



Abusive customers	Active listening	Amygdala hijack	Assertive behaviour
Dealing with anxiety and stress	Dealing with criticism	Dealing with difficult customers (LAST)	Dealing with stress
Defusing angry customers	Emotional intelligence	How to say no nicely to a customer	Listening skills
Managing conflict	Offering a solution	Overcoming Umms and Ahhs	Permission to ask questions
Problem solving	Questioning skills	Resilience	Showing empathy
Stress response (Fight, Flight, Freeze)	Taking ownership	Thinking on your feet	Tone of voice
Understanding conflict	Voice intonation		

1 minute video refreshers & quick reinforcers

Months /Time for programme application

