, hardworking, punctual, a model employee, but a bit prickly. Larry is 25; casual, cocky, frankly pretty idle. He smokes and she doesn't. They share an office, and supervisor Alan doesn't know how to manage them. When the explosion comes, their manager Fay has to pick up the pieces. This program is a realistic account of how things can go badly wrong and the difficult decisions a manager sometimes has to make. It provides an excellent and flexible introduction to grievance handling and discipline.

### Key Learning Points

- Through this program managers and supervisors will:
- Learn how to distinguish between grievances and breaches of discipline.
  - Learn a problem-solving approach to grievances.
  - Learn a firm but equitable approach to discipline.
  - Receive guidance on setting, communicating and monitoring standards.
  - Receive guidance on how to lead a team.
  - Receive assistance in defining their relationships with one another.

Duration: 20 mins • Year: 1989 • Price: \$2,000 (ex GST)

## The Dreaded Appraisal

This program proves that appraisal interviews can be positive experiences for employer and employee, but only if both parties stick to the fundamentals – evaluating the past, consolidating the present and planning for the future.

'The Dreaded Appraisal' – deals with three typical problems anyone running appraisals is likely to face:

1. Shy Sharon – bottles up her opinions and worries, so her team leader (Bryan Murray) never discovers how she feels. He rushes the appraisal, treating it as a chore which they both have to go through.
2. Touchy Tracey – easily takes offence; every comment is seen as a personal criticism. Her team leader (Dawn French) gets drawn into an argument about her personality, not her performance.
3. Aggressive Al – takes over the interview; he sees it as an opportunity to appraise the organisation. He accuses everyone except himself of being inefficient. Not surprisingly, his manager (Robert Lindsay) is exasperated and loses control.

After failing miserably at first, each manager learns the techniques of conducting appraisals. Sharon is asked open questions and feels encouraged when her team leader praises her abilities; Tracey is asked to analyse her own performance through self-appraisal and Alan is told to focus on facts and agrees to realistic, measurable targets.

### Key Learning Points

- Create the right atmosphere with praise and encouragement.
- Ask open questions and listen actively.
- Face up to problems and stick to facts.
- Invite self-appraisal.
- Agree an action plan with measurable targets.

Duration: 25 mins • Year: 1990 • Price: \$2,000 (ex GST)

## Empowering Appraisal

The annual appraisal (or annual review) is an opportunity for managers to assess their team's performance and tackle areas that need improvement in the year ahead. 'Empowering Appraisal' contains everything you need to start, run or improve a company appraisal system. This program uses a realistic drama to outline frequently-made mistakes and suggests ways to improve the skills needed to conduct effective interviews. It also stresses the importance of making objectives measurable, realistic and achievable.

Duration: 61 mins • Year: 1993 • Price: \$2,000 (ex GST)

## Right First Time

People put great effort into recruiting and selecting the right person for the right job. Despite the endeavours, recruiting sometimes feels like a lottery. 'Right First Time' offers you a step-by-step approach to the recruitment process. By using this planned and objective approach, your business will save time, money and energy. The methods shown in this program are based on setting quantifiable objectives for each stage of the recruitment process, from preparing job specifications to making the final decision. Aimed at line managers, the methods shown can be applied to recruitment and selection at all levels.

The first program, emphasises the importance of planning and preparation, and demonstrates how to create a detailed plan that your business can follow through every stage of the recruitment process.

The second program covers what managers should or should not do at the interview stage and stresses the importance of using a structured set of questioning skills.

Duration: 42 mins • Year: 1995 • Price: \$2,000 (ex GST)

## I'd Like a Word with You

The need for a discipline interview usually arises when someone's work performance is not up to the desired standard. But, as many of us recognise, it is never easy to admonish someone you work with.

In 'I'd Like a Word with You' the three characters from the Video Arts programs on interview techniques – Ethelred the Unready, Ivan the Terrible and Gillian the Silent, highlight the pitfalls and consequences of an ill-conceived approach.

Between them they illustrate the classic errors in handling discipline interviews: failing to check the facts on standards and performance before the interview; jumping too quickly to conclusions; and becoming so emotionally involved in the encounter that its real objective, improving performance, is never attempted, let alone reached.

This program illustrates the three key stages of the discipline interview:

- Establishing the gap between agreed standards and actual performance.
- Exploring the reasons for the gap.
- Agreeing how to eliminate the gap.

The discipline interview is never agreeable, but managers who heed the lessons of 'I'd Like a Word with You' can avoid making a drama out of a crisis and overcome potentially damaging workplace problems with comparative ease.

Duration: 29 mins • Year: 1996 • Price: \$2,000 (ex GST)



## How Am I Doing?

Appraisal interviews offer managers a golden opportunity to identify problems and opportunities, motivate staff and improve performance. But beware! The mishandling of such interviews can create the very opposite effect.

Three inept managerial characters show how an appraisal interview should not be conducted: the first never prepares or makes time; the second is too fond of the sound of their own ranting, and the last manager cannot bring themselves to make any criticism for fear of creating bad feeling.

Understandably, the poor employee who is subjected to these face-to-face farces becomes increasingly disenchanted, baffled and alienated.

'How am I doing?' uses the analogy of the distraught interviewee's medical check-up to highlight each manager's mistakes – and to illustrate exactly how an appraisal should be handled.

### Key Learning Points

- A brand new version of the classic program on appraisal skills.
- Suitable for any management skills course or workshop.
- Promotes use of appropriate behavioural skills.
- Targeted at managers and team leaders.

Duration: 26 mins • Year: 2001 • Price: \$2,000 (ex GST)



## Performance Review

Appraisal should be a positive, challenging experience that helps individuals to improve their performance, managers to manage better and makes organisations more attractive and productive places in which to work. Unfortunately not all appraisal discussions achieve this result and some don't even come close.

Success depends on how both parties, the appraiser and the appraisee, behave. If they don't think appraisal matters, if they see it as a box-ticking, form filling exercise, if either of them is badly prepared, if the appraiser lacks the necessary skills, if the appraisee is one of the awkward squad, then no-one should be surprised when the discussion turns out to be a waste of time.

This pack contains two programs. The first illustrates how appraisals should handle every manager's nightmare, the appraisee's who are defensive, silent, weepy, bolshie, bored or skilled at avoiding a discussion that sticks to their own performance.

The second demonstrates what the appraisee can do when they find themselves being appraised by a boss who isn't any good at it.

### Key Learning Points

- Understand how, as an appraiser, they should handle difficult behaviour from those they are appraising.
- Silence.
- Avoiding sticking to a discussion of their own performance.
- Boredom.
- Defensiveness.
- Tears.
- Rudeness.
- Identify specific actions, which they can take to improve their appraisal discussions.

Duration: 50 mins • Year: 2004 • Price: \$2,000 (ex GST)

## Behavioural Interviewing: Taking the Guesswork Out of Recruitment

'Behavioural Interviewing: Taking the Guesswork Out of Recruitment' shows how to conduct an effective interview. It shows that past behaviour is the key to predicting future performance. Rather than using intuition ('I'll know them when I see them'), an interviewer can use the questioning techniques demonstrated to retrieve relevant information based on their past experiences. A candidate's qualifications, experiences, posts they've held, level of responsibilities taken, are all important details that you need to know. But the unanswered question is 'how will they actually perform in the precise job you're advertising?' Because behavioural interviewing is a technique that is so important, so effective and always successful that it needs to be used consciously and systematically in every selection interview.

This new program covers the following five stages of behavioural interviewing technique:

- Draw up a behavioural profile.
- Focus on critical incidents.
- Hide your hand.
- Take your time.
- Make a list of key qualities.

Behavioural interviewing will also show the importance of conducting a thorough review of the job requirements, drawing up a list of interview questions, getting behavioural examples in the interview, and then rating the interviewee's skills against the job specification.

This program also includes the following additional learning material:

- Getting started.
- How to get from broad introductory questions towards more specific 'behaviour' based questions.
- Looking for evidence.
- How to avoid the danger of misinterpreting evidence from a single incident, recognising 'danger words' and watching out for openings.
- Detective work using silence to your advantage, spotting when a candidate is being evasive and the importance of what people leave out as well as what they say.

Duration: 25 mins • Year: 2006 • Price: \$2,000 (ex GST)



Featuring Ricky Gervais

### Can You Spare a Moment

Many people are still not comfortable talking about their personal problems openly at work, but in general we've come a long way from the 'lunch is for wimps' attitude that characterised business just a few years ago. Indeed today, people are more concerned about how they can achieve work/life balance rather than being macho about their workload.

The drivers for this change in focus are not hard to find. Market competition is fierce, the pace of work is intense and change is endemic. Add to this environmental stressors, such as commuting and the ongoing demands of home life, it is no surprise that companies are looking ever more seriously at the ways in which they can support their staff.

It's within this context that forward-thinking managers need to develop their counselling skills. 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.

#### Key Learning Points

- Complements any interview skills or management course.
- Suitable for inexperienced managers, team leaders or personnel staff.
- Realistic yet light-hearted drama reinforces key messages.
- Key sections are ideal for supporting role-plays.

Duration: 25 mins • Year: 2001 • Price: \$2,000 (ex GST)



### Absence Minded: Managing Absenteeism

**The aim.** To help managers tackle absenteeism within their teams, by using a structured and positive approach.

Absenteeism is as common as the general cold and it costs businesses a lot of money. But when someone calls in sick, it doesn't necessarily mean that they're ill. They could be having difficulties because of bullying or experiencing childcare problems. Or they could be just having a game of golf. Even a slight change in the working environment can affect some people's motivation and lead to days off work.

This engaging and humorous program shows a manager who doesn't realise he has an absenteeism problem until it is pointed out to him. He is then persuaded to keep a video diary, so that his team can air their thoughts on the department. This helps the manager to realise that when he takes a positive approach, he can actually reduce the levels of absenteeism quite dramatically.

#### Key Learning Points

This program shows managers how to deal with this sensitive subject area in three simple stages.

1. Acknowledging the problem
2. Identifying the reasons
3. Agreeing a solution

#### The Benefits

- Covers all aspects of managing absenteeism, including the return to work interview.
- Enables managers to acknowledge, prepare and implement appropriate procedures for managing absenteeism.
- Contains a series of actions that will help managers to implement an agreed solution effectively.

Duration: 23 mins • Year: 2002 • Price: \$2,000 (ex GST)



### It's Your Choice

Since the cost of filling a vacancy can be over 25 percent of annual salary, picking the right person is crucial. But too many managers get it wrong. They don't use their ears, their eyes or their tongues.

**Detective Work** – This essential program shows how a selection interview is like detective work: suspects must be eliminated until the right person is found, whether from within the organisation or outside.

**'Ethelred the Unready'** (Hugh Laurie) is totally unprepared. He doesn't know about the job or the candidate and he is constantly interrupted as the interview progresses.

**'Ivan the Terrible'** (John Cleese) would rather trumpet his own opinions than encourage the candidate to talk. **'Gillian the Silent'** (Dawn French) has the opposite problem, she lets the candidate take over, fails to prove or voice her doubts.

Under careful guidance, each manager learns from their mistakes and subsequently handles a selection interview professionally.

#### Key Learning Points

- Prepare; think about the job and applicant, forestall interruptions.
- Listen; put applicants at their ease, encourage them to talk.
- Probe; control the interview, don't avoid asking awkward questions.

Duration: 36 mins • Year: 1993 • Price: \$2,000 (ex GST)

## Budgeting

This program is designed to convince managers that the budget isn't just a vague 'game-plan'. It is a vital business tool for the avoidance of financial disaster.

Carruthers (John Cleese) has a predicament: sales are up 50% on last year, but as Scroggs (John Bird) points out, the increase and the expenditure it incurred were not allowed for in the original budget. Indeed, Carruthers appears to have ignored the budget altogether. With the use of graphics, Scroggs shows him where he went wrong – illustrating what a budget is, why it works and how it is put together.

Managers will learn from this program that they can not separate their working goals from financial realities – and that accountants exist for a very good reason.

#### Key Learning Points

- Construction: Set standards, forecast sales, count costs and be realistic.
- Co-ordination: Consult all departments.
- Control: Review, react and revise.

Duration: 30 mins • Year: 1986 • Price: \$2,000 (ex GST)



## Balance Sheet Barrier

Ask most managers to explain a profit and loss account or a balance sheet and their reactions will range from incomprehension to abject horror. Yet if most managers had a basic understanding of how finance works they would be in a better position to make the important decisions that affect the profitability of their organisation. This new version of 'Balance Sheet Barrier' again tackles the problem of educating otherwise competent and confident managers in the mysteries of business finance. Featuring John Cleese as Julian Carruthers, and Dawn French as Rita Scroggs, this comic duo makes finance into something it has never been before – FUN. Rita demonstrates how a profit and loss account is really just a historical view of the business; that the balance sheet is a snapshot of the business at any one time; and that the cash flow forecast looks at the future cash position of the company in terms of income and expenditure.

#### Key Learning Points

- Introduction.
- Basic Accounts.
- Working capital.
- Making money.
- Profit.
- Real Accounts.
- Cash Flow.
- Summary.

Duration: 32 mins • Year: 1993 • Price: \$2,000 (ex GST)

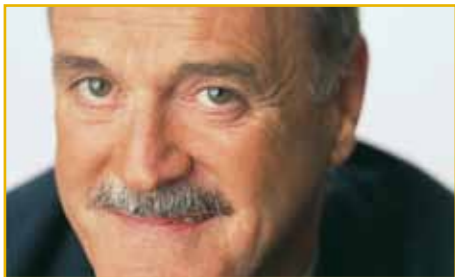
## Control of Working Capital

Customers won't pay on time; suppliers won't deliver until bills are paid; spare capital is tied up in work in progress. It's a catch-22 situation that can bring a business to its knees. Carruthers has now set up business on his own, however he is still making mistakes. Scroggs (Ronnie Corbett) indicates where capital is locked up in Carruthers's business and how to free it. He then points out how sales forecasts and regular meetings can help control working capital.

#### Key Learning Points

- Understanding the importance of cashflow.
- How to release capital within a business.

Duration: 26 mins • Year: 1978 • \$2,000 (ex GST)



**The John Cleese Files**

The John Cleese Files features three programs; 'The Hidden Mind: Hare brain, tortoise mind' dispels the belief that fast decision-making is best and to show the importance of allowing the unconscious thinking-process time and space to flourish. 'Creativity in Management: Open and closed modes of thinking' helps people understand how to think creatively. 'The Importance of Mistakes: Adventures of Gordon the guided missile' aims to create a more relaxed attitude in which creativity can flourish.

Duration: 46, 37 & 40 mins • Year: 1988/91  
Price \$2,000 (ex GST)

**Ideas into Action**

How do you stimulate constant creativity and innovation in your organisation? How do you come up with viable ideas for products and services, processes and procedures that your customers (both external and internal) really want? This program looks at the barriers to fresh, creative thinking and suggests some simple but powerful ways to overcome them. Stimulate profit-related innovation and creativity in your organisation by showing it to everyone.

Duration: 10 mins • Year: 1993 • Price: \$2,000 (ex GST)

**Think or Sink**

This program highlights the need to make professional team decisions in business. Set in a chocolate factory, outgoing M.D., Brian Barter (John Cleese) has made a mess of his last product re-launch. Then new M.D., Arthur Allsop enters, who asks the key question, what went wrong? Barter then goes on to prove that being egocentric and overbearing, he broke the four rules of good decision making and by not asking the right questions, creating a choice of answers, looking at the dangers and opportunities, and not reviewing each stage.

Duration: 26 mins • Year: 1991 • Price: \$2,000 (ex GST)

**The Red Movie  
Elements of Decision Making**

More and more people at work are being asked to make decisions for themselves. However, these decisions often need to be made at increasing speed and under pressure. Set in the 'decision lab', this engaging program uses live action and animation to illustrate Mark Brown's 'red-thinking' phase. It will get the audience thinking about how they make decisions, and where they go wrong. Useful as a 15-minute energiser, or to support a full course, this program will get every level of staff focused on improving the quality of their decision-making.

**Key Learning Points**

- Challenges your existing beliefs about good decision-making
- Learn skills to make better, reasoned decisions

Duration: 16 mins • Year: 1994 • Price: \$2,000 (ex GST)

**The Green Movie  
Empowerment within a Framework**

The green stage of Mark Brown's creative-thinking process enables people to translate ideas into action and make things happen. Using a 'four-box model', it introduces a framework for empowerment – this enables people to take the initiative and motivates them to be responsible for their own ideas. This inspirational program mixes live action and animation to convey its message and is targeted both at individuals and managers. Individuals will be encouraged to 'happen to the world', not let 'the world happen to them'. They will understand when and how to apply initiative and creativity.

For managers who are keen to empower their people, it will help them hand over responsibility without losing control, and give people space to realise their creative potential. This will release dynamism and creativity into the organisation. This program also includes an activities manual to help direct creative thinking.

**Key Learning Points**

- Increases motivation through putting ideas into workable solutions.
- Learn how, and when, to apply creativity and initiative.

Duration: 15 mins • Year: 1994 • Price: \$2,000 (ex GST)



**Fair's Fair**

'Fairs Fair' is designed to show employees how all types of discrimination can and should be avoided in the workplace.

'Fair's Fair' demonstrates some of the common discrimination problems using dramatised case studies. It shows that it may be wrong to treat everybody as if they are the same, because people are individuals. And it may be equally as wrong to treat them as different, either because of stereotypes or by judging one aspect of their persona such as age and race.

Femi Otioju, a leading authority on equal opportunities, takes us through five clear examples.

1. What can we do for him? Dealing with physical disability and how easy it is to make assumptions about others.
2. Ron's girls. How inappropriate language about someone else's gender or sexuality can be offensive and cruel, even if we don't realise it.
3. Present company accepted. About racial discrimination and the importance of non-verbal communication as well as what people say.
4. Can't they take a joke? Covers the issue of age and how jokes at the expense of individuals or groups can offend.
5. Jobs for the boys. This subject brings all the issues together, when two women second-guess their organisation's recruitment strategy with nothing to go on but stereotypical assumptions.

Case studies with/without commentary, and flexible written materials. Sensitive treatment of a problem issue for all staff members. Wide-ranging problems treated in a sensible, practical way

Duration: 30 mins • Year: 1995 • Price: \$2,000 (ex GST)

**#**  
30 Ways to Make More Time .....9

**A**  
Absence Minded: Managing Absenteeism .....20  
Agreed .....2  
An Inside Job Meeting Internal Customer Needs.....8  
ART of Selling, The .....15  
Assert Yourself .....2

**B**  
Balance Sheet Barrier .....21  
Behavioural Interviewing:  
Taking the Guesswork Out of Recruitment.....19  
Body Language at Work .....4  
Budgeting .....21  
Building the Perfect Team .....12

**C**  
Can You Spare a Moment .....20  
Closing the Sale Part Four: Success at Selling .....16  
Coaching for Results .....12  
Control of Working Capital .....21

**D**  
Demanding Customers .....8  
Difficult Customers Part Three: Success at Selling.....16  
Dreaded Appraisal, The.....18

**E**  
Empowering Appraisal .....18

**F**  
Fair's Fair .....22  
From Faking It to Making It .....13  
From No to Yes .....2

**G**  
Green Movie, The:  
Empowerment within a Framework.....22

**H**  
Helping Hand, The .....12  
How Am I Doing? .....19  
How to Lose Customers Without Really Trying .....6  
How to Stop Them Leaving: Talent Management.....12

**I**  
I Wasn't Prepared for That.....5

I'd Like a Word with You .....18  
Ideas into Action .....22  
If Looks Could Kill .....8  
Inside Information:  
A Silo-Buster's Guide to Internal Customer Service ...5  
It's a Deal! .....4  
It's Your Choice .....20

**J**  
Jamie's Kitchen: Fifteen Lessons on Leadership .....11  
Jamie's Kitchen: Fifteen Lessons on Teamwork .....11  
Jamie's School Dinners:  
Managing and Living with Change .....1  
John Cleese Files, The.....22

**K**  
Keeping Customers Cool .....6  
Kingdom was Lost, The.....7

**M**  
Making Time.....10  
Making Your Case .....5  
Managing by Wandering Around .....2  
Managing Performance Everyday:  
Beyond the Appraisal .....13  
Meeting Menaces .....13  
Meetings Bloody Meetings .....3  
Messing Up a Meeting: Going to a Meeting: Part 1 .....3  
More Bloody Meetings.....3  
More than a Gut Feeling .....18

**N**  
Negotiating: Tying the Knot.....2  
No Complaints Part One: Complaints and the Customer..6  
No Complaints Part Two:  
Complaints and Quality Management .....6  
No Smoke without Fire .....18

**O**  
On the Receiving End.....7

**P**  
Paperchase: How to Clear Your Desk .....10  
Part One: Managing Change .....1  
Part Two: Living with Change .....1  
Pass It On .....13  
Performance Matters: The Importance Of Praise .....14

Performance Matters:  
The Need For Constructive Criticism.....14  
Performance Review .....19  
Preparation Part One: Success at Selling.....16  
Presentation is Everything.....5  
Presentation Part Two: Success at Selling.....16  
Project Management .....10  
Put It in Writing .....4

**R**  
Red Movie, The: Elements of Decision Making .....22  
Report Writing .....4  
Right First Time.....18

**S**  
Say the Right Thing.....3  
Selecting the Perfect Team .....14  
Sell It to Me: Part One.....17  
Sell It to Me: Part Two .....17  
Silo-Buster's Guide to Internal Customer Service, A.....5  
Sold! .....16  
Straight Talking .....2

**T**  
Team Leading .....14  
Team Working.....14  
Teams and Leaders.....12  
Telephone Behaviour.....7  
Ten Training Tips .....14  
Think or Sink .....22

**U**  
Unorganised Manager Part One, The: Damnation.....8  
Unorganised Manager Part Three, The: Divine Intervention.....9  
Unorganised Manager Part Two, The: Salvation .....9  
Unorganised Salesperson Part One, The:  
Valuing Your Customers .....17  
Unorganised Salesperson Part Two:  
Valuing Yourself, The.....17  
Ultimate Stress Show .....10

**W**  
Who Sold You This Then? .....8  
Widow's Story, A .....15

**Y**  
You'll Soon Get the Hang of It .....12

# Video Arts Digital Learning Options

**Your favourite training films are now available in digital format! Access the best video learning in the world; when and how you want it.**

## Rentals

Rent any Video Arts title for a week at a time. Simply choose the content you want, let us know when you need it and we'll send you a web link that lets you stream the video for the duration of the rental period.

## Pay-as-you-go

Video Arts Pay-as-you-go service works just like a mobile phone top-up service. Video Arts provide over 1,000 video clips on a hand-held roaming drive for you to unlock as you need them, using credits bought in advance.

## Enterprise Licence

Video Arts Enterprise Licence allows you to search, preview, customise and deliver as much video learning as you need from the most extensive library of its kind in the world. Drop video clips into emails and PowerPoint, or give your employees direct access to unlimited learning.

## Much more than a video

Whether you prefer to rent, Pay-as-you-go or sign up for an Enterprise Licence, all of Video Arts' content includes everything you need to design and deliver the perfect training program:

- Bite-size chapters
- A comprehensive course leader's guide
- Customisable learning materials including objectives, presentation slides, workbooks and certificates

Also, design and deliver your own custom-made training with Blended Learning Packs from Video Arts. Video Arts Blended Learning Packs are the perfect support tool for developing your own Blended Learning courses. With Video Arts packs, you can tailor each course precisely to your learner's needs, as well as maximising your budget by keeping everything in-house. There are over 55 individual courses to choose from which include DVD film, support files, and interactive e-learning CD. Use the e-learning CDROM to help you measure the impact of your training, refresh the lessons learned, and develop self-study tools for anyone who missed the course.

Contact your consultant for more information and advice on tailoring your training to meet the needs of your learners.



# About Video Arts

30 years of experience, 10,000 customers and 200 awards: we're experts at helping you deliver memorable learning.

The central idea behind Video Arts is to help engage and develop people with longer lasting learning.

## What do we do?

We produce and distribute high quality video and e-learning courses to help you put across your learning messages in an entertaining and memorable way. The company is famous for intelligent, entertaining and straight-talking training.

Video Arts has delivered video and e-learning courses to customers in over 50 countries.

## How do we do it?

Video Arts resources draw upon the best in subject matter expertise, learning design and television production to create longer lasting learning.

We continue to make our own programs and distribute the best of the rest through e-learning portals and our online Digital Library platform; as well as on DVD.

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

## Why video in learning works:

*Illustration:* an external stimulus is an easy way to prompt discussion.

*Impact:* a well-placed video clip will be more memorable than any other training resource.

*Structure:* all of our programs are structured into bite-sized lessons.

*Support:* every Video Arts resource comes with a full support kit: everything you need to deliver a training course.

*Authority:* video acts as an external, objective authority that reinforces the message.

## Our history

Video Arts was established in 1972 by a small group of television professionals, including John Cleese, who pioneered the use of humour in training.

Since 2007 Video Arts has been part of the BAFTA award-winning Tinopolis group, one of the UK's largest independent media producers across television, animation and new media.

