






















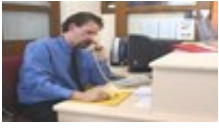








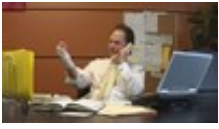













Management and Commerce

51 videos

	Year	Rating	Duration
 <p>10 Mistakes in Marketing Series: Learning à la Carte</p> <p>It's no surprise that a great product or service will be overlooked without effective marketing. Yet many businesses don't make the most of their marketing spend. In this programme, Carolyn Stafford d...</p>	2009	E	00:16:49
 <p>A Greener Workplace: Planning and Managing Sustainability</p> <p>The 'green' approach to life started as a grass-roots, community-based movement. It has now permeated the mainstream to the point where businesses across the globe realise that adopting an environment...</p>	2009	E	00:18:20
 <p>Australian Small Business: An Overview</p> <p>Over 97% of all Australian businesses fall into the small business category, yet many of us have little understanding of how the so-called engine room of the Australian economy actually works. This pr...</p>	1999		00:22:25
 <p>Behavioural Interviewing</p> <p>This programme explores a relatively new method of job interviewing. Interviews are based on previous experiences of the applicant, combined with scenarios and examples to help predict future behaviou...</p>	2005	E	00:20:48
 <p>Board Roles and Responsibilities Series: Learning à la Carte</p> <p>Recently the activities and functions of boards have come under increasing scrutiny. This has resulted in far higher levels of accountability for boards and their members. Board members must ensure th...</p>	2009	E	00:13:53
 <p>Building Strategic Alliances Series: Learning à la Carte</p> <p>Strategic alliances are a hot topic as businesses clamber for market share. But what exactly are strategic alliances and how are they formed? What are the benefits and pitfalls? Managing Director of P...</p>	2009	E	00:10:06
 <p>Closing the Sale Series: Sales and Service Masterclass</p> <p>In this programme, the panel discusses conventional notions of 'closing the sale' and challenge popular thinking about this most crucial of steps. The merits of the 'formula' approach versus a more in...</p>	2009	E	00:12:34
 <p>Coaching to Develop Motivation Series: Performance Excellence</p> <p>Discover why giving advice doesn't always help people to perform better at work. This results-oriented video demonstrates a powerful coaching technique for ensuring people take responsibility for moti...</p>	1995	E	00:10:17
 <p>Communicating Clearly Series: Hotlines Series Program 4</p> <p>Staff in call centres need to learn to communicate clearly, especially if someone has difficulty understanding. They must demonstrate these skills:- Listen carefully to identify needs- Question to clar...</p>	2000	E	00:14:17
 <p>Communicating in the Office</p> <p>The programme contains dramatisations depicting communications issues that may be found in a variety of offices throughout business and industry. These discussions starters contain examples of both ex...</p>	2001	E	00:24:03

	<p>Conveying a Professional Image</p> <p>People in call centres are the window into their organisation. They need to present a professional image over the phone. This programme covers the importance of speaking well, welcoming customers and...</p>	2000	E	00:11:35
	<p>Corporate Social Responsibility Series: Learning à la Carte</p> <p>In this timely programme, Ann Sherry, recipient of the Australian Centenary Medal for work in providing banking services to disadvantaged communities, discusses the wider benefits of corporate social...</p>	2009	E	00:15:13
	<p>Creative Brainstorming for Innovation Series: Learning à la Carte</p> <p>Organisations are becoming more interested in innovation and creativity, but how do we foster these practices? Psychologist Peter Quarry interviews Yvonne Adele, and investigates practical ways to help...</p>	2009	E	00:16:11
	<p>Creative Force: Technology Driving Change Series: SME Case Studies</p> <p>Businesses constantly face change. Technology drives much of it and has drastically impacted every industry and sector in recent decades. Successful small businesses embrace change and use technology...</p>	2014	E	00:16:40
	<p>Customer Service</p> <p>The quality of a customer service experience can determine whether businesses get a customer for life, or for a one-off transaction. Just about any business will tell you that the most important focus...</p>	2013	E	00:20:03
	<p>Dealing with Conflict Case Studies</p> <p>WARNING: Programme contains language that may be offensive. Features four case studies look at conflict resolution scenarios in the workplace: 1. The Urgent Order - The Boss wants Lis to stay back, bu...</p>	1993	E	00:11:45
	<p>Dealing with Manipulative People Series: Take Away Training</p> <p>Working with manipulative people can be difficult, as they have the ability to influence or even exploit you. Psychologist, Peter Quarry, explains reactions to manipulation. He suggests the need to ta...</p>	2009	E	00:15:58
	<p>Defining Bullying in the Workplace</p> <p>Workplace bullying not only has devastating effects on individuals who are targeted by a bully, but it can also be costly to a business in terms of diminished production, poor performance and an incre...</p>	2006	E	00:26:04
	<p>Discrimination in the Workplace Series: Q&A</p> <p>The need to understand what constitutes workplace discrimination is becoming increasingly important. How can we distinguish between discrimination and other forms of common, albeit undesirable, behavi...</p>	2009	E	00:14:07
	<p>Enhancing Teamwork</p> <p>Challenging times have brought about a critical emphasis on building successful teams. This programme breaks down the four different stages that developing teams go through, and the critical ever-chan...</p>	2009	E	00:17:45
	<p>Ethical Behaviour Series: Q&A</p> <p>What is ethical behaviour and does it really matter in today's workplace? Can unethical behaviour actually affect the performance of a business? In answering some common questions about ethics, Eve As...</p>	2009	E	00:13:05

	Generational Diversity Different ages working together is not new, but the phenomenon of three 'generations' – Baby Boomers, Gen X and Gen Y - all working together is both complex and fascinating. This title highlights the k...	2009	E	00:07:56
	Has That Buck Stopped Yet? Responsibility – every individual in every workplace has it, but sadly, there are some who don't take it. This animated programme features Tom, an experienced employee who is responsible for inducting...	2008	E	00:06:26
	Introducing the Office Series: So You Want To Work in an Office? Series This programme contains a series of stories (re-enactments) depicting aspects of daily life that may be found in a variety of offices throughout business and industry. These discussion starters contai...	2001	E	00:24:04
	It's All About Culture The culture of any workplace is shaped by its people. It is unique to each workplace because the people are unique. If the personnel changes, so does the culture – often in small, but significant ways...	2008	E	00:24:58
	Kangaroo: How to Be Happy at Work This fully animated programme will surprise viewers with the latest scientific research about happiness, that one of the best ways to achieve it is through caring for others and wanting to help them....	2003	E	00:06:20
	Leadership in Action Series: Training Point Leadership Series 1 Leaders in the workplace are often managers and supervisors, but they can be found at all levels within an organisation. This programme investigates leadership traits and explores strategies for enhanc...	2009	E	00:14:10
	Management Styles: Authoritarian and Delegative Management styles can be broadly categorised into four types. In this program, we examine two styles – authoritarian and delegative. As two recruitment companies meet for their annual 10-pin bowling s...	2008	E	00:09:22
	Management Styles: Paternalistic and Collaborative Management styles can be broadly categorised into four types. In this program, we examine two types – paternalistic and collaborative. Observed through the eyes of a waiter, as two groups of employees...	2008	E	00:08:30
	Manager and Friend: The Right Balance Workplaces can be very social places. How do you maintain effective working relationships with friends, especially if one person manages another? It can be difficult, but it has to be done to ensure h...	2011	E	00:15:42
	Managing Difficult Customers and Complaints Series: Sales and Service Masterclass The programme examines how to effectively resolve conflict, whilst preserving and reinforcing a positive relationship with the customer. Excellent practical advice is offered that will assist sales pe...	2009	E	00:13:40
	Managing Generation Y Three generations are now in the workplace, and the youngest - Generation Y - are making their mark. They view the workplace very differently from Baby Boomers or Generation X. Having grown up with te...	2008	E	00:18:23
	Occupational Health and Safety in the Office Series: Office Administration Series In today's society, occupational health and safety is everywhere, and the office environment is no different. There are always health and safety issues to be aware of. In this programme we take a good...	2007	E	00:24:41

	<p>Outstanding Leadership Series: Learning à la Carte</p> <p>Ann Sherry has broad leadership experience in both private and public sectors. In this programme she debunks some common myths about leadership and leadership styles. She discusses the qualities of go...</p>	2009	E	00:18:44
	<p>Playing Your Part 1: Diversity in the Workplace</p> <p>In workplaces, as in any other part of society, people are diverse. They come from different cultures, they have different belief systems, values and religions. There is diversity in interpersonal sty...</p>	2012	E	00:23:04
	<p>Preparing Your Business Case Series: Learning à la Carte</p> <p>Many managers and employees often need to prepare and present a business case to senior personnel for approval. This can be a daunting task, particularly for the inexperienced. However, certain steps...</p>	2009	E	00:14:01
	<p>Presenting with Impact Series: Sales and Service Masterclass</p> <p>Examines how sales people can present their products and services with greater impact. The panel share their thoughts on presentational style and examine the importance of product knowledge, organisat...</p>	2009	E	00:16:09
	<p>Privacy Issues Series: Learning à la Carte</p> <p>Technological development has brought about unprecedented means of gathering and disseminating information. But have these advancements made the protection of personal and organisational privacy virtu...</p>	2009	E	00:13:33
	<p>Rethinking Marketing Series: Learning à la Carte</p> <p>This programme features one of the UK's most successful advertising and marketing gurus describing the basics of marketing. Uncover the emerging trends driven by changes in the market place and techno...</p>	1998	E	00:12:08
	<p>Risk Maker Risk Taker: A Managers Guide to Risk</p> <p>This Australian production is an ideal tool for training in the risk management process consistent with the new standard ISO 31000:2009. Risk Maker Risk Taker is a highly regarded programme, used by m...</p>	2008	E	00:24:35
	<p>Succession Planning Series: Learning à la Carte</p> <p>In this programme Ann Sherry discusses the purpose and process of succession planning. Successful succession planning provides strength and stability to an organisation, aids staff retention and prepa...</p>	2009	E	00:12:32
	<p>Teamwork Series: Business Studies</p> <p>What can be achieved by an effective team is usually considerably greater than what the individuals within that team working separately could achieve. Functional and cohesive teams are often the key t...</p>	2009	E	00:17:26
	<p>The Ageing Workforce</p> <p>Fewer young people coming into the workforce has serious implications for employers, business owners and management. Coupled with this, there is a hidden and under-utilised pool of workers aged over 4...</p>	2009	E	00:10:20
	<p>The Value of Mentoring</p> <p>Mentoring programs are undoubtedly a hot topic - if not being implemented in every workplace, they are certainly widely discussed and considered. Produced in Melbourne, this programme from Training Po...</p>	2008	E	00:25:46



Understanding Financial Information
Series: Learning à la Carte

2009 E 00:13:48

Financial information is at the very core of business operations. But many business owners, managers and executives are in the dark when it comes to the terms and phrases of financial information and...



Understanding Personality Differences
Series: Q&A

2009 E 00:13:40

It is complex. Sometimes, it simply cannot be understood. Yet personality impacts in a major way at work. Two people with the same goal may struggle to achieve it because a difference in personalities...



Unwined: Introducing Hospitality to Retail
Series: SME Case Studies

2014 E 00:15:44

Mark and Meredith Telfer purchased a franchised retail cleanskin wine outlet. Over the course of nine years they worked the business hard ultimately transforming it into a unique wine bar, complementi...



What Customers Love and Hate
Series: Sales and Service Masterclass

2009 E 00:09:15

Learn to engage customers by focusing on what they love and avoiding what they hate. Viewers are challenged to assess their current methods and style and apply the principles uncovered by the latest b...



What Is Marketing?
Series: Introduction to Marketing Series

2009 E 00:22:42

Marketing is a key topic in a range of business, leisure and tourism courses. This fascinating program provides a clear introduction to the subject, giving students a sound understanding of the key co...



Workplace Leadership

2011 E 00:14:11

Why are some people great leaders? Are leaders born or made? These great questions are explored and answered. Individuals in all sorts of situations and positions within society can provide real leade...



Workplace Training: Planning, Organising and Facilitating

2011 E 00:16:51

Workplace training provides people with the means to learn new skills and knowledge, and apply these in the workplace. Training also allows organisations to develop new and better processes to increas...