

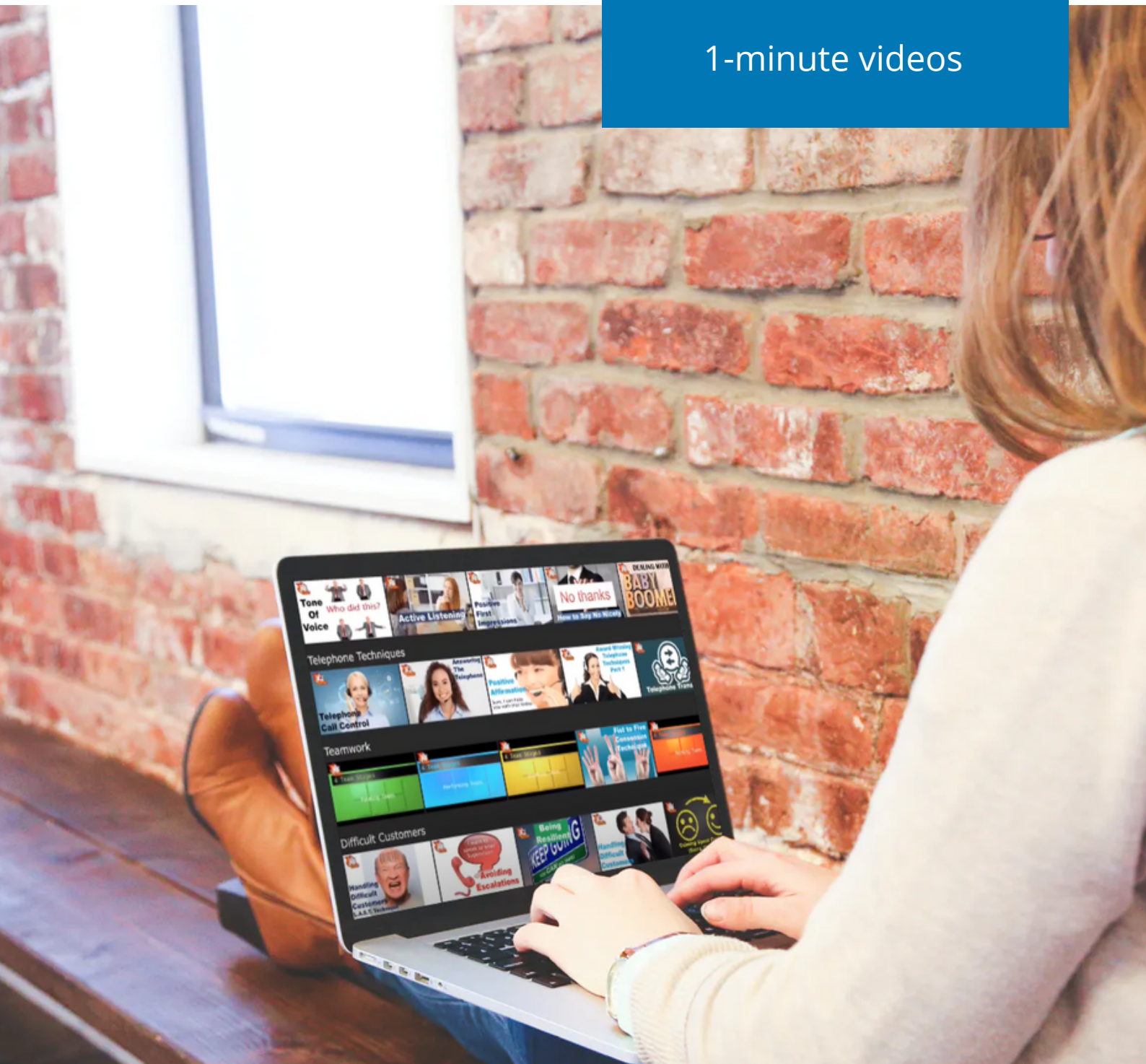


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e-learning solutions for business

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MICROLEARNING

1-minute videos



Build confidence and skills with bitesize videos!

These one-minute videos cover a range of topics to help improve productivity and confidence through sales, service and leadership skills. Browse this course brochure to find the right content for your staff.

When you're ready to find out more, get in touch on 01908 508 777 or email enquiries@traineasy.com

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Change Management

Dealing with Change

Change is inevitable but many people struggle with it. Here are some tips on how to deal with change.

Formula for Change

This is the simple formula for change. Before making a change, consider what it is that you're dissatisfied about, what would you like to have (vision), what are the first steps you need to take and what are the resistances from stopping you?

Communication

Active Listening

5 tips on how to improve your active listening skills.

Assertive Behaviour

Demonstrating how assertive behaviour gets better results over passive or aggressive behaviour.

Baby Boomers

Baby Boomers are born between 1946 and 1964. Here are a few tips on how to work with them.

Courageous Conversations

This video helps to explain how to hold a courageous or difficult conversation.

Dealing with a silent colleague or customer

If you have colleagues or customers who just don't respond or are silent, we give you a few tips to get them to open up.

Dove personality type

This video explains the Dove type personality and how to relate well with them.

Eagle personality type

This video explains about the Eagle type personality and how you can relate to them better

Emailing different age groups

In this video, we explain ways you can consider communicating to the different age groups through email.

Email Tips

In this video, we share some key tips for managing your email/outlook more effectively.

ESOL - English as a 2nd Language

How to communicate with people whose 2nd language is English or when their English language skills are still needing improvement.

Four 'P's of the Voice

This video explains 4 different things you can do to help improve the sound of your voice and enhance your communication

Giving Feedback (DESCCO)

This video focuses on how to give feedback to someone using the DESC CO method.





Giving Positive Feedback (SBI)

1-minute video on giving positive feedback using a 3 step method. Anyone can use it.

Listening Skills

This video explains some key aspects of listening including active and reflective listening. Some statistics about listening are mentioned.

Live Chat Tips - Webchat

This one minute video looks at five basic tips to providing a good customer experience through live web chat.

Managing your Boss

This video shares 5 tips on how to manage your boss and have a better working relationship. This is not about manipulating your boss but rather how to more effectively communicate with them.

Open & Closed Questions

Understanding how to use the right question type with customers. Avoid using closed questions when trying to gather information. Avoid open questions when clarifying.

Owl Personality Type

This one minute video explains what characteristics the Owl type personality has and what you can do to relate better with them.

Peacock Personality Type

This 1-minute video explains about the Peacock type personality and how you can relate to them better.

Personality Types

1-minute video introducing personality types based on the DOPE test - Dove, Owl, Peacock, Eagle.

Powerful Questions

This one minute video explains what powerful and insightful questions are and gives six examples.

Professional Emails

This 1-minute video outlines 6 quick tips to help keep your emails professional and avoid rudeness.

Questioning Skills

Understanding which questions to ask when is important. Open and Closed questions explained.

Resolving Arguments

This 1-minute video outlines what you can do to effectively resolve arguments rather than try to win them and therefore cause further issues.

Slowing down your Speech

Some people speak a little too fast. If you struggle to slow down your speech, try some of the tips in this video.

Telephone Hold Techniques

In this video, learn the components of the professional telephone hold.

Telephone Transfers

Here we show you how to make a professional telephone transfer - or handshake.



Tone of Voice

Understand how much the tone of your voice impacts on the conversation. Some key points to remember.

Traditionalists

Traditionalists were born before 1946. Here are a few tips on how to work with them.

Verbal Holding

Verbal Holding is a service technique to help keep the caller informed while you research an answer.

Video Call Etiquette

This 1-minute video explains five things you can do to ensure you have appropriate and successful video conference calls.

Voice Intonation

This 1-minute video explains how your intonation or emphasis on certain words can change the meaning of a sentence.

Conflict & Negotiation

Managing Conflict

This 1-minute video explains a four-step process you can follow to manage a conflict situation. Whether you have a conflict with a customer, colleague or manager, these steps can be followed.

Negotiation Skills

Here are some tips to remember when negotiating.

Understanding Conflict

This video shares what conflict is and how to better collaborate to get a win/win resolution.

Customer Service

A Positive Response to Customers

This video describes how to change a potentially negative response to sounding more positive when dealing with customers. Five things you can remember when responding to customers and avoid sounding negative.

Acknowledge Customer Contact

Here we share some ideas on how we can acknowledge customer contact effectively and make them feel welcome and important.

Adding Value

In this video, we share some tips on how to provide a better customer experience by adding value. Things like sharing additional benefits, mentioning special offers and providing additional information can all add value to the customer.

Bad News, Good News

This video explains a simple process to help our customer have a positive experience even when you share bad news.





Being Present

In this video, we explain how important it is to be present and focus when talking with a customer or colleague. There are a few things you can do to be present. This is one of the four basic fundamentals of the FiSH! Philosophy.

Customer Effort

This video explains what Customer Effort is, what Customer Effort Score means and four ways to reduce customer effort.

Customer Service Recovery

Video on using the H.E.A.R.D. technique on dealing with a complaining customer

FiSH! Philosophy

This video explains the four basic components of the FiSH! Philosophy.

Great Customer Service Tips

This 1-minute video explains 5 ways you can provide great customer service.

Indifference

1-minute video on how to overcome indifference

Internal Customer Service

Internal customer service is the culture where everyone in the organisation is helping the customer - either directly or indirectly. This 1-minute video gives 4 ways to improve your own internal customer service.

Make their Day

In this video, we explain some ways to help make the day of another person. This could be a customer, work colleague, staff member or manager. One of the four fundamentals of the Fish! Philosophy is 'Make Their Day'

Moments of Truth

Every contact with a customer is a moment of truth and when something doesn't go well, you define your value. This 1-minute video explains five things to include in each contact to deliver great value to the customer.

No Blame Apology

This one minute video explains what a 'No blame apology' is and how to phrase one.

Permission to Ask Questions

When we need to get information from a customer, it's normally so we can make our lives easier too.

Positive Affirmation

This video explains the reasons and ways to provide the customer with a positive initial response to a query. Not just a positive first impression but a positive response to give confidence to the customer that you can help. Whether it's on the phone or face to face the same principles apply.

Positive First Impressions

Video on how to create a positive first impression. There are some basic things to avoid and some specifics to remember.





Professional Telephone Greeting

How to offer a professional telephone greeting. Key components of how to welcome callers in a professional manner.

Showing Empathy

Understanding and showing empathy are key skills to help get on side with a customer. This video outlines some things you can do to build on these skills

Debt Recovery

Collecting Debt

In this video, you will learn how to effectively collect debt. There are five things to enhance your debt collecting abilities.

Difficult Customers

Abusive Customers

Abusive customers may swear at you, call you names or even threaten you. This video outlines a number of steps you can follow to deal with them.

Dealing with Know-it-all Customers

How to handle customers or colleagues who think they know better and have lots of information.

Dealing with Rude People

This 1-minute video gives five tips for dealing with rude people.

Dealing with the Non-stop talking Customer

Here are a few tips on how to deal with customers who like to talk and when you need to move the conversations along.

Defusing Angry Customers

Angry customers can be difficult to deal with. In this video, we explain some steps you can take to defuse the situation quickly and take control.

Handling Difficult Customers - The L.A.S.T. Technique

This video shows 4 simple steps to calm down and deal with a difficult or challenging customer.

How to Say No Nicely

There are 4 easy steps to follow when you need to say 'No'. This video outlines those steps and helps you understand how saying 'No' can be easier than you might think.

How to Say No Nicely to a Customer

This 1-minute video shows how you can say no nicely when talking with a customer. Check out the 4 easy steps to follow.

Vulnerable Customers

This one minute video explains what vulnerable customers are and five things you can do to better work with and help them



Health & Safety

Employee Responsibility - Health and Safety

1-minute video explaining some key points of employee responsibility in Health & Safety

Health & Wellbeing

Calming Upset Customers (Sorry, Glad, Sure)

Knowing how to calm down an upset customer is a key service skill. Whether they are angry, frustrated or emotional, the techniques in this video can help you out.

Responding to a Bully at Work

This one-minute video shares some ways you can handle bullying situations at work.

Leadership

Appreciation in the Workplace

There are 5 motivating languages you can use to motivate others in the workplace. These are explained briefly in this video. Based on Gary Chapman's five love languages, it's important to communicate in the language of those you work with in order to maximise productivity and motivation.

Coaching the Individual

Video on how to coach people as individuals. Whether you are a manager or peer coaching, these tips will help you know how to get the most out of coaching people recognising everyone responds in different ways.

Daily Team Huddle

This 1-minute video shares five things you can do in a daily team huddle to start the day off well with your team.

Dealing with aggressive staff members

1-minute video explaining the process of dealing with aggressive staff members. You could also use this in other situations when someone is displaying aggressive behaviour.

Dealing with Bad Attitudes

This 1-minute video gives some tips on how to avoid creating bad attitudes within the team and 4 steps on how to deal with them if they arise.

Delegation

Delegation is something we often avoid doing or it's something we don't do well. In this video, we give four tips on how to make delegation more effective.

Employee Engagement

Employee engagement can be improved by looking at four main areas. Leaders in the business can help their staff by doing some key things. In this video, we introduce the four-win themes for improving the engagement of all staff.

Generation X

Generation X are born between 1964 and 1980. Here are a few tips on how to work with them.



Generation Y

Generation Y (millennials) are born between 1980 and 1995. Here are a few tips on how to work with them.

Generation Z

Generation Z are born after 1995. Here are a few tips on how to work with them.

Great Meetings

1-minute video on four things to help you run great meetings

GROW Model for Coaching

This 1-minute video outlines how to use the GROW model for coaching. Goal, Reality, Options, Way forward

Leading in a VUCA World

This 1-minute video gives 5 tips on what you can do to help lead changes a VUCA world. (Volatile, Uncertainty, Complexity, Ambiguous)

Managing Persistent Lateness

1-minute video giving four tips to help manage persistent lateness

No Excuses Leadership

This one minute video explains how you can be a 'No excuses' leader.

Vision, Mission & Values

We often get confused by these terms. This video briefly explains the difference and reasoning behind all three.

Walking meetings

In this 1 minute video, we highlight the benefits of holding a walking meeting as an alternative to a sit-down meeting. We also share 4 key tips on how to run them.

Workplace Bullying

In this video, we highlight some of the areas that are considered to be workplace bullying.

Management

Business Cases and ROI

At some point, you will need to ask for money for something at work and may need to justify the expenditure. Knowing how to put a simple business case together with some promise of a return on investment (ROI) can really help your chances. This video shares some of these key tips.

Personal Development

Accepting Praise

This 1-minute video gives a few tips on how to accept praise or a compliment.

Attention in Meetings

This video shares some ways that you can stay on track during meetings. We will often find our minds wandering or thinking of other things. Follow these tips to help you stay focused and contributing.



Avoiding Escalations

This video covers some of the key points around avoiding having to escalate a call or conversation to a manager or a supervisor.

Being Assertive

Some tips on how to be more assertive. Understanding the difference between passive, aggressive and assertive behavioural styles.

Being Polite

In this video, we demonstrate some of the benefits and ways of being polite.

Being Likeable through Empathy

This 1-minute video uses the word Empathy as an acronym to be able to be more likeable using empathetic ways.

Boosting Confidence

We often need to pick ourselves up and recover from low self-esteem or lack of confidence. In this video, we share some tips on how to build self-confidence.

Building Rapport

Understanding how to build rapport can provide you with more confidence when talking with customers either on the phone or face to face or indeed in any given situation.

Choose your Attitude

Choosing your attitude is a fundamental principle about self-control. Your attitude is the one thing that's totally yours to control. This video highlights some things to help you choose a positive attitude.

Collaboration

This 1-minute video outlines how to collaborate effectively following 4 steps.

Dealing with Criticism

We all get criticised in our lives - it's how we deal with it that makes the difference. This video explains how we can better deal with negative feedback or criticism.

Decision Making

This one minute video helps you to understand the key components of decision making.

Diffusing Anger

1-minute video on how to diffuse anger using the 4 step CALM technique

Do it right first time

1 minute video explaining the benefits of doing something right the first time as well as how to do it.

Emotional Intelligence

Emotional Intelligence is a way of understanding how the emotions of ourselves and others can impact behaviour. Being aware of how to regulate our emotions and manage our motivations are two of the five areas we cover off in this video in order to raise our levels of Emotional Intelligence.

Goal Setting (SMART)

A brief video on goal setting with SMART goals. Understanding of making goals specific, measurable, agreed, realistic and time-bound.



How to Say Sorry

In this video, we share some key steps to follow in order to provide a sincere and heartfelt apology.

KPIs

This one minute video discusses what a KPI (Key Performance Indicator) is and some best practice around setting them.

Overcoming Procrastination

1-minute video on how to overcome procrastination.

Overcoming Umms and Uhhs

1-minute video on how to overcome the disfluencies or filler words like Umm, Uhh, You know etc

Ownership & Accountability

This video explains the difference between ownership, accountability and responsibility compared to blame, excuses and denial. We can choose to live above the line or below the line.

Pomodoro Technique

1-minute video on the Pomodoro technique to help productivity and assimilation

Problem Solving

This video goes through five steps to help to resolve problems.

Project Management

In this video, we explain some key tips about running an effective project.

Remembering More

This 1-minute video shares 5 tips on how to remember more from training and workshops

Responding to Negativity

This video gives you a 4 step process to respond to negativity and negative comments. It follows the P.A.S.S. technique

Social Media Management

This one minute video outlines six things you can do to improve your social media interactions and management.

Taking Ownership

In this video, we look at what it means to take ownership. Every person can and should be responsible for ensuring customers get the best service possible.

Thinking on your Feet

In this 1 minute video, you will learn some techniques to think on your feet under pressure.

Transitioning out of Lockdown or Change

This 1-minute video gives 7 quick tips to help you transition out of lockdown or any period of change.

Working from Home - Leaders Tips

This 1-minute video explains 5 things leaders can do to help their homeworkers feel comfortable and valued.



Sales

Apologising for Delays

Four tips to help you apologise for delays when dealing with customers or colleagues.

Asking for the Business

Closing the sale is a skill that can be a lot easier than most people think. Often, it's just about asking for the business. Here we look at a few of the sample phrases you can use.

Features & Benefits

In this video, we highlight the difference between a feature and a benefit and how important it is to link a benefit for your customer to a feature of your product or service.

Handling Sales Objections

How to handle sales objections in simple steps. The key points to focus on to overcome sales objections.

Influencing Others

This video shares some key phrases you can use to influence people to do what you would like them to do. It's especially useful in sales or for getting a commitment.

Objection Handling (feel, felt, found)

There are a number of techniques for handling objections. In this video, we explain a simple three-step process known as the feel, felt, found technique as a way to tackle objections raised.

Objection Handling Tips

This one minute video highlights three tips for handling sales objections

Offering a Solution

Offering a solution is part of the sales process where you help the customer make a decision. Part of your role is to provide options, discuss with the customer and then make a recommendation based on your knowledge and expertise. A customer may already have formed their own opinion and make a choice prior to a recommendation but often the customer is looking for help from you - the expert.

Outbound Calling

Making outbound calls is sometimes a stressful part of the role. Here we examine a few things to ensure your success rate improves.

Overcoming Sales Objections in 3 steps

This one minute video looks at overcoming sales objections in three easy steps.

Service-Based Selling

Service-based selling is a way of softening the sales experience. This video shows how to make sales an extension of great service.

Value Led Sales Conversations

In this video, you will learn four key tips on how to have a value-led sales conversation rather than on price.





Stress & Resilience

Amygdala Hijack

The amygdala hijack is the body's natural stress response system. Learn how this works in order to understand how to better react under stress.

Being Resilient

This video shows you some key things you can do to become more resilient.

Calming Anxiety in the Moment

This 1-minute video gives four tips in dealing with anxiety and getting in control quickly.

Dealing with Anxiety & Stress

Anxiety and stress are commonplace. In this video, we look at some of the ways you can help deal with these feelings.

Managing Stress

Some tips on dealing with stressful situations.

Managing your Response

This 1-minute video explains how your response to events can greatly influence the outcome.

Mindfulness

This 1-minute video explains some simple tips to practice mindfulness.

Reducing Stress

1-minute video on 5 psychologically proven ways to reduce stress

Resilience Tips

This 1-minute video gives three specific ways to help build resilience.

Stress Response (Fight, Flight, Freeze)

In this video, we explain how to help overcome the natural stress response - Flight, Fight or Freeze.

Teamwork

4 Team Stages

The 4 Team Stages as introduced by Bruce Tuckman are briefly overviewed in this video.

Forming Teams

When a team first comes together, we refer to it as the forming stage. The team's goal is to move to the storming stage quickly. This video shares some ideas on how to move the team along.

Having Fun

Having fun or play at work is one of the four basic fundamentals of the Fish! Philosophy. In this video, we give you five things you can do to have fun at work.

Norming Teams

When a team really starts to get moving and the roles are clear, it's at the norming stage. In this video we help you understand what you can do to move the team to the performing stage.





Performing Teams

When a team is performing at a high standard, this is called a performing or a high performing team. The important area here is for the team to maintain this level of performance. This is what we discuss in this video.

Storming Teams

When a team starts to get going, they move to the storming stage. A few key things will help the team move even further to the norming stage and in this video, we tackle those points.

Team Productivity

5 tips on how to improve team productivity

Time Management

Managing Information Tip 1

This is a time-saving technique on how to manage information better. We all have busy desks and workplaces. Try this tip in order to reduce time on dealing with information as it comes in.

Managing Information Tip 2

In this video, we look at how you can manage incoming information more effectively. We discuss the 4 'R's which will be a time-saving measure in any working environment.

Managing Interruptions

In this video, we help you to understand how to manage interruptions. There are some simple things you can do to help be more effective in your time.

Training & Presenting

Effective Training Room

Whether you regularly train or have a one-off assignment, this video outlines what you can do to ensure the room is set up to create the maximum benefit for the group.

Effective Training Programmes

Training programmes can be more effective if they incorporate a number of areas. This video explains five basic steps that you can follow to ensure your programmes are hitting the mark and getting results.

Fist to Five Consensus Technique

This 1-minute video explains a technique to help gain a group consensus. Fist to Five or Fist of Five is a quick way to check on your team's agreement.

Giving Activity Instructions

This one minute video outlines the steps to giving instructions when running an activity with the group. It's important to get the steps right so everyone knows what they are to do and to get going at the same time.