



1 Minute Videos Available

Videos (1 minute)

4 team stages

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 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

Leading in a VUCA world

Listening skills

Live Chat Tips – Webchat





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

