



Abusive customers
Advanced customer service
Advanced difficult customers
An introduction to contact centres
Answering the telephone
Attitude
Award winning emails
Award winning social media interactions
Award winning telephone techniques Part 1
Award winning telephone techniques Part 2
Being a new leader
Being assertive
Being part of a team
Being productive
Being resilient
Closing the sale
Coaching for change Part 1
Coaching for change Part 2
Communication skills
Creativity and innovation
Cultural awareness
Customer service excellence
Dealing with change
Dealing with other departments
Delegation
Difficult conversations
Difficult customer types
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
High performing teams
Influencing skills
Introduction to selling
Keeping your customers informed
Know your business
Leading remote teams
Learning & delivery styles
Listening skills
Managing customer needs
Managing difficult trainees
Managing social media
Managing stress
Mindfulness
Negotiation skills
Outbound calling
Pandemic awareness
Personal grooming
Positive first impressions
Problem solving
Questioning skills
Retail sales
Service requests
Sexual harassment at work
Showing empathy
Taking Initiative
Telephone call control
Thinking on your feet
Time management
Working with other departments
Workplace bullying
Your personal brand