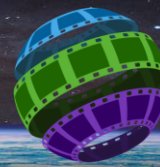


- 4 team stages
- A positive response to customers
- Abusive customers
- Accepting Praise
- Acknowledge customer contact
- Active listening
- Adding value
- Agile Scrums
- Agile Sprints
- Amygdala hijack
- Apologising for delays
- Appreciation in the workplace
- Assertive behaviour
- Avoiding escalations
- Asking for the business
- Baby boomers
- Bad news, Good news
- Being a great meeting participant
- Being assertive
- Being likeable through empathy
- Being polite
- Being present
- Being Resilient
- Boosting confidence
- Building rapport
- Business cases & ROI
- Call evaluations
- Calming anxiety in the moment
- Calming upset customers (sorry, Glad, Sure)
- Changing people's behaviour
- Choose your attitude
- Coaching the individual
- Cognitive Load
- Collaboration
- Collecting debt
- Coping under fire on the front line
- Courageous conversations
- Customer effort
- 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 non-stop talking customers
- Dealing with rude people
- Decision making
- Defusing anger (CALM)
- Defusing angry customers
- Delegation
- 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
- Engaging remote staff
- 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 Objections (feel, felt, found)  
H.A.R.D. Goals  
Having fun  
Health & safety – employee responsibility  
How to say no nicely  
How to say no nicely to a customer  
How to say sorry  
Improving self-awareness  
Indifference  
Influencing others  
Internal Customer Service  
KPIs  
Leading in a VUCA world  
Listening skills  
Live Chat Tips – Webchat  
Make their day  
Managing conflict  
Managing information  
Managing interruptions  
Managing persistent lateness  
Managing Stress  
Managing your boss  
Managing your response  
Micro aggressions  
Mindfulness  
Moments of truth  
Negotiation skills  
No Blame Apology  
No Excuses Leadership  
Norming teams  
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  
Paying attention in meetings  
Peacock personality type  
Performing teams  
Permission to ask questions  
Personality Types  
Pomodoro Technique  
Positive affirmation  
Positive first impressions  
Powerful Questions  
Problem solving  
Professional Emails  
Professional telephone greeting  
Project management  
Questioning skills  
R U Ok?  
Reducing stress  
Remembering more  
Resilience tips  
Resolving arguments  
Responding in communication  
Responding to a bully at work

Responding to negativity  
Sales objections handling  
Service based selling  
Showing empathy  
Slowing down your speech  
Social media management  
Staying motivated working from home  
Storming teams  
Stress response (Fight, Flight, Freeze)  
Taking ownership  
Team productivity  
Telephone hold techniques  
Telephone transfers  
Thinking on your feet  
Tone of voice  
Traditionalists  
Transitioning out of lockdown or change  
Understanding conflict  
Value led sales conversations  
Verbal holding  
Video call etiquette  
Vision, mission and values  
Voice intonation  
Vulnerable customers  
Walking meetings  
Working from home effectively  
Working from home – Leaders tips  
Workplace bullying