



Videos (10 Minute)

Abusive customers	Introduction to selling
Advanced customer service	Keeping your customers informed
Advanced difficult customers	Know your business
An introduction to contact centres	Learning & delivery styles
Answering the telephone	Listening skills
Attitude	Managing customer needs
Award winning emails	Managing difficult trainees
Award winning social media interactions	Managing social media
Award winning telephone techniques Part 1	Managing stress
Award winning telephone techniques Part 2	Mindfulness
Being a new leader	Negotiation skills
Being assertive	Outbound calling
Being part of a team	Personal grooming
Being productive	Positive first impressions
Being resilient	Problem solving
Closing the sale	Questioning skills
Coaching for change Part 1	Retail sales
Coaching for change Part 2	Service requests
Communication skills	Sexual harassment at work
Cultural awareness	Showing empathy
Customer service excellence	Taking Initiative
Dealing with change	Telephone call control
Delegation	Thinking on your feet
Difficult conversations	Time management
Difficult customer types	Your personal brand
Door to door Sales	
Emotional clients & colleagues	
Emotional intelligence	
Fix the customer first	
Giving & receiving feedback	
Giving instructions	
Handling conflict	
Handling difficult customers	
Health and safety basics	
Health and wellness	
Influencing skills	

