

# Course-Source Vendor Information

## Video Arts

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

Video Arts takes a serious training message and finds an entertaining way of delivering it to make it memorable. Today, the company has harnessed the potential of the growth of digital technology and video streaming, to deliver over 200 memorably entertaining Video Arts programmes in new and innovative ways.

Video Arts programmes are entertaining, but they are also seriously effective – and made to the highest production standards, winning over 200 major training awards to date.

In May 2007 Video Arts became part of Tinopolis Group, Britain's sixth largest independent television producer. Through their sister company, Tinopolis Interactive, Video Arts now creates customised and bespoke solutions for their customers.



### Video Arts Courses

#### Change

Jamie's School Dinners: Managing and living with change

#### Communication

Assert yourself: Learning to be assertive

Going to a meeting: parts 1 & 2: Constructive and effective participation

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

Meeting, bloody meetings: Making meetings more productive

More bloody meetings: The people side of meetings

Negotiating: tying the knot: A skill for life

Put it in writing: The complete communicator – the art of influence

Report writing: The art of writing a good report

Straight talking: The art of assertiveness

The grapevine: Communicating in a world of change

The Yes! Project: The art of influence

#### Creativity

Ideas into action: Stimulating creativity for success

#### Customer Service & Quality

An inside job: Meeting internal customer needs

Complaints and quality management: Quality through customer service

Demanding customers: Customer care made PERFECT

If looks could kill: The power of behaviour

No complaints?: Complaints and the customer

On the receiving end: Making call centres more effective

Telephone behaviour: The rules of effective communication

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

#### Diversity

Valuing diversity: Equal opportunities for all

#### Finance

The balance sheet barrier: The basics of business finance

#### Interviewing

Absence minded: Managing absenteeism

Behavioural interviewing: Taking the guesswork out of recruitment

Can you spare a moment?: Counselling skills for managers

How am I doing?: The perfect appraisal interview

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

It's your choice: Selection skills for managers

Managing performance every day: Beyond the appraisal

Performance review: Every appraisee's dream

Performance review: Every manager's nightmare

The dreaded appraisal: Both sides of the appraisal interview

You're hired: Get that job

#### Management Skills

Making time: Priorities, people and procedures at work

Managing stress: Managing your behaviour

Project management: Leading a project team

The paper chase: Cutting back on paperwork

The unorganised manager: part 3: Organising others

The unorganised manager: parts 1 & 2: Organising yourself

WorkLife for Managers: Tackling stress in the workplace

#### Managing People

First among equals: Leading a team

Jamie's Kitchen: Fifteen lessons on leadership

Jamie's Kitchen: Fifteen lessons on teamwork

Pass it on: Coaching skills for managers

Performance matters: The importance of criticism

Performance matters: The importance of praise

Team spirit?: How to be an effective team member

The best of motives: Informing and involving

The helping hand: Coaching skills for managers

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

#### Selling Skills

Call to order: Converting telephone enquires

Sell it to me!: Essential skills for all salespeople

The art of selling: Sales with service

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### Pricing Information

Course-Source Ltd and Video Arts offers a unique unit based pricing model, where 1 learning unit purchased is equivalent to both 1 course and 1 learner. The organisation can then utilise those learning units in whichever configuration it decides upon. This means you only pay per user, on a needs only basis – no software licence costs or capital purchase and we've built in monitoring, reporting and marketing facilities for free.

Pricing per units are highlighted in the table below.

	Pricing per Unit Purchased									
	1-9	10-24	25-49	50-99	100-249	250-499	500-999	1000-2499	2500-4999	2500+
<b>3 Months</b>	£35.00	£30.00	£25.00	£20.00	£12.00	£12.00	£12.00	£8.00	£8.00	£5.00

