



## 1 Minute Videos Available

### Videos (1 minute)

4 team stages

Abusive customers

Acknowledge customer contact

Active listening

Adding value

Amygdala hijack

Assertive behaviour

Attention in meetings

Avoiding escalations

Asking for the business

Baby boomers

Being assertive

Being polite

Being present

Boosting confidence

Building rapport

Business cases & ROI

Calming upset customers (sorry, Glad, Sure)

Coaching the individual

Collaboration

Courageous conversations

Choose your attitude

Customer service recovery

Daily team huddle

Dealing with a silent colleague or customer

Dealing with aggressive staff members

Dealing with anxiety and stress

Dealing with change

Dealing with criticism

Dealing with difficult customers (LAST)

Dealing with know-it-all customers

Dealing with stress

Dealing with the non-stop talking customer

Debt collection

Decision making

Defusing angry customers

Delegation

Diffusing anger

Do it right first time

Dove personalities

Eagle Personalities

Emailing age groups

Emotional intelligence

Employee engagement

Effective training room

Effective training programmes

Email tips

ESOL - English as a 2nd language

Features & benefits

Fish! Philosophy

Fist to Five consensus technique

Forming teams

Formula for change

Four 'P's of the voice

Generation X

Generation Y

Generation Z

Giving feedback (DESCCO)

Giving positive feedback (SBI)

Goal setting (SMART)

Great customer service tips

GROW model for coaching

Handling sales objections

Having fun

Health & safety – employee responsibility

How to say no nicely

How to say no nicely to a customer

How to say sorry

Indifference

Listening skills

Make their day

Managing conflict

Managing information

Managing interruptions

Managing your boss

Managing your response

Moments of truth

Motivation by appreciation

Negotiation skills

Norming teams

Objection handling (feel, felt, found)

Objection handling tips

Offering a solution

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Open & closed questions

Outbound calling

Overcoming sales objections

Overcoming Umms and Ahhs

Owl personalities

Ownership & accountability

Overcome Procrastination

Peacock personalities

Performing teams

Permission to ask questions

Personality Types

Pomodoro Technique

Positive affirmations

Positive first impressions

Problem solving

Professional telephone greeting

Project management

Questioning skills

Remembering more

Resilience

Service based selling

Showing empathy

Slowing down your speech

Social media management

Storming teams

Stress response (Fight, Flight, Freeze)

Taking ownership

Telephone hold techniques

Telephone transfers

Thinking on your feet

Tone of voice

Traditionalists

Understanding conflict

Verbal holding

Vision, mission and values

Voice intonation

Walking meetings

Workplace bullying?

Webchat tips

