

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		

Updated 2019

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