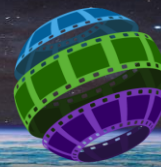


- 4 team stages
- A positive response to customers
- Abusive customers
- Accepting Praise
- Acknowledge customer contact
- Active listening
- Adding value
- Amygdala hijack
- Apologising for delays
- Assertive behaviour
- Attention in meetings
- Avoiding escalations
- Asking for the business
- Baby boomers
- Bad news, Good news
- Being assertive
- Being likeable through empathy
- 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 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 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 Objections (feel, felt, found)
- Having fun
- Health & safety – employee responsibility
- How to say no nicely
- How to say no nicely to a customer
- How to say sorry
- 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
- Mindfulness
- Moments of truth
- Motivation by appreciation
- 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
- Peacock personality type
- Performing teams
- Permission to ask questions
- Personality Types
- Pomodoro Technique
- Positive affirmation
- Positive first impressions
- Problem solving
- Professional Emails
- Professional telephone greeting
- Project management
- Questioning skills
- Reducing stress
- Remembering more
- Resilience
- Resolving arguments
- Responding to a bully at work
- Responding to negativity
- Sales objections handling
- 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
- Vulnerable customers
- Walking meetings
- Working from home – Leaders tips
- Workplace bullying