



1 Minute Videos Available

Videos (1 minute)

4 team stages

Abusive customers

Acknowledge customer contact

Active listening

Adding value

Amygdala hijack

Apologising for delays

Assertive behaviour

Attention in meetings

Avoiding escalations

Asking for the business

Baby boomers

Bad news, Good news

Being assertive

Being polite

Being present

Being Resilient

Boosting confidence

Building rapport

Business cases & ROI

Calming anxiety in the moment

Calming upset customers (sorry, Glad, Sure)

Choose your attitude

Coaching the individual

Collaboration

Collecting debt

Courageous conversations

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 bad attitudes

Dealing with change

Dealing with criticism

Dealing with know-it-all customers

Dealing with the non-stop talking customer

Decision making

Defusing angry customers

Delegation

Diffusing anger

Do it right the first time

Dove personality type

Eagle personality type

Emailing different age groups

Emotional intelligence

Employee engagement

Effective training rooms

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 Activity Instructions

Giving feedback (DESCCO)

Giving positive feedback (SBI)

Goal setting (SMART)

Great customer service tips

Great meetings

GROW model for coaching

Handling difficult customers (LAST)

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

Internal Customer Service

KPIs

Listening skills

Live Chat Tips – Webchat

Make their day

Managing conflict

Managing information





1 Minute Videos

Videos (1 minute)

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

