

## 1 Minute Videos Available

4 team stages	Dealing with aggressive staff members	Generation X
Abusive customers	Dealing with anxiety and stress	Generation Y
Acknowledge customer contact	Dealing with bad attitudes	Generation Z
Active listening	Dealing with change	Giving Activity Instructions
Adding value	Dealing with criticism	Giving feedback (DESCCO)
Amygdala hijack	Dealing with know-it-all customers	Giving positive feedback (SBI)
Apologising for delays	Dealing with the non-stop talking customer	Goal setting (SMART)
Assertive behaviour	Decision making	Great customer service tips
Attention in meetings	Defusing angry customers	Great meetings
Avoiding escalations	Delegation	GROW model for coaching
Asking for the business	Diffusing anger	Handling difficult customers (LAST)
Baby boomers	Do it right the first time	Handling sales objections
Bad news, Good news	Dove personality type	Having fun
Being assertive	Eagle personality type	Health & safety – employee responsibility
Being polite	Emailing different age groups	How to say no nicely
Being present	Emotional intelligence	How to say no nicely to a customer
Being Resilient	Employee engagement	How to say sorry
Boosting confidence	Effective training rooms	Indifference
Building rapport	Effective training programmes	Internal Customer Service
Business cases & ROI	Email tips	KPIs
Calming anxiety in the moment	ESOL - English as a 2nd language	Listening skills
Calming upset customers (sorry, Glad, Sure)	Features & benefits	Live Chat Tips – Webchat
Choose your attitude	Fish! Philosophy	Make their day
Coaching the individual	Fist to Five consensus technique	Managing conflict
Collaboration	Forming teams	Managing information
Collecting debt	Formula for change	
Courageous conversations	Four 'P's of the voice	
Customer service recovery		
Daily team huddle		
Dealing with a silent colleague or customer		

Managing interruptions	Problem solving
Managing persistent lateness	Professional telephone greeting
Managing Stress	Project management
Managing your boss	Questioning skills
Managing your response	Reducing stress
Moments of truth	Remembering more
Motivation by appreciation	Resilience
Negotiation skills	Service based selling
No Blame Apology	Showing empathy
Norming teams	Slowing down your speech
Objection handling (feel, felt, found)	Social media management
Objection handling tips	Storming teams
Offering a solution	Stress response (Fight, Flight, Freeze)
Open & closed questions	Taking ownership
Outbound calling	Team productivity
Overcoming Procrastination	Telephone hold techniques
Overcoming sales objections	Telephone transfers
Overcoming Umms and Uhhs	Thinking on your feet
Owl personality type	Tone of voice
Ownership & accountability	Traditionalists
Peacock personality type	Understanding conflict
Performing teams	Value led sales conversations
Permission to ask questions	Verbal holding
Personality Types	Vision, mission and values
Pomodoro Technique	Voice intonation
Positive affirmation	Walking meetings
Positive first impressions	Workplace bullying

## **10 Minute Video Modules Available (Video & workbook)**

Module 1: Customer service excellence  
Module 2: Answering the telephone  
Module 3: Managing customer needs  
Module 4: Questioning skills  
Module 5: Learning & delivery styles  
Module 6: Introduction to selling  
Module 7: Handling conflict  
Module 8: Giving Instructions  
Module 10: Being assertive  
Module 11: Time management  
Module 12: Difficult customer types  
Module 13: Managing stress  
Module 14: Communication skills  
Module 15: Handling difficult customers  
Module 16: Listening skills  
Module 19: Problem solving  
Module 20: Cultural awareness  
Module 21: Personal grooming  
Module 22: Taking Initiative  
Module 24: Being part of a team  
Module 26: Difficult conversations  
Module 30: Dealing with change  
Module 31: Telephone call control  
Module 33: Showing empathy  
Module 34: Negotiation skills  
Module 35: Being resilient  
Module 36: Thinking on your feet  
Module 37: Award winning telephone techniques Pt1  
Module 37: Award winning telephone techniques Pt2

Module 41: Positive first impressions  
Module 42: Award winning emails  
Module 43: Health & Safety Basics  
Module 44: Giving & receiving feedback  
Module 47: Know your business  
Module 54: Closing the sale  
Module 56: Influencing skills  
Module 60: Being productive  
Module 62: Outbound calling  
Module 63: Attitude  
Module 65: Emotional intelligence  
Module 67: Delegation  
Module 68: Abusive customers  
Module 69: Your personal brand  
Module 72: Being a new leader  
Module 77: Keeping your customers informed  
Module 81: Advanced customer service  
Module 82: Advanced difficult customers  
Module 85: Managing social media  
Module 88: Emotional clients & colleagues  
Module 89: Fix the customer first  
Module 90: Door to Door Sales  
Module 91: Retail Sales  
Module 92: Managing difficult trainees  
Module 93: Service requests  
Module 94: Sexual harassment at work

## Learning Pathways

Our Learning Pathways provide suggested programmes with a video and workbook module per month plus additional skill refreshers in-between using the 1-minute videos.

Coaching Refresher Skills – 8 modules

Communication Skills training – 8 modules

Complaint handling – 12 modules

Credit-control training – 10 modules

Customer Service – 12 modules

New CSR (Customer Service Rep) – 12 modules

New Leader training – 12 modules

Receptionist training – 6 modules

Sales training – 6 modules

Selling training – 10 modules

Stress Resilience – 4 modules

Time Management training – 6 modules

Trainers Pathway – 8 modules